

Partner Center

User Guide

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Security Declaration

Vulnerability

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

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

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

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

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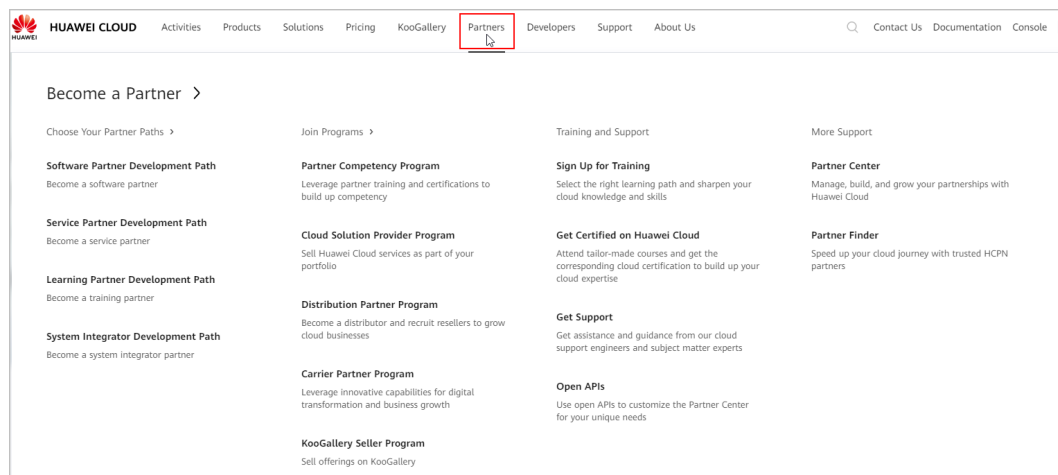
1 Becoming a Partner

1.1 Registering a HUAWEI ID and Enabling Huawei Cloud Services

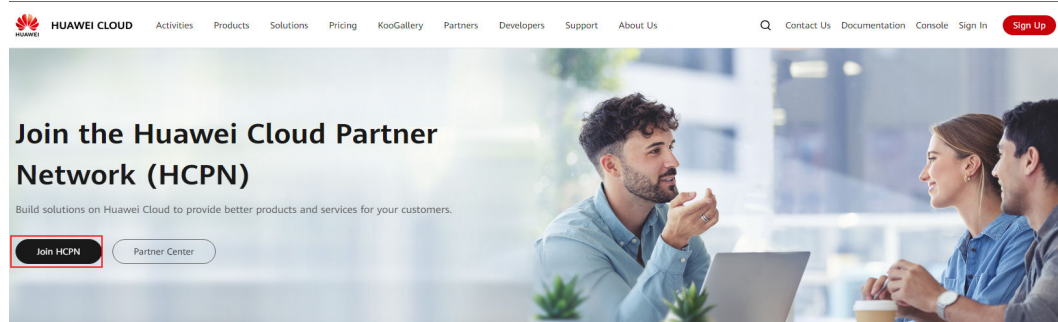
Procedure

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

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



Step 3 Click **Join HCPN**.



Step 4 Click **Register** on the login page.

HUAWEI ID login

Phone/Email/Login ID/HUAWEI CLOUD account name

Password

LOG IN

Register Forgot password?

Use Another Account

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

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

Step 5 Fill in the required information on the account registration page.

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

Country/Region Hong Kong (China) ▼

Email

Email code [Get code](#)

Password 👁

Confirm password 👁

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

Register

- a. Select a country or region from the **Country/Region** drop-down list.
 - If you register the HUAWEI ID for an individual, select the country or region where the individual is.
 - If you register the HUAWEI ID for an enterprise, select the country or region where the enterprise was registered.

NOTE

- The country or region you select determines the applicable laws and tax rates. It cannot be changed after account registration.

- b. Enter an email address.
- c. Enter the verification code received by email.
- d. Set a password for your HUAWEI ID. It must meet the following requirements:
 - Contains at least eight characters.
 - Contains both letters and digits, and does not contain spaces.
- e. Click **Register**.

Step 6 Set a security phone number which can be used to reset your password if you forget it. You can skip this setting.

Set security phone number

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

+852(Hong Kong (Chi... ▼ | Phone

Verification code

SMS code [Get code](#)

SKIP OK

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

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

Enable HUAWEI CLOUD Services

* Country/Region

Select the country or region that matches your billing address. This will affect the applicable laws, Huawei Cloud signing entities, and tax rates. Exercise caution when selecting the country/region because it cannot be changed after you enable HUAWEI CLOUD services. [Learn more](#)

I have read and agree with the [HUAWEI CLOUD Customer Agreement](#) and [Privacy Statement](#). (You can also choose to [enable services later](#).)

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

Enable

Step 8 Complete the information.

- Bind a mobile number and click **Next**.

You can use the mobile number only to receive Huawei Cloud news and promotion messages and perform identity authentication. You cannot use it for login.

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

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



After completing the account information, **do not configure the payment option**. Otherwise, your applications for joining partner programs will be affected.

Payment Methods / Add Card

! Only credit cards of Visa/MasterCard are supported. Debit cards, prepaid cards, virtual cards, and gift cards are not supported. If you wish to add a debit card, please [submit a service ticket](#).


- After you submit your credit card information, HUAWEI CLOUD will deduct a deposit from your credit card to check the card validity, and the deposit will be automatically returned to your credit card.
- A credit card can be associated with only one HUAWEI CLOUD account.
- The country/region where your credit card is issued must be the same as the country/region where your HUAWEI CLOUD account is registered.
- The credit card to be used must meet HUAWEI CLOUD requirements.
- You authorize us to deduct fees from your credit card based on your expenditures.
- It will take approximately 2 minutes to add a credit card.
- Your card information will be synchronized to the card issuing bank for card verification.

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

Card No.

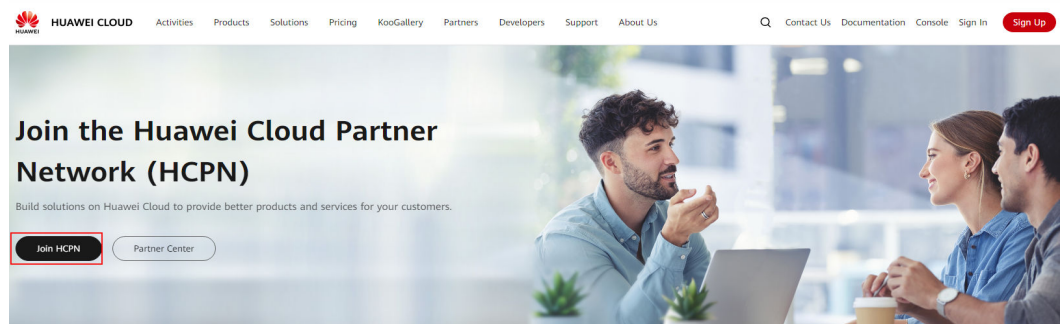
Name on Card

Expires /

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

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

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

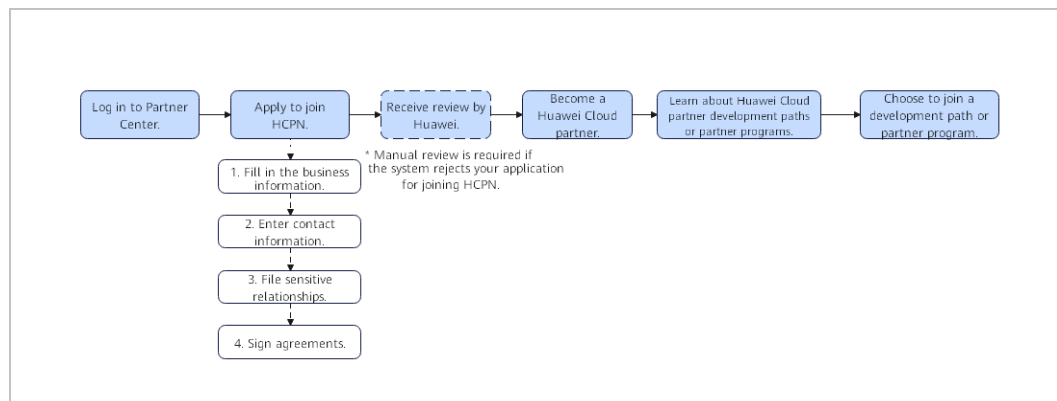


----End

1.2 Joining HCPN

After **registering a Huawei Cloud account**, you can apply to join Huawei Cloud Partner Network (HCPN). By doing so, you will gain access to a wide selection of partner benefits and be able to conduct business as a Huawei Cloud partner.

The detailed process is as follows:



Prerequisites for Joining HCPN

Before applying to join HCPN, you need to prepare the information required for authentication.

- **Business Information**

The business information mainly includes the basic information, registered address, and detailed information of your company.

Please provide the following basic information based on your company's business license: company name, business registration number/license number, and tax identification number. Also, provide the registered address and detailed information of your company, including the state/province, city, detailed address, and company phone/email.

Provide the English company name from the business license. If there is no English company name, fill in the company name in the local language. The company name must be the same as that used in the registration credential file (including special characters and letters).

- **Contact Information**

Enter the name and contact information of the person who is engaged in Huawei Cloud businesses.

- **Sensitive Relationships**

Please conduct a preliminary check to determine if any employees have any sensitive relationships with Huawei.

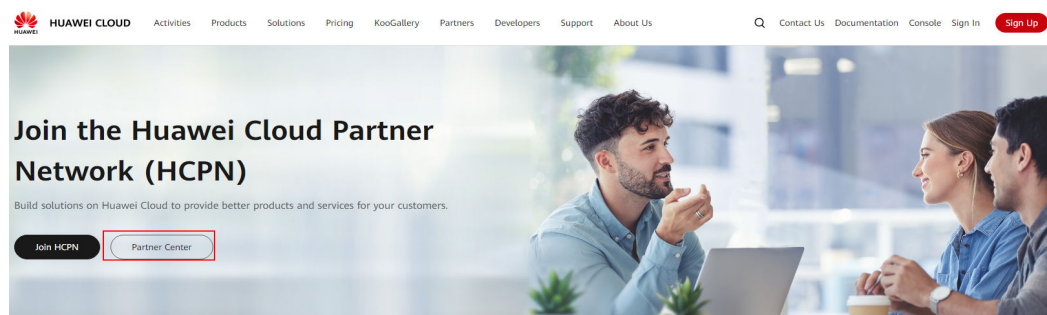
Partners shall not allow those who currently work at Huawei or their family members to have a stake in their company. In the event that a Huawei employee or his/her immediate family member(s) works for a Partner, or acts as an employee, consultant, board member, executive, or shareholder of the Partner, the Partner shall report such situations to Huawei immediately.

Registering and Joining HCPN

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

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

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



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

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

Register and Join HCPN

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

Basic Information

* Company Name ⓘ Country/Region

* Business License Registration No. * Tax Identification Number ⓘ

* Registration Credential File * Payment Currency ⓘ
Only a JPG, BMP, PNG, or PDF file of up to 20 MB can be uploaded.

Legal Person Business Period ⓘ Long term

Registered Address

* State/Province * City

District/County * Address Line 1

Address Line 2 * Postal Code

More Information

* Telephone * Email

Company Website Industry

Company Trademark Fax

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

Company Profile 0/500

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

Register and Join HCPN

Info **CHINA LIMITED** is already a Huawei Cloud partner. You do not need to join HCPN again. Associate with **CHINA LIMITED** to become a Huawei Cloud partner.

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

* Last Name * First Name

Position * Preferred Method Email Mobile Phone Work Phone Fax

* Email Mobile Phone

Work Phone Fax

Work Address

I have read and agree to the following agreements :
([HUAWEI CLOUD Partner Certification Agreement](#))

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

The screenshot shows the 'Register and Join HCPN' interface at Step 2, 'Specify Contact Info'. The progress bar at the top indicates the current step. The 'More Information' section contains the following fields:

- * Last Name: Text input field
- Position: Dropdown menu with '--Select--' selected
- * Email: Text input field with placeholder 'Enter an email address.'
- Work Phone: Text input field
- Work Address: Text input field
- * First Name: Text input field
- * Preferred Method: Radio buttons for Email (selected), Mobile Phone, Office Phone, and Fax
- Mobile Phone: Text input field with a dropdown menu showing '+852(Hon...')
- Fax: Text input field

At the bottom, there are four buttons: 'Previous', 'Next' (highlighted in red), 'Save Draft', and 'Cancel'.

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

The screenshot shows the 'Register and Join HCPN' interface at Step 3, 'Sensitive Relationship Filing'. The progress bar at the top indicates the current step. The 'Filed Information' section contains the following text and options:

Filed Information

According to the Clause 3.9 in the Code of Conduct for HUAWEI CLOUD Partners, partners shall not allow those who currently work at Huawei or their family members to have a stake in their company. In the event that a Huawei employee or his/her immediate family member(s) works for a Partner, or acts as an employee, consultant, board member, executive, or shareholder of the Partner, the Partner shall report such situations to Huawei immediately.

* File the sensitive relationships with Huawei employees on behalf of your company.

File N/A I don't want to provide such information.

At the bottom, there are four buttons: 'Previous', 'Next' (highlighted in red), 'Save Draft', and 'Cancel'.

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

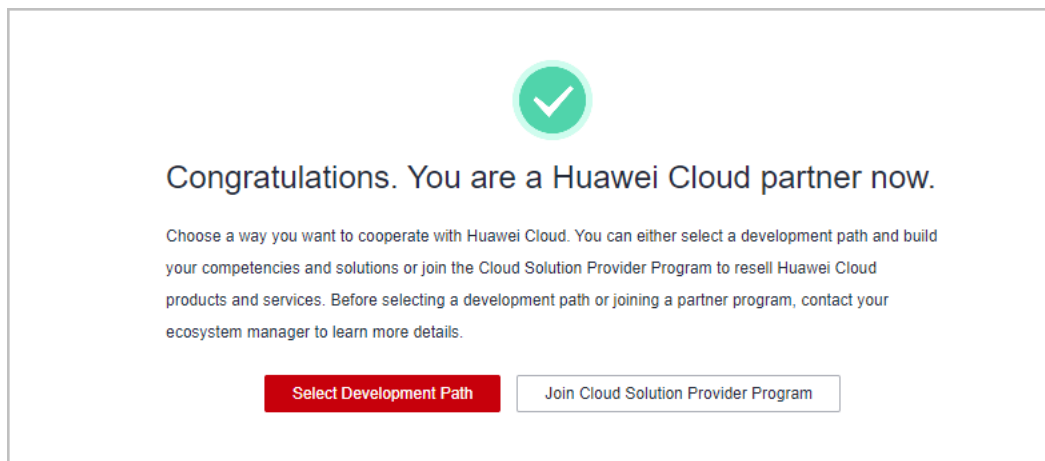
The screenshot shows the 'Register and Join HCPN' interface at Step 4, 'Sign Agreement'. The progress bar at the top indicates the current step. The 'Please read and agree to the following agreements:' section contains the following text and options:

Please read and agree to the following agreements:

I have read and agree to [《HUAWEI CLOUD Partner Certification Agreement》](#)

At the bottom, there are four buttons: 'Previous', 'Submit' (highlighted in red), 'Save Draft', and 'Cancel'.

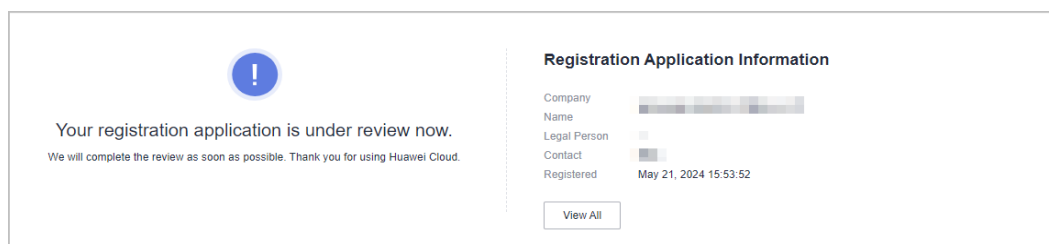
Step 8 Verify that a message is displayed indicating that you are a Huawei Cloud partner.



----End

Reviewing Applications for Joining HCPN

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



- Huawei Cloud will review your application as soon as possible. You can log in to the [Partner Center](#) to view the review progress.
- If your registration application is rejected, modify the application based on the rejection reason and then submit it again.
- **Once being enrolled in HCPN, you are not allowed to withdraw from HCPN.**

Learning About and Joining Huawei Cloud Partner Development Paths or Partner Programs

The partner development paths and partner programs are two distinct directions for cooperation. The development paths focus on building your solutions and capabilities, while the partner programs are designed to promote your products and services.

- Partner Development Paths
 - [Software Partner Development Path](#)
 - [Service Partner Development Path](#)
 - [System Integrator Development Path](#)
 - [Learning Partner Development Path](#)
 - [Distributor Development Path](#)

- Partner Programs
 - [Cloud Solution Provider Program](#)
 - [Distribution Partner Program \(Distributor\)](#)
 - [KooGallery Seller Program](#)
 - [KooGallery Sales Program](#)
 - [Partner Competency Program](#)

Before selecting a development path or joining a program based on your business development goals, it is essential to consult and confirm with your ecosystem manager.

1.3 Logging In to the Partner Center

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

Procedure

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

Step 2 Click **Sign In**.



Step 3 Enter your account name and password and click **LOG IN**.

HUAWEI ID login

Phone/Email/Login ID/HUAWEI CLOUD account name

Password

LOG IN

Register | Forgot password?

Use Another Account

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

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

Step 4 Click **Partner Center** in the drop-down list of your account name in the upper right corner.

----End

2 Partner Development Paths

2.1 Partner Development Paths

Huawei Cloud provides you with a wide selection of development paths such as Software Partner, Service Partner, and Learning Partner. You can select one or multiple development paths based on your business needs and get started building out your competencies or solutions fast. With these competencies and solutions in hand, you can serve customers better.

Partner Development Paths

Huawei Cloud provides you with the Software Partner, Service Partner, Learning Partner, Distributor, and System Integrator (SI) development paths.

- **Software Partner Development Path**
Software partners develop applications and optimize software solutions based on Huawei Cloud, migrate existing applications to Huawei Cloud, and conduct joint marketing with Huawei Cloud. In this way, customers can enjoy diverse digital scenario-specific applications and better cloud services, and partners can enjoy profitable and sustainable development.
- **Service Partner Development Path**
Service partners are focused on the establishment of core service competencies on cloud, such as cloud migration planning, cloud migration implementation, application reconstruction, and service management. Huawei Cloud provides plenty of benefits, such as trainings, technical support, and incentives, for partners to help them quickly build core competencies on Huawei Cloud as well as the sustainable business models and achieve sustainable and high-speed development.

NOTE

You must be invited by Huawei Cloud to join the Learning Partner, Distributor, and SI development paths.

- **Learning Partner Development Path**
The Learning Partner development path is focused on partners' core competencies such as training and course development. Huawei Cloud

provides incentives and benefits for learning partners so that they can build profitable and sustainable business models and enable the Huawei Cloud ecosystem.

- **Distributor Development Path**

Distributors are authorized by Huawei Cloud to sell and deliver Huawei Cloud products and services to end customers through Huawei Cloud resellers.

- **System Integrator Development Path**

Digital transformation consulting and system integration partners (SIs) focus on core cloud capabilities such as digital transformation consulting, industry solution integration, and continuous customer operations. Huawei Cloud provides a wide selection of benefits for SIs to help them acquire new core competencies and build sustainable business models.

2.2 Software Partner Development Path

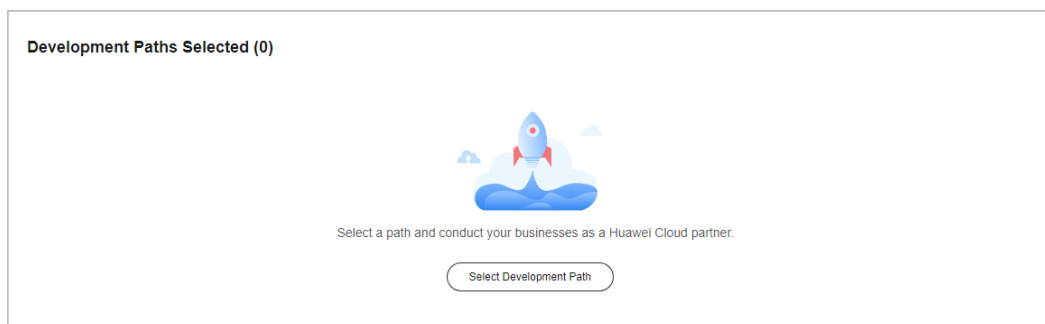
Software partners develop applications and optimize software solutions based on Huawei Cloud, migrate existing applications to Huawei Cloud, and conduct joint marketing with Huawei Cloud. In this way, customers can enjoy diverse digital scenario-specific applications and better cloud services, and partners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

2.2.1 Role Selection

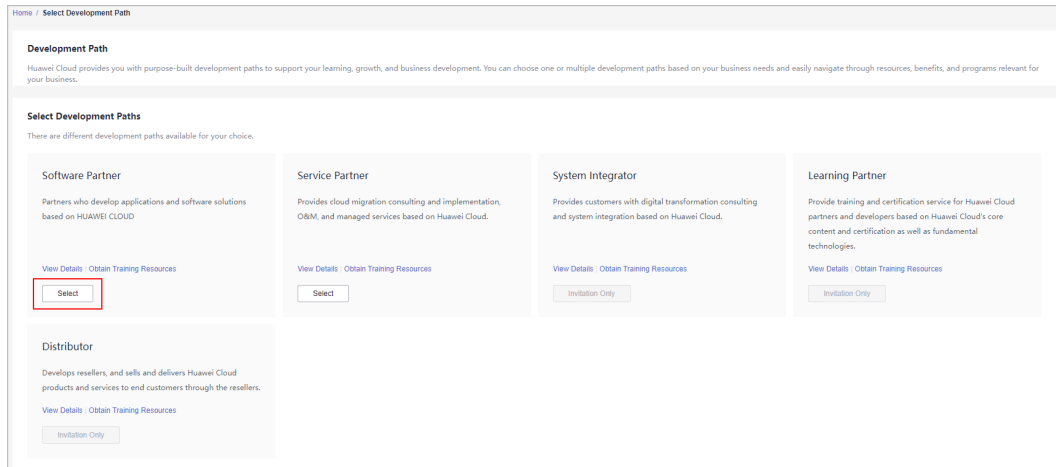
After joining HCPN, you can select a development path and obtain according benefits.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Click **Select Development Path** in the **Development Paths Selected** area on the **Home** page displayed by default.



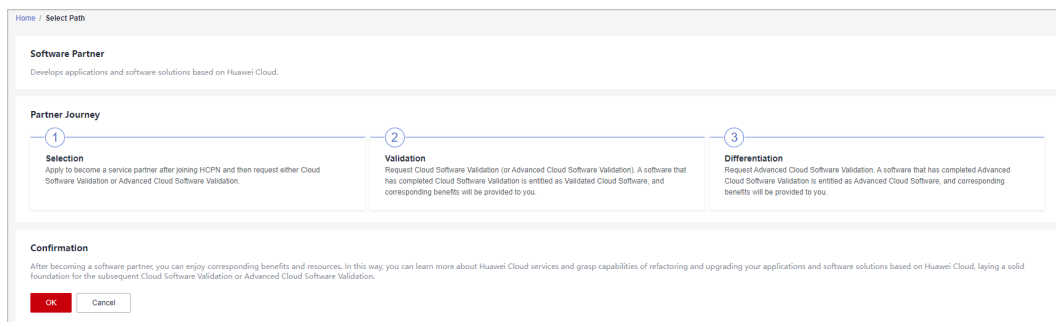
- Step 4** Find **Software Partner** on the displayed page and click **Select**.



NOTE

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

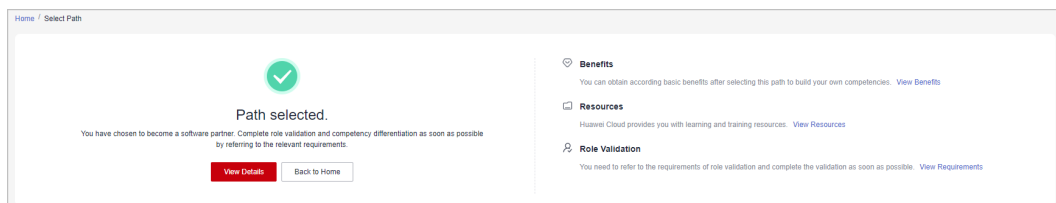
Step 5 Click **OK** on the displayed page.



NOTE

- If there is an account of your company that has already been used to join the software partner development path, other accounts who want to join this development path must obtain approval from the Huawei Cloud ecosystem manager.
- You cannot join the Cloud Solution Provider Program after joining this development path. Register a new account to join the program.

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



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

Home / Details
Switch Path Software Partner

Software Partner
Develop applications and software solutions based on Huawei Cloud.

Partner Journey

1 Selection
Apply to become a service partner after joining HCPN and then request either Cloud Software Validation or Advanced Cloud Software Validation.

[download](#)

2 Validation
Request Cloud Software Validation (or Advanced Cloud Software Validation). A software that has completed Cloud Software Validation is entitled as Validated Cloud Software, and corresponding benefits will be provided to you.

[download](#)

3 Differentiation
Request Advanced Cloud Software Validation. A software that has completed Advanced Cloud Software Validation is entitled as Advanced Cloud Software, and corresponding benefits will be provided to you.

[download](#)

Development path Progress Certification History

Selection

Requirements
Join HCPN and choose to be a Software Partner.

Benefits
Toolkit, technical documents, competency suite, and best practices ⓘ
Technical expert support ⓘ
Huawei Cloud test coupons: Up to \$2,000 USD ⓘ
Huawei Cloud online courses ⓘ
Koolabs test points:1000 ⓘ
Available seats for trainings:4 ⓘ
HCCDP exam vouchers:4 ⓘ

Available Partner Programs
KooGallery Program ⓘ

Validation

Requirements
Solution
The partner has at least one application and software solution that has c...

Benefits
Toolkit, technical documents, competency suite, and best practices ⓘ
Technical expert support ⓘ
Huawei Cloud test coupons: Up to \$15,000 USD ⓘ
Huawei Cloud online courses ⓘ
Koolabs test points:3,000 ⓘ
Available seats for trainings:8 ⓘ
HCCDE exam vouchers:2 ⓘ
HCCDP exam vouchers:6 ⓘ
Eligible for being searched or displayed in Partner Finder of Huawei Clo... ⓘ
Partner certificate ⓘ
Cloud software certificate/Advanced cloud software certificate ⓘ
Market Development Fund (MDF): Up to \$10,000 USD ⓘ

Available Partner Programs
KooGallery Program ⓘ

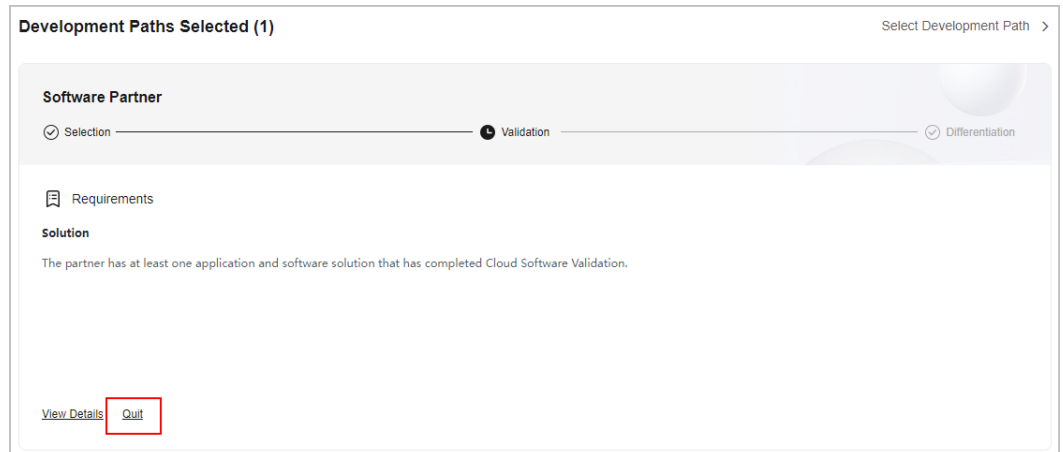
Differentiation

Requirements
Solution
The partner has at least one application and software solution that has c...

Benefits
Toolkit, technical documents, competency suite, and best practices ⓘ
Technical expert support ⓘ
Huawei Cloud test coupons: Up to \$50,000 USD ⓘ
Huawei Cloud online courses ⓘ
Koolabs test points:5,000 ⓘ
Available seats for trainings:12 ⓘ
HCCDE exam vouchers:4 ⓘ
HCCDP exam vouchers:8 ⓘ
Eligible for being searched or displayed in Partner Finder of Huawei Clo... ⓘ
Partner certificate ⓘ
Cloud software certificate/Advanced cloud software certificate ⓘ
Eligible for being invited to participate in Huawei Cloud marketing activi... ⓘ
Market Development Fund (MDF): Up to \$15,000 USD ⓘ

Available Partner Programs
KooGallery Program ⓘ

 NOTE



- If you have joined the software partner development path by mistake, you can exit the path before role validation.
- You are not allowed to exit the development path if your current account:
 1. Has already joined a partner program.
 2. Has completed role validation.
 3. Has completed competency differentiation certification.
 4. Has requested certification for cloud software solutions.
 5. Has requested certification for advanced cloud software solutions.
 6. Has requested test coupons.
 7. Has requested exam vouchers.
 8. Has requested Market Development Fund (MDF).
 9. Has requested Funding Head (FH).

----End

2.2.2 Role Validation

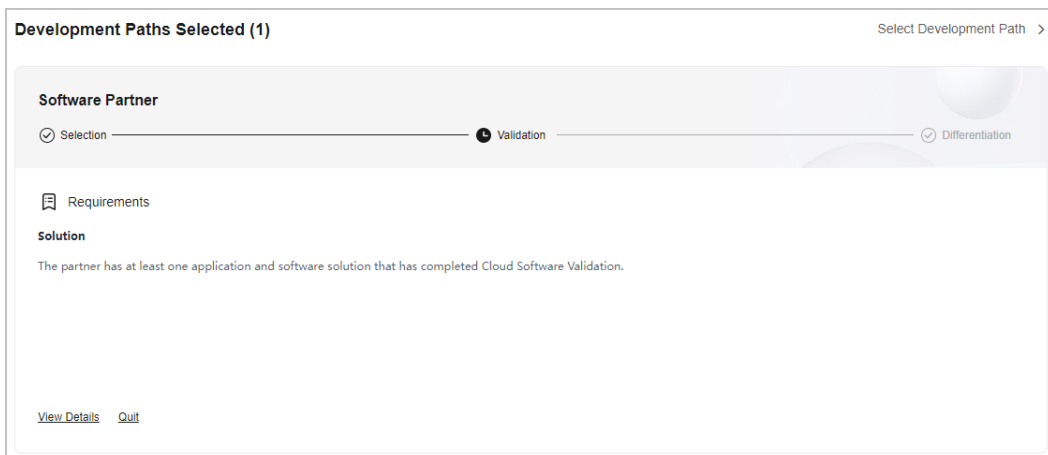
After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

Prerequisites

You have joined the software partner development path.

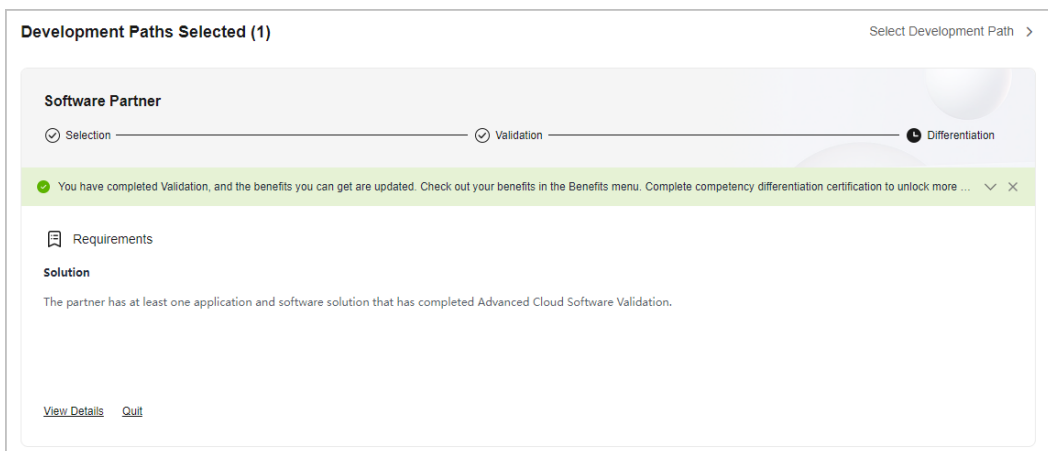
Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** View the requirements of role validation for software partners in the **Development Paths Selected** area on the **Home** page.



Step 4 Fulfill the requirement of the role validation phase.

- If you already have a validated cloud software solution, the system will automatically complete role validation.
- If you do not have a validated cloud software solution, click the requirement **The partner has at least one application and software solution that has completed Cloud Software Validation** to switch to the **Build > Cloud Software Solutions** page. **Create** and certify a cloud software solution. After the cloud software solution has been validated, the system will automatically complete role validation.



NOTE

- If other accounts of your company have any application and software solution that passed the Cloud Software Validation, the certification result can be used to meet the requirements of role validation.
- You can choose to **create an advanced cloud software solution**. If this software solution passes Advanced Cloud Software Validation, you can request certification for role validation and competency differentiation.
- After passing the role validation, you can download the certificate on the details page of the software partner development path.
- If you fail the role validation, modify and complete the information based on the failure cause and submit the application again.

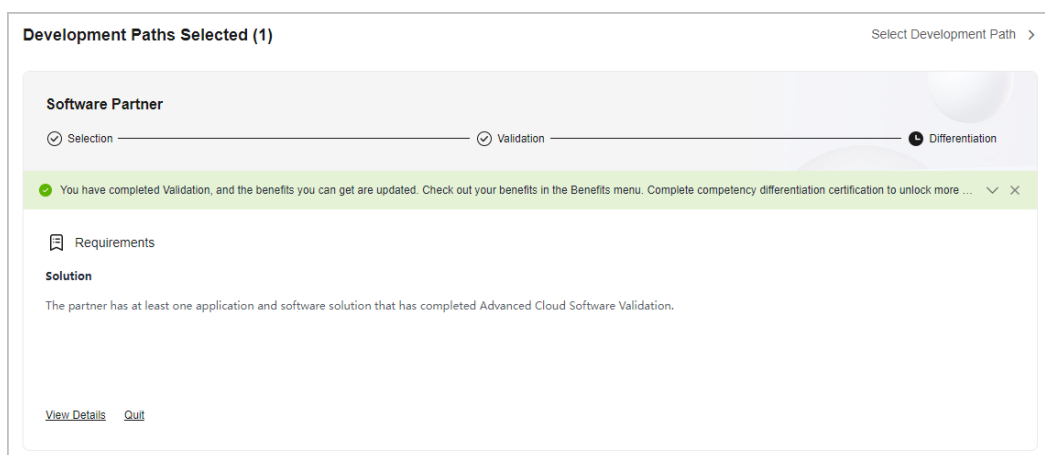
----End

2.2.3 Competency Differentiation

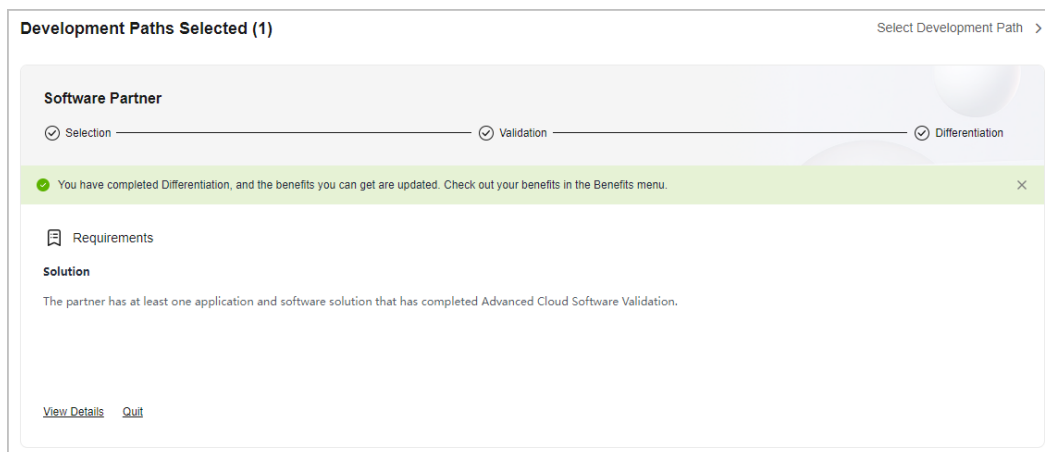
Competency differentiation enables you to explore more competencies differentiated from others and serve customers better so that you can earn customer trust and win more business opportunities.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** View the requirements of competency differentiation for software partners in the **Development Paths Selected** area on the **Home** page.



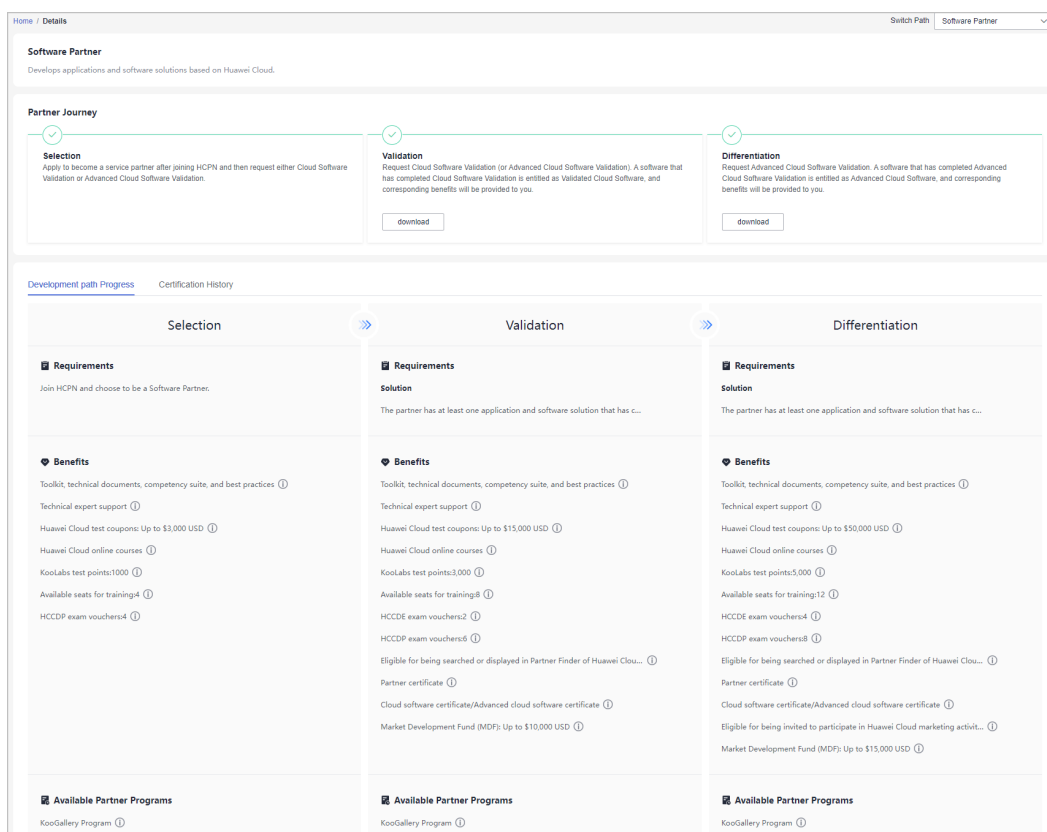
- Step 4** Fulfill the requirement of the competency differentiation phase.
 - If you already have a validated advanced cloud software solution, the system will automatically complete competency differentiation certification.
 - If you do not have a validated advanced cloud software solution, click the requirement **The partner has at least one application and software solution that has completed Advanced Cloud Software Validation** to switch to the **Build > Advanced Cloud Software Solutions** page. **Create** and certify an advanced cloud software solution. After the advanced cloud software solution has been validated, the system will automatically complete competency differentiation certification.



NOTE

- If other accounts of your company have any application and software solution that passed the Advanced Cloud Software Validation, the certification result can be used to meet the requirements of competency differentiation.
- After the competency differentiation certification is complete, you can download the certificate on the details page of the software partner development path.
- If you fail the competency differentiation certification, modify and complete the information based on the failure cause and submit the application again.

Step 5 Click **View Details** to view the available benefits and partner programs for each stage of the entire partner journey.



----End

2.3 Service Partner Development Path

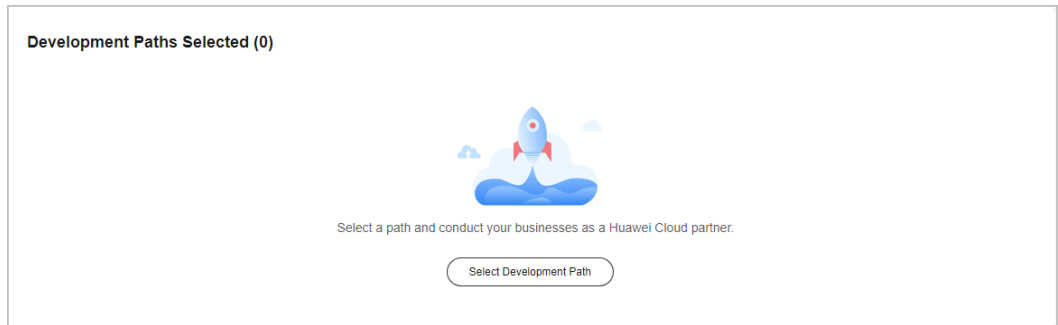
Service partners are focused on building core service competencies on cloud, such as cloud migration planning, cloud migration implementation, application refactoring, and managed services. Huawei Cloud provides a wealth of benefits, such as training, technical support, and incentives, to help partners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

2.3.1 Role Selection

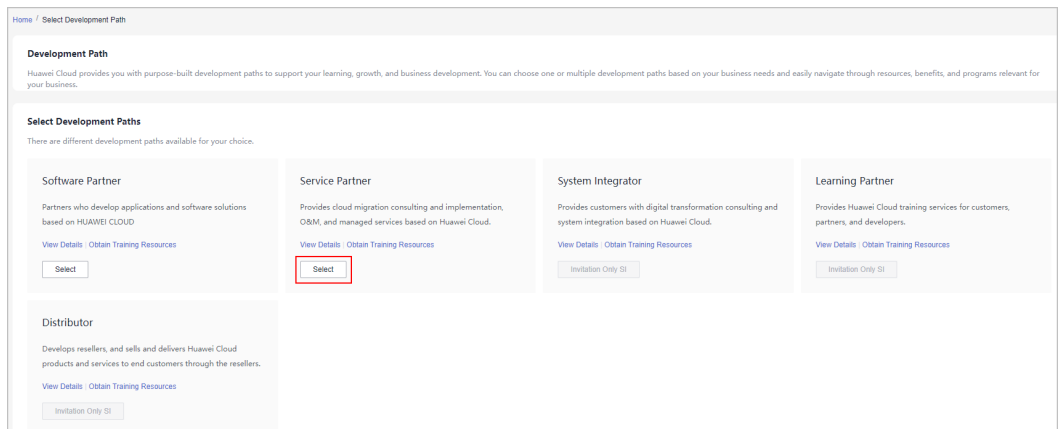
After joining HCPN, you can select a development path and obtain according benefits.

Procedure

- Step 1** Use your account to log in to **Huawei Cloud**.
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Click **Select Development Path** in the **Development Paths Selected** area on the **Home** page displayed by default.



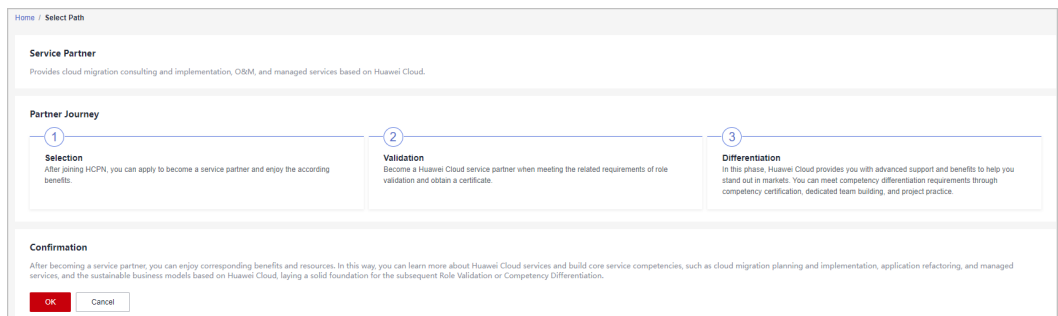
- Step 4** Find **Service Partner** on the displayed page and click **Select**.



NOTE

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

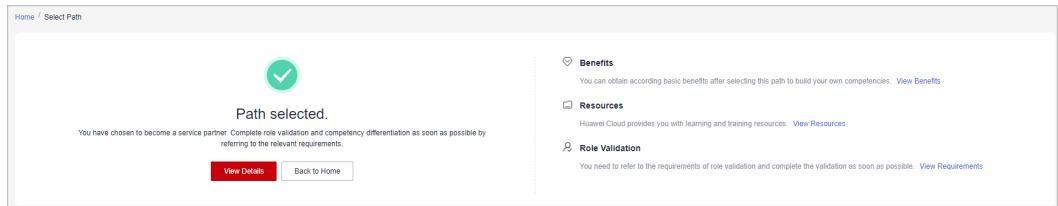
- Step 5** Click **OK** on the displayed page.



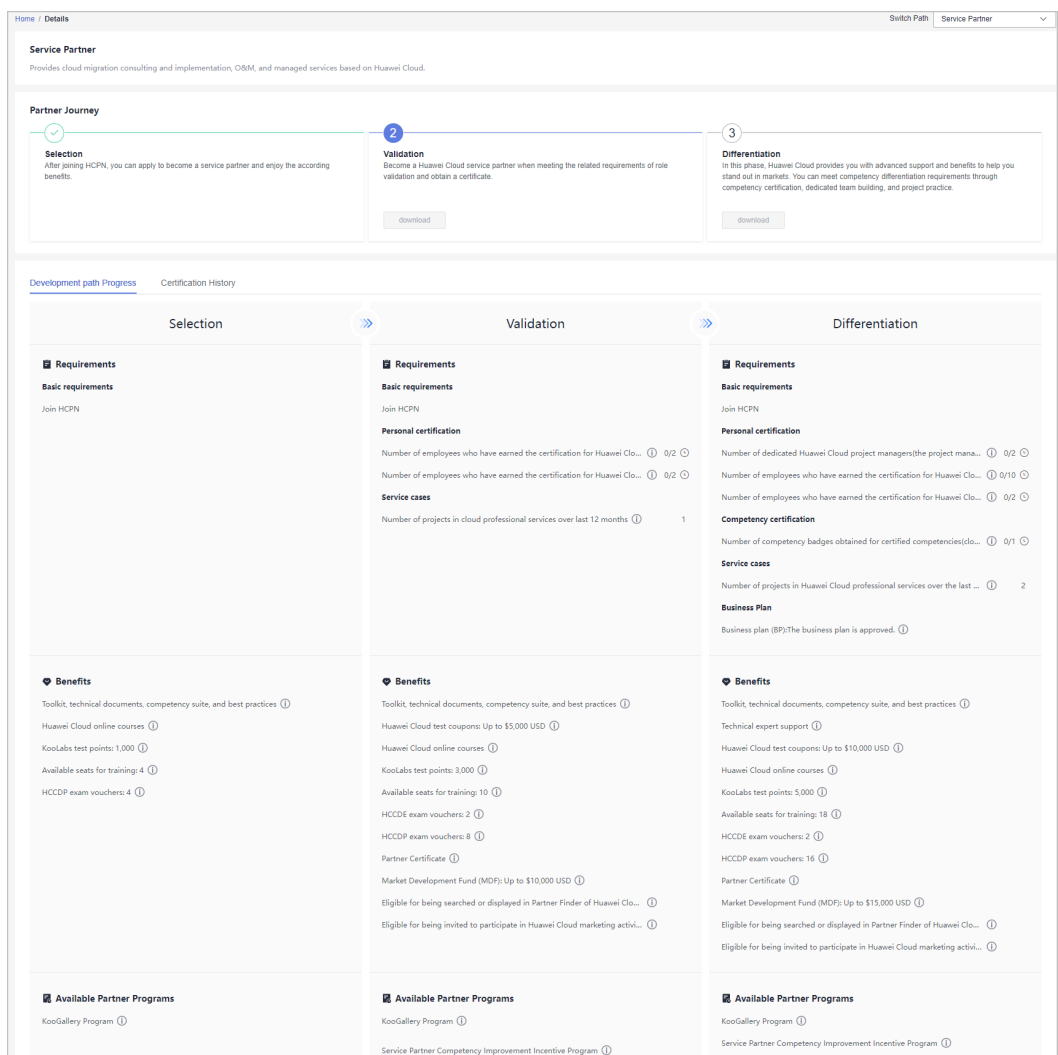
 NOTE

- If there is an account of your company that has already been used to join the service partner development path, you cannot join this development path.
- You cannot join the Cloud Solution Provider Program after joining this development path. Register a new account to join the program.

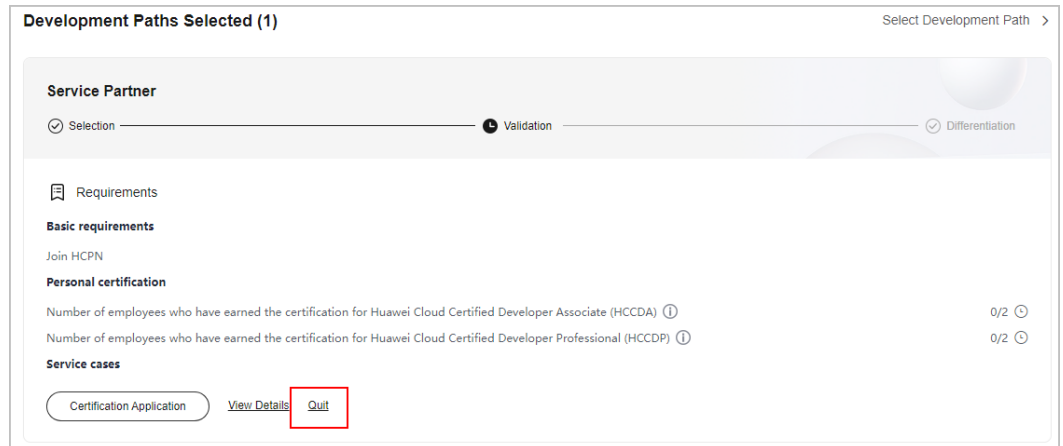
Step 6 Verify that a message, indicating that you have joined the service partner development path, is displayed. Then, click **View Details**, and choose to request role validation.



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



 NOTE



- If you have joined the service partner development path by mistake, you can exit the path before role validation.
- You are not allowed to exit the development path if your current account:
 1. Has already joined a partner program.
 2. Has completed role validation.
 3. Has completed competency differentiation certification.
 4. Has requested certification for cloud software solutions.
 5. Has requested certification for advanced cloud software solutions.
 6. Has requested test coupons.
 7. Has requested exam vouchers.
 8. Has requested MDF.
 9. Has requested FH.

----End

2.3.2 Role Validation

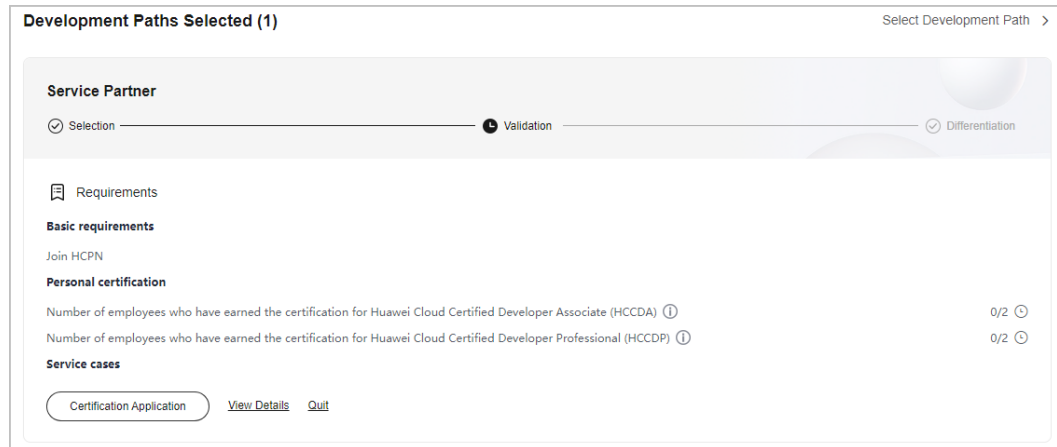
After meeting the minimum requirements for role validation, you can request the role validation to obtain according business support and incentives.

Prerequisites

You have joined the service partner development path.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** View the requirements of role validation for service partners in the **Development Paths Selected** area on the **Home** page.



NOTE

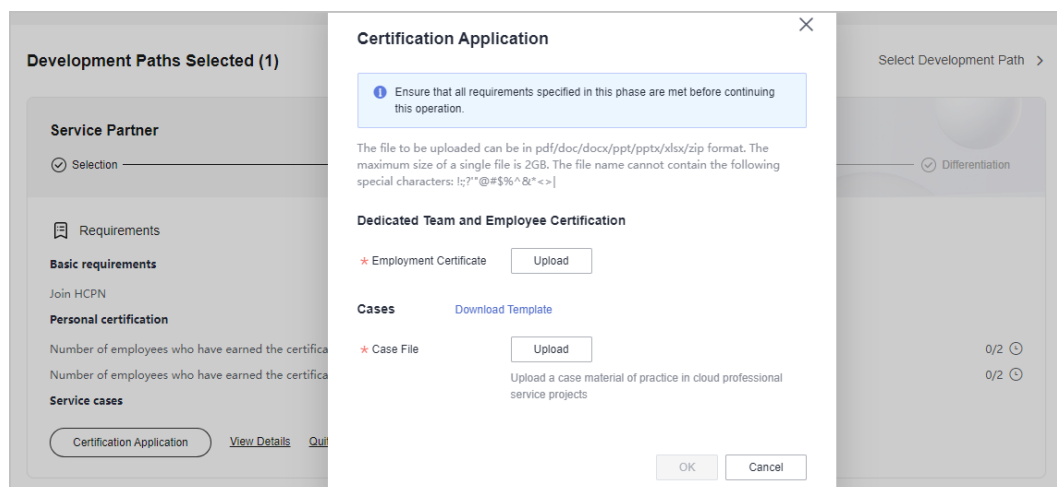
1. Individual certification (HCCDA/HCCDP):

- Each employee participating in the certification must earn at least one Huawei Cloud developer certification. Higher-level certifications can substitute lower-level ones. The certification criteria for HCCDA, HCCDP, HCCDE, and their sub-business directions are subject to the Huawei Cloud developer certification standards specific to each region.
- HCCDA: Collect the number of HCCDA and HCIA-Cloud Service certificates.
- HCCDP: Collect the number of HCCDP and HCIP-Cloud Service Solutions Architect certificates.

When counting the number of certified employees at the International/European website, the following certifications can be additionally included: HCIA-Cloud Service (counted towards HCCDA certification count), HCIP-Cloud Service Solutions Architect (counted towards HCCDP certification count), and HCIE-Cloud Service Solutions Architect (counted towards HCCDE certification count).

- Certificates of a partner's employees can be shared with the partner only after the HUAWEI IDs of the employees have been associated with the partner administrator account. For details, see [How Do I Bind an Individual Certificate to a Partner Account?](#)

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



 NOTE

- After submitting the case materials, choose **Partner Information > Case Management** in the drop-down list of your account name to view the review status and case details.
- After passing the role validation, you can download the certificate on the details page of the service partner development path.
- If you fail the role validation, modify and complete the information based on the failure cause and submit the application again.

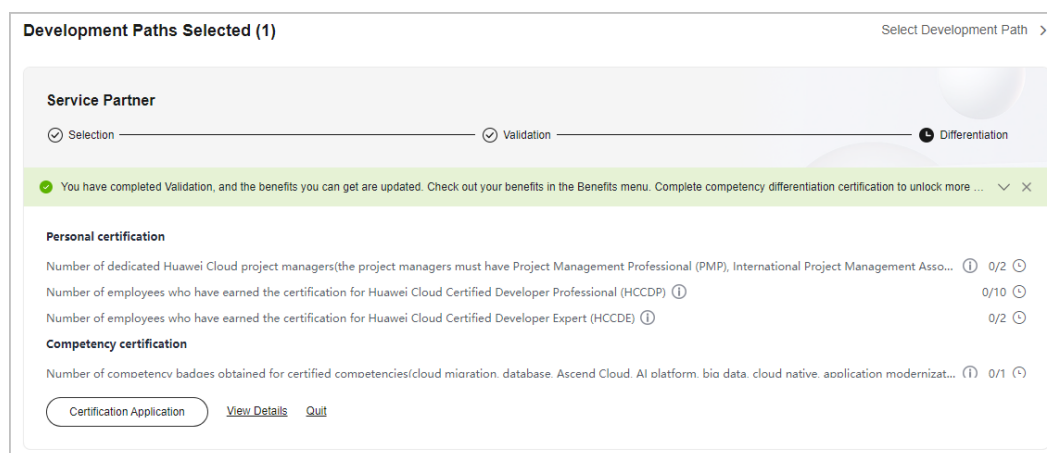
----End

2.3.3 Competency Differentiation

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

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** View the requirements of competency differentiation for service partners in the **Development Paths Selected** area on the **Home** page.



- Step 4** Fulfill the requirements of the competency differentiation phase.

 NOTE

1. Individual certifications

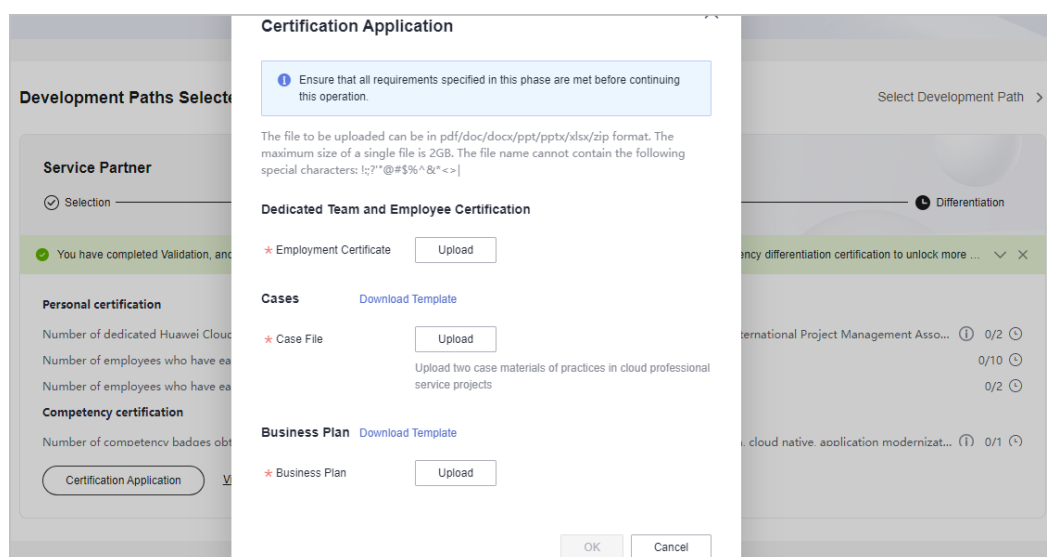
- Number of dedicated Huawei Cloud project managers with Project Management Professional (PMP), International Project Management Association (IPMA) Level C, or Huawei Certified ICT Professional (HCIP) - Project Management certificate or any other equivalent or higher-level certificate. (The eligible certificate types include PMP, IPMA Levels A, B,, and C, and HCIP-PM.)
- HCCDP: Collect the number of HCCDP and HCIP-Cloud Service Solutions Architect certificates.
- HCCDE: Collect the number of HCCDE and HCIE-Cloud Service Solutions Architect certificates.
- Certificates of a partner's employees can be shared with the partner only after the HUAWEI IDs of the employees have been associated with the partner administrator account. For details, see [How Do I Bind an Individual Certificate to a Partner Account?](#)

2. Competency certification

At least one of the following competencies is required: cloud migration, database, Ascend Cloud, AI platform, big data, cloud native, application modernization, and SAP. Other competencies that can be certified are subject to the valid competencies released by Huawei Cloud.

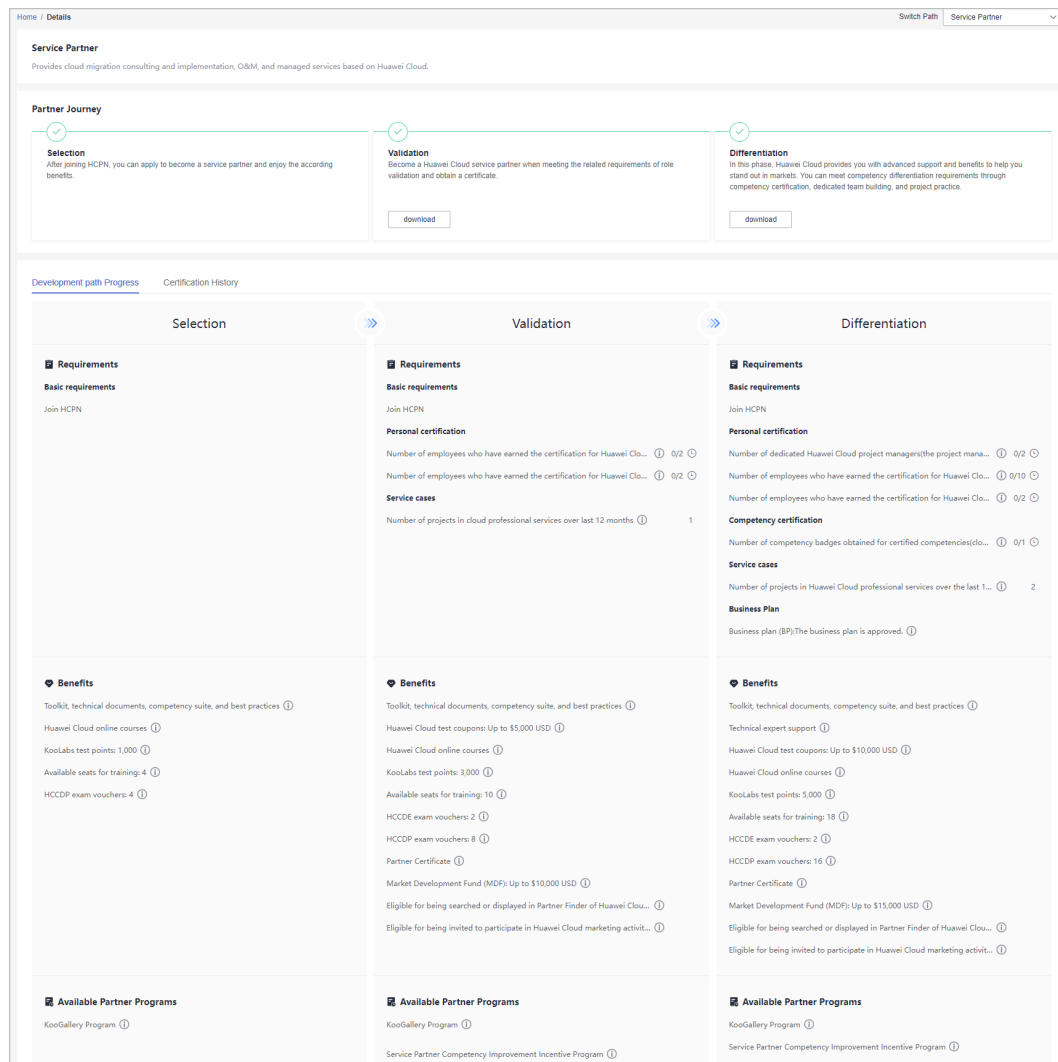
For details, see [Requesting Competency Certification](#).

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

 NOTE

- After submitting the case materials, choose **Partner Information > Case Management** in the drop-down list of your account name to view the review status and case details.
- After submitting the business plan, choose **Partner Information > Business Plan** in the drop-down list of your account name to view the review status and business plan details.
- After the competency differentiation certification is complete, you can download the certificate on the details page of the service partner development path.
- If you fail the competency differentiation certification, modify and complete the information based on the failure cause and submit the application again.

Step 6 Click **View Details** after the entire journey of the development path certification is complete to view the benefits and certificates available.



----End

2.4 System Integrator Development Path

Digital transformation consulting and system integration partners (SIs) focus on core cloud capabilities such as digital transformation consulting, industry solution integration, and continuous customer operations. Huawei Cloud provides a wide selection of benefits for SIs to help them acquire new core competencies and build business models.

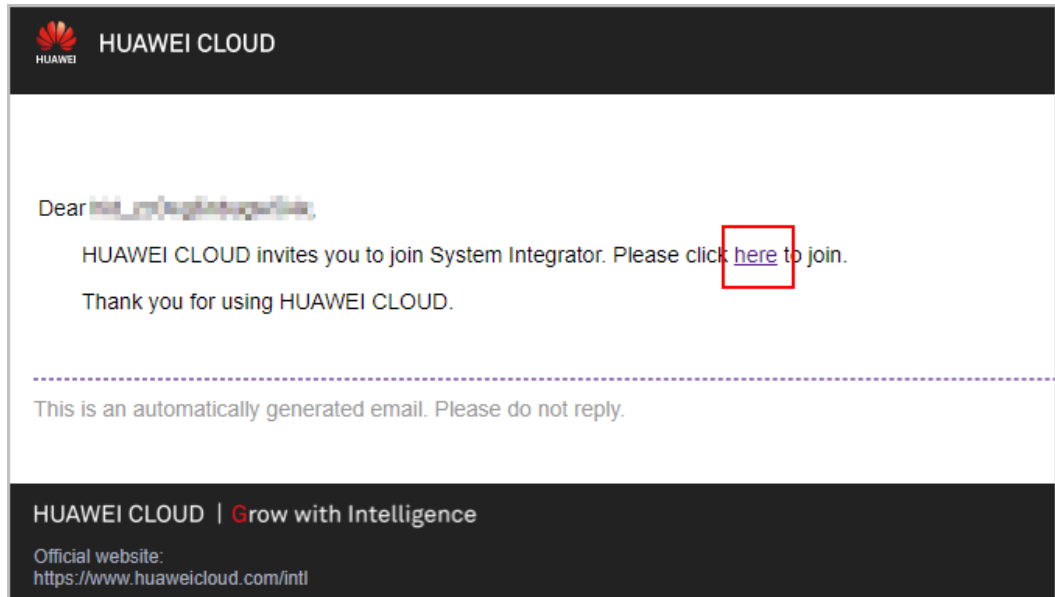
2.4.1 Role Selection

Prerequisites

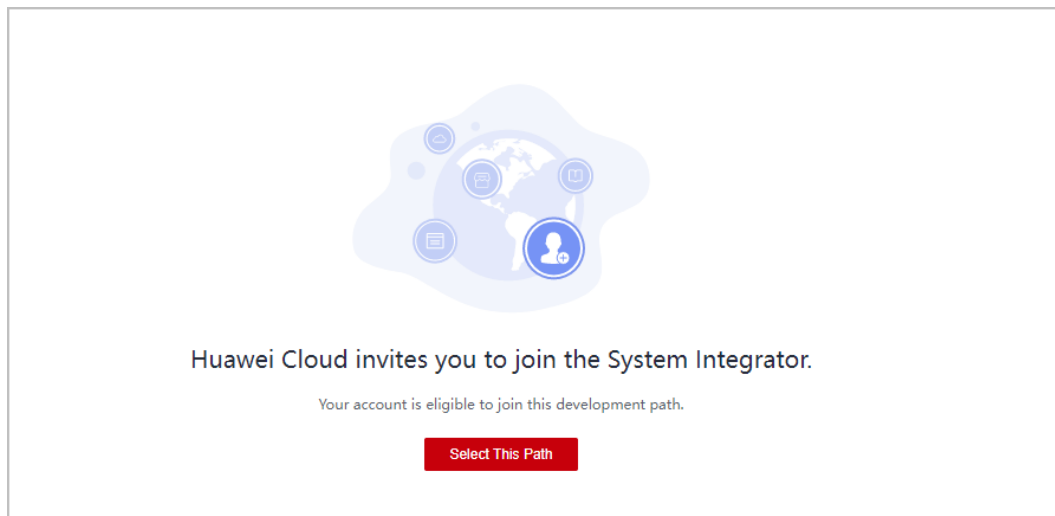
You have **joined HCPN** and have been invited by Huawei Cloud to join the SI development path.

Procedure

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



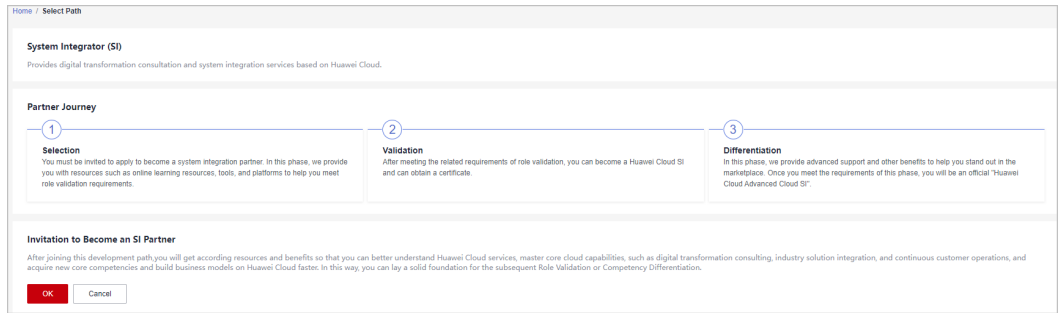
- Step 3** Click **Select This Path** on the displayed page.



NOTE

[Join HCPN](#) before you select a development path.

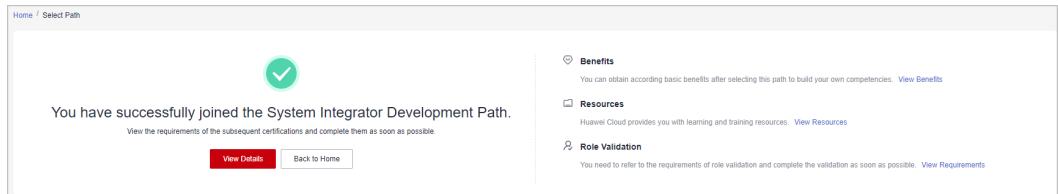
- Step 4** Click **OK** on the displayed page.



NOTE

You cannot join the Cloud Solution Provider Program after joining this development path. Register a new account to join the program.

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



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

Home / Details
Switch Path System Integrator (SI) ▾

System Integrator (SI)
Provides digital transformation consultation and system integration services based on Huawei Cloud.

Partner Journey

1

Selection
You must be invited to apply to become a system integration partner. In this phase, we provide you with resources such as online learning resources, tools, and platforms to help you meet role validation requirements.

2

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

download

3

Differentiation
In this phase, we provide advanced support and other benefits to help you stand out in the marketplace. Once you meet the requirements of this phase, you will be an official "Huawei Cloud Advanced Cloud SI".

download

Development path Progress Certification History

Selection

Requirements

Basic requirements

Join HCPN
Listed in the invitation whitelist

Dedicated team and employee certification

Number of pre-sales solution experts 2

Benefits

Toolkit, technical documents, competency suite, and best practices ⓘ

Technical expert support ⓘ

Huawei Cloud test coupons: Up to \$3,000USD ⓘ

Available seats for training:10 ⓘ

HCCDP exam vouchers: 10 ⓘ

Huawei Cloud online courses ⓘ

Koolabs test points:1,000 ⓘ

Available Partner Programs

KooGallery Program ⓘ

Validation

Requirements

Basic requirements

Join HCPN
Listed in the invitation whitelist

Business Plan

Reach a consensus with Huawei Cloud on the business plan and custom... ⓘ

Dedicated team and employee certification

Number of pre-sales solution experts (Experts must earn Huawei Cloud ... ⓘ 0/4 ⓘ

Competency building

Number of joint offerings built or competence badges obtained ⓘ 0/1 ⓘ

Benefits Including Those for Role Selection

Toolkit, technical documents, competency suite, and best practices ⓘ

Technical expert support ⓘ

Huawei Cloud test coupons: Up to \$15,000USD ⓘ

Huawei Cloud online courses ⓘ

Available seats for training:55 ⓘ

HCCDP exam vouchers: 50 ⓘ

HCCDE exam vouchers: 5 ⓘ

Koolabs test points:3,000 ⓘ

Partner Certificate ⓘ

Market Development Fund (MDF): up to \$50,000USD ⓘ

Eligible for being searched or displayed in Partner Finder of Huawei Clou... ⓘ

Eligible for being invited to participate in Huawei Cloud marketing activit... ⓘ

Available Partner Programs

KooGallery Program ⓘ

Differentiation

Requirements

Basic requirements

Join HCPN
Listed in the invitation whitelist

Business Plan

Reach a consensus with Huawei Cloud on the business plan and custom... ⓘ

Dedicated team and employee certification

Number of pre-sales solution experts (Experts must earn Huawei Cloud ... ⓘ 0/10 ⓘ

Number of pre-sales solution experts (At least one of the 10 experts mus... ⓘ 0/1 ⓘ

Competency building

Number of joint offerings built or competence badges obtained ⓘ 0/3 ⓘ

Number of competence badges obtained ⓘ 0/2 ⓘ

Benefits Including Those for Role Selection

Toolkit, technical documents, competency suite, and best practices ⓘ

Technical expert support ⓘ

Huawei Cloud test coupons: Up to \$50,000USD ⓘ

Huawei Cloud online courses ⓘ

Available seats for training:110 ⓘ

HCCDP exam vouchers: 100 ⓘ

HCCDE exam vouchers: 10 ⓘ

Koolabs test points:5,000 ⓘ

Partner Certificate ⓘ

Market Development Fund (MDF): up to \$80,000USD ⓘ

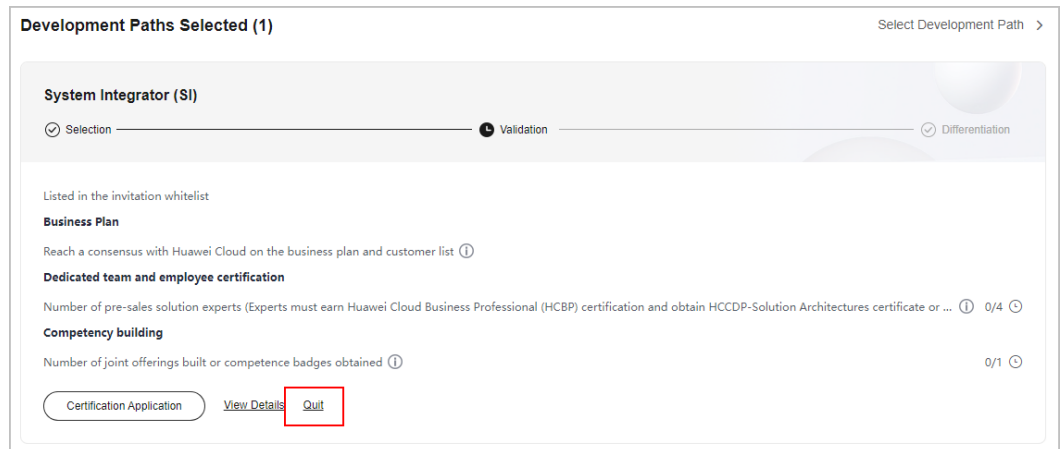
Eligible for being searched or displayed in Partner Finder of Huawei Clou... ⓘ

Eligible for being invited to participate in Huawei Cloud marketing activit... ⓘ

Available Partner Programs

KooGallery Program ⓘ

 NOTE



- You can choose to exit the path before role validation.
- You are not allowed to exit the development path if your current account:
 1. Has already joined a partner program.
 2. Has completed role validation.
 3. Has completed competency differentiation certification.
 4. Has requested certification for cloud software solutions.
 5. Has requested certification for advanced cloud software solutions.
 6. Has requested test coupons.
 7. Has requested exam vouchers.
 8. Has requested MDF.
 9. Has requested FH.

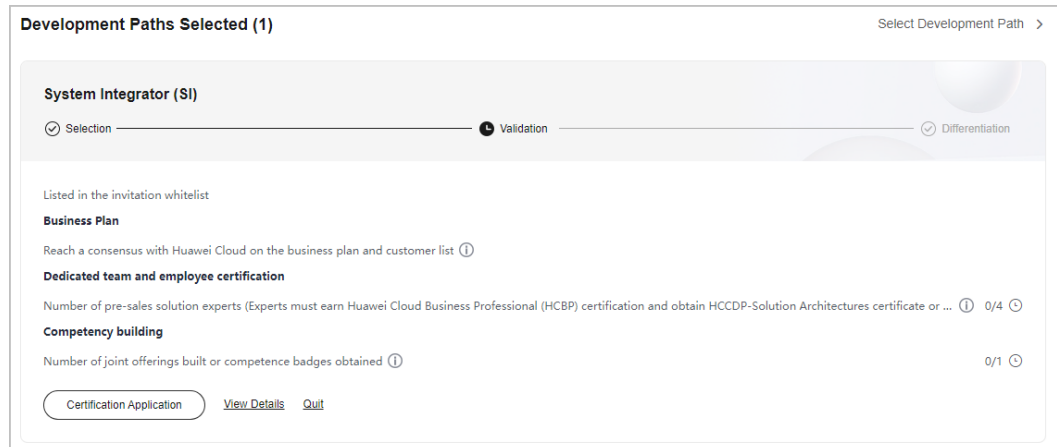
----End

2.4.2 Role Validation

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

Procedure

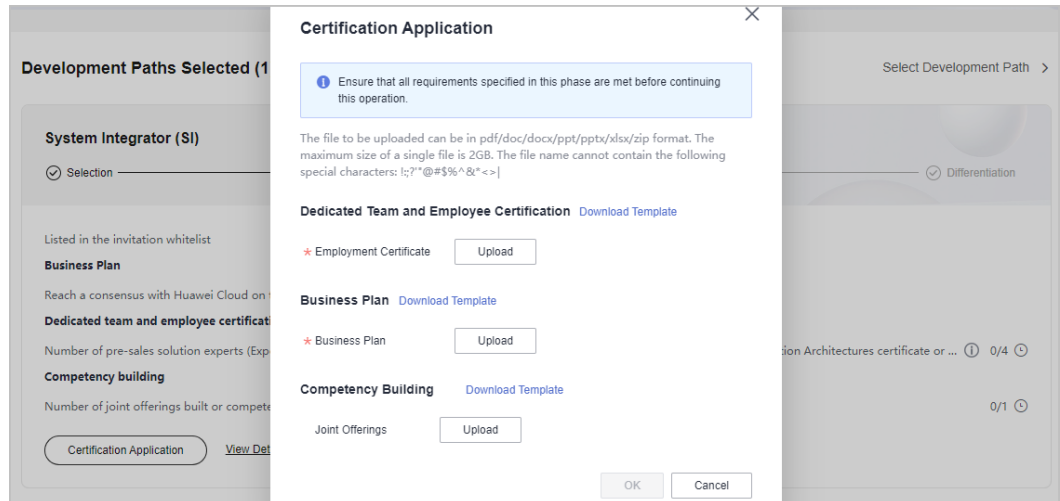
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** View the requirements of role validation for SI partners in the **Development Paths Selected** area on the **Home** page.



NOTE

1. Dedicated team and employee certification
 - Number of pre-sales solution experts (The experts must earn the intermediate certification for business direction and obtain the HCIP or HCCDP certificate.)
The intermediate certification for business direction refers to Huawei Cloud Business Professional (HCBP).
The HCIP or HCCDP certificate refers to the HCIP-Cloud Service Solutions Architect or HCCDP-Solution Architectures certificate.
 - Certificates of a partner's employees can be shared with the partner only after the HUAWEI IDs of the employees have been associated with the partner administrator account. For details, see [How Do I Bind an Individual Certificate to a Partner Account?](#)
2. Competency building
 - The competency building includes joint offering building and competency certification. Partners can apply for role validation with either one joint offering or one competency badge.
 - Joint offering: Partners can request role validation once a Huawei Cloud baseline solution successfully completes the OBP project initiation or a joint operations product is approved through the product selection decision-making process. During identity verification, the baseline solution or joint operations product must have been released. The certification assessment can consider common products available on the International and European websites.
 - The preferred directions for SI partner competency certification include digital transformation consulting and planning, public cloud continuous operations, cloud migration planning and implementation, public cloud O&M, HCS O&M, data management and analysis, database, big data, and AI platform service.

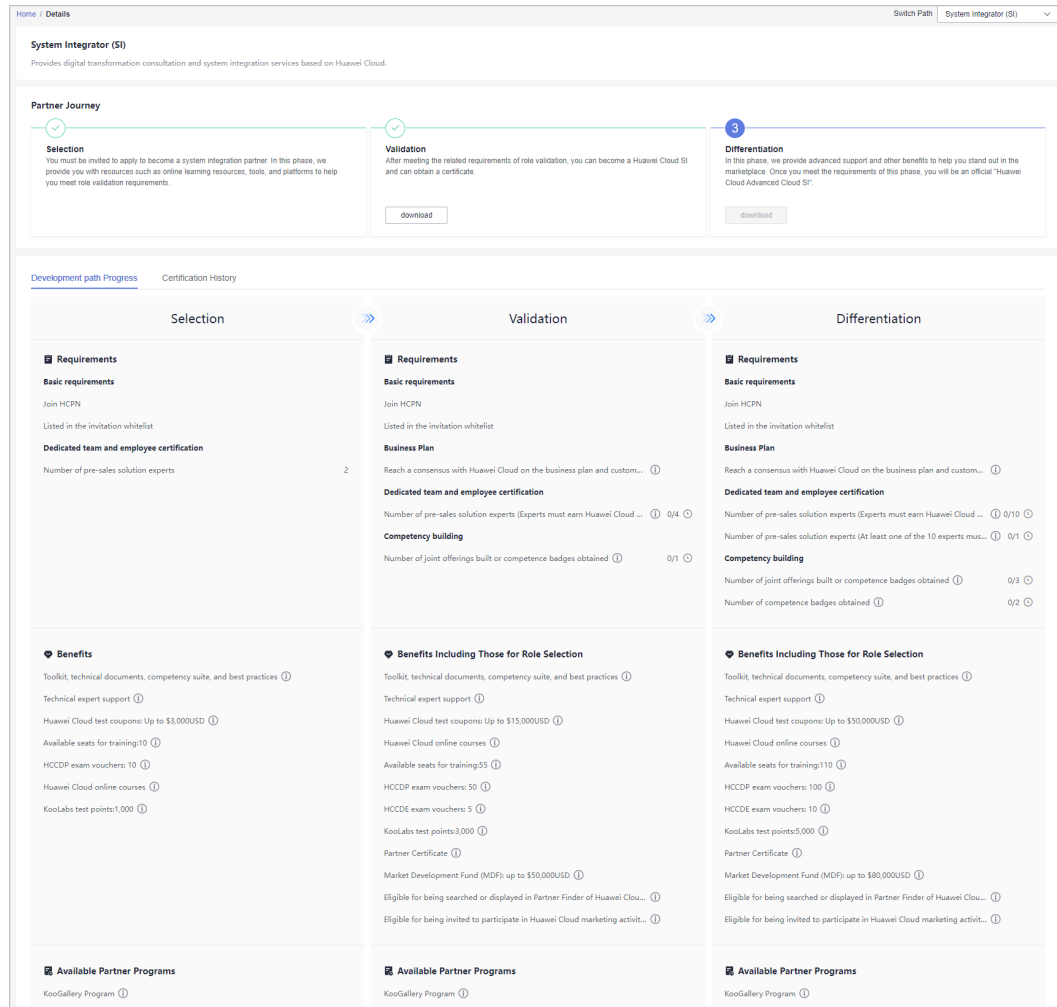
Step 4 Click **Certification Application** after meeting the role validation requirements. In the displayed dialog box, upload required materials and submit them.



NOTE

- After submitting the business plan, choose **Partner Information > Business Plan** in the drop-down list of your account name to view the review status and business plan details.
- Ensure that all requirements listed are met before requesting the validation.
- After passing the role validation, you can download the certificate on the details page of the SI development path.
- If you fail the role validation, modify and complete the information based on the failure cause and submit the application again.

Step 5 After role validation is completed, click **View Details** to view the available benefits and the certificate on the path details page.



----End

2.4.3 Competency Differentiation

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

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** View the requirements of competency differentiation for SI partners in the **Development Paths Selected** area on the **Home** page.

NOTE

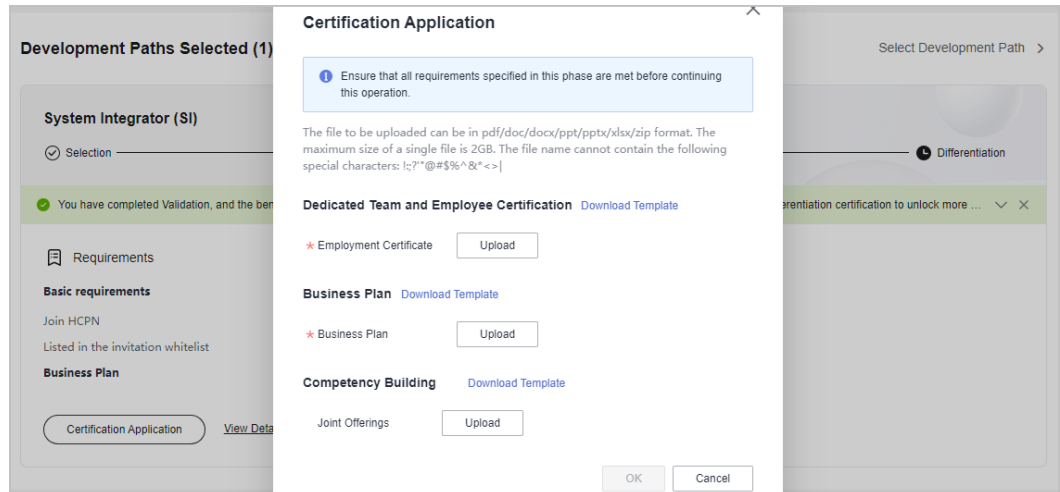
1. Dedicated team and employee certification

- Number of pre-sales solution experts
The experts must earn the intermediate certification for business direction and obtain the HCIP or HCCDP certificate. At least one of them must have the HCIE or HCCDE certificate.
The intermediate certification for business direction refers to Huawei Cloud Business Professional (HCBP).
The HCIP or HCCDP certificate refers to the HCIP-Cloud Service Solutions Architect or HCCDP-Solution Architectures certificate.
The HCIE or HCCDE certificate refers to the HCIE-Cloud Service Solutions Architect or HCCDE-Solution Architectures certificate.
- Certificates of a partner's employees can be shared with the partner only after the HUAWEI IDs of the employees have been associated with the partner administrator account. For details, see [How Do I Bind an Individual Certificate to a Partner Account?](#)

2. Competency building

- The competency building includes joint offering building and competency certification. In the competency differentiation phase, partners are required to obtain at least two competency badges.
- Joint offering: Partners can request role validation once a Huawei Cloud baseline solution successfully completes the OBP project initiation or a joint operations product is approved through the product selection decision-making process. During identity verification, the baseline solution or joint operations product must have been released. The certification assessment can consider common products available on the International and European websites.
- The preferred directions for SI partner competency certification include digital transformation consulting and planning, public cloud continuous operations, cloud migration planning and implementation, public cloud O&M, HCS O&M, data management and analysis, database, big data, and AI platform service.

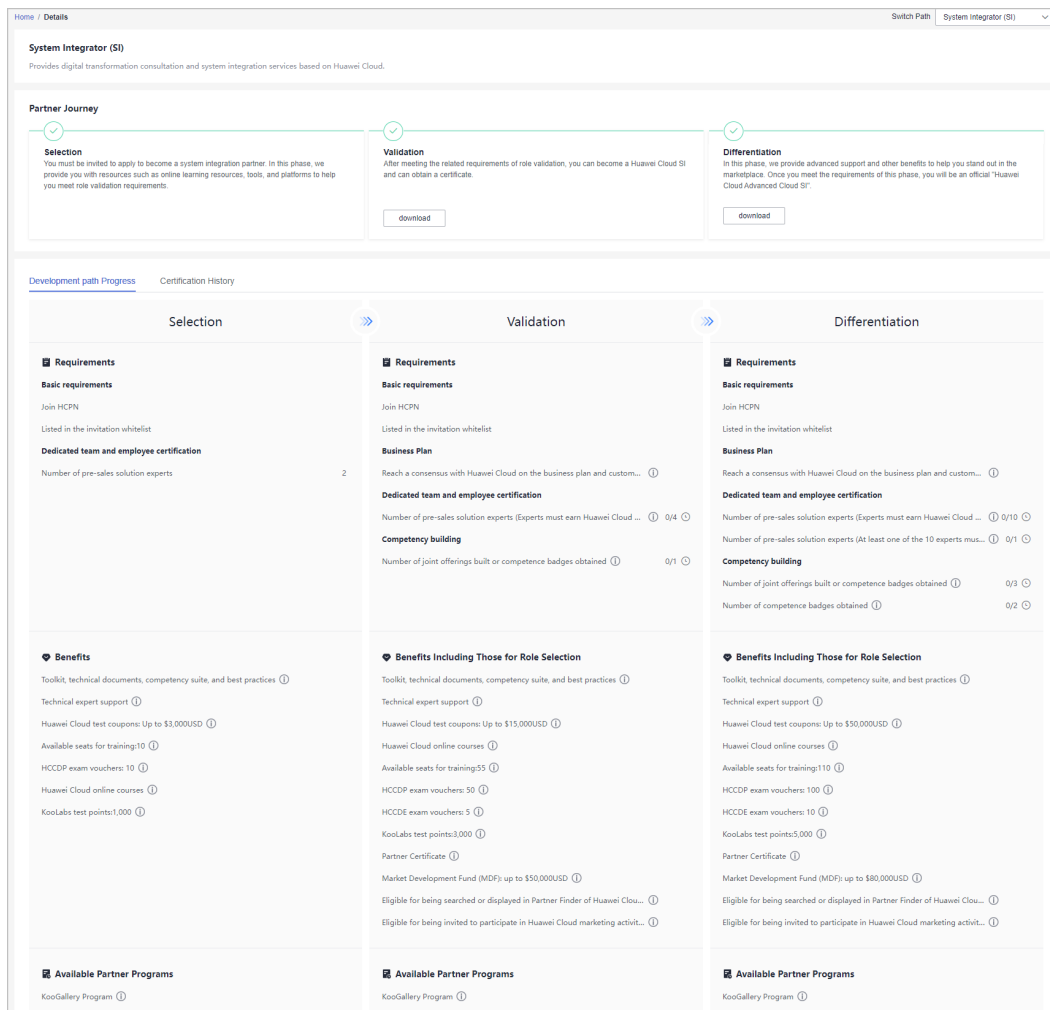
Step 4 Click **Certification Application** after meeting the competency differentiation requirements. In the displayed dialog box, upload required materials and submit them.



NOTE

- After submitting the business plan, choose **Partner Information > Business Plan** in the drop-down list of your account name to view the review status and business plan details.
- After the competency differentiation certification is complete, you can download the certificate on the details page of the SI development path.
- If you fail the competency differentiation certification, modify and complete the information based on the failure cause and submit the application again.

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



----End

2.5 Learning Partner Development Path

The Learning Partner development path is focused on partners' core competencies such as training and course development. Huawei Cloud provides incentives and benefits for learning partners so that they can build profitable and sustainable business models and enable the Huawei Cloud ecosystem.

2.5.1 Role Selection

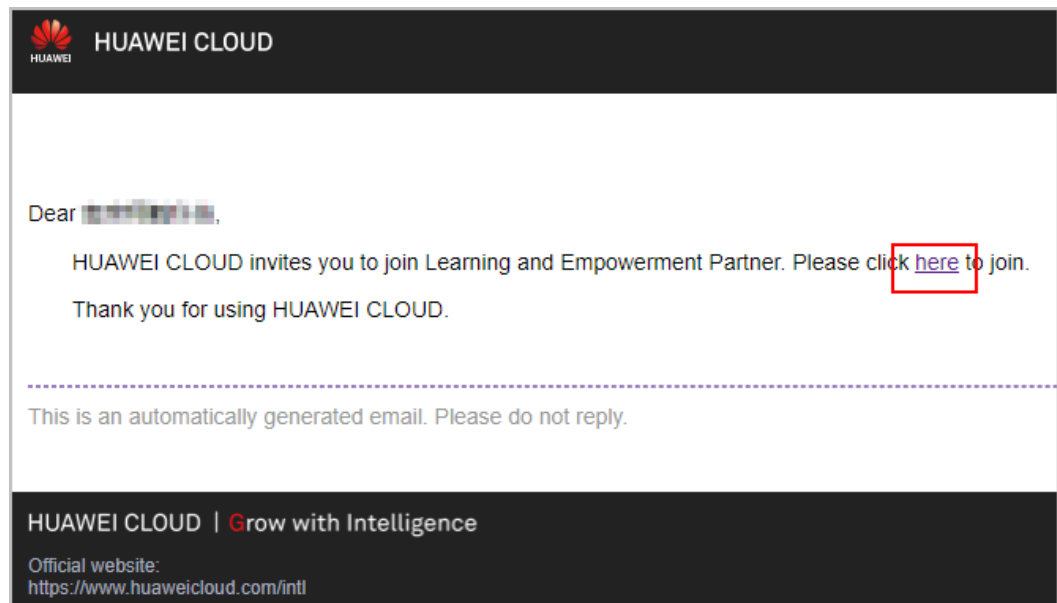
After joining HCPN, you can select a development path and obtain according benefits.

Prerequisites

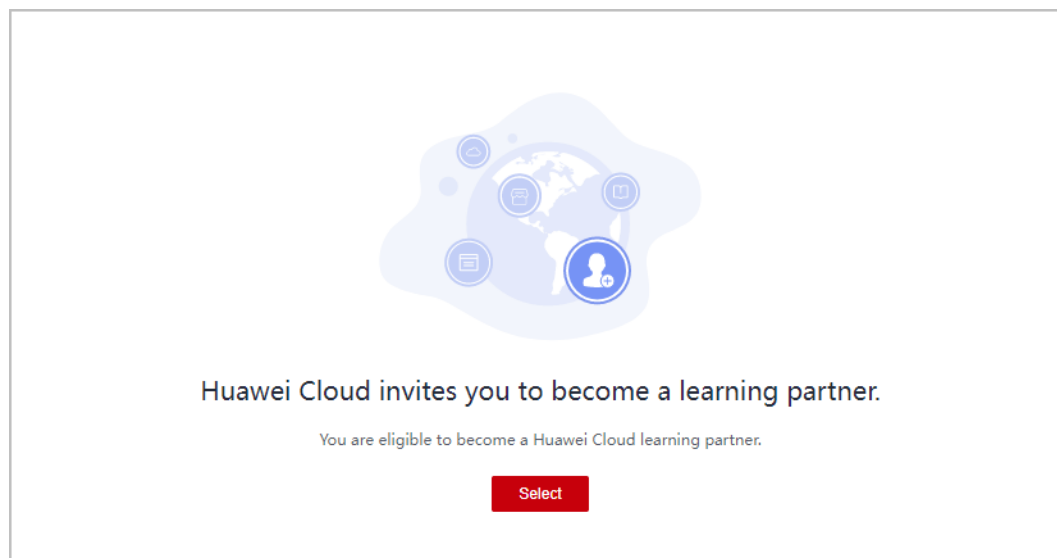
You have registered a Huawei Cloud account and received an invitation from Huawei Cloud for joining the learning partner development path.

Procedure

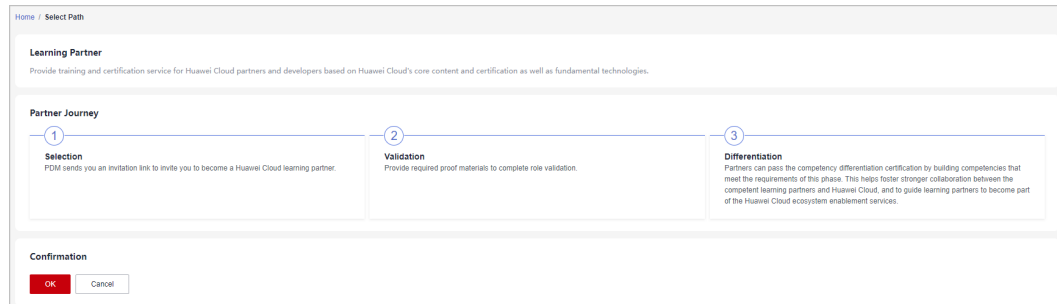
- Step 1** Find the email containing the invitation link sent from Huawei Cloud.
- Step 2** Click **here** in the email to go to the login page. [Log in to Partner Center](#).



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



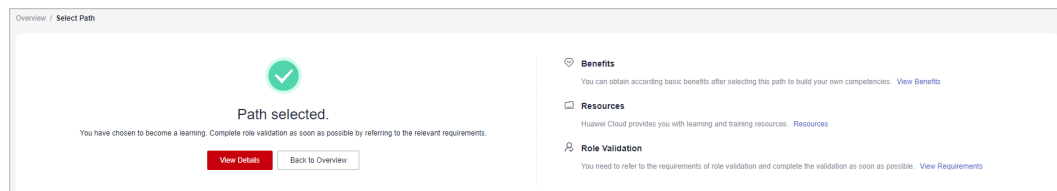
- Step 4** Click **OK** on the displayed page.



 **NOTE**

You cannot join the Cloud Solution Provider Program after joining this development path. Register a new account to join the program.

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



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

Home / Details
Switch Path | Learning Partner

Learning Partner
Provide training and certification service for Huawei Cloud partners and developers based on Huawei Cloud's core content and certification as well as fundamental technologies.

Partner Journey

1

Selection
FDM sends you an invitation link to invite you to become a Huawei Cloud learning partner.

2

Validation
Provide required proof materials to complete role validation.

[download](#)

3

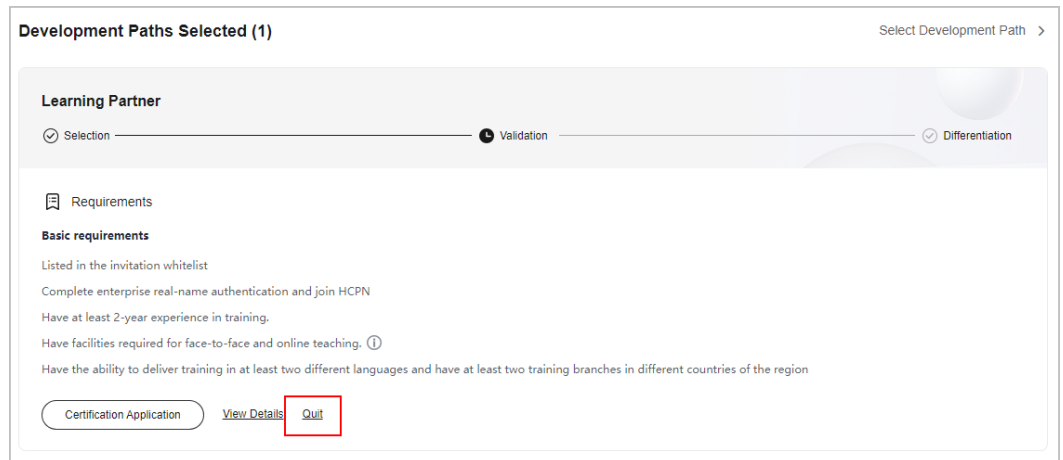
Differentiation
Partners can pass the competency differentiation certification by building competencies that meet the requirements of this phase. This helps foster stronger collaboration between the competent learning partners and Huawei Cloud, and to guide learning partners to become part of the Huawei Cloud ecosystem enablement services.

[download](#)

Development path Progress Certification History

Selection	Validation	Differentiation
<p>Requirements</p> <p>Basic requirements Listed in the invitation whitelist Complete enterprise real-name authentication and join HCPN</p> <p>Benefits Huawei Cloud online courses ① HCCDP exam vouchers: 6 ① Koolabs test points: 500 ① Available seats for training: 6 ①</p> <p>Available Partner Programs KooGallery Program ①</p>	<p>Requirements</p> <p>Basic requirements Listed in the invitation whitelist Complete enterprise real-name authentication and join HCPN Have at least 2-year experience in training. Have facilities required for face-to-face and online teaching. ① Have the ability to deliver training in at least two different languages an... Dedicated team and employee certification Dedicated instructors who have earned the instructor certification ① 2 Practical training experience ①</p> <p>Benefits Huawei Cloud online courses ① HCCDE exam vouchers: 5 ① HCCDE exam vouchers: 20 ① Koolabs test points: 3,000 ① Available seats for training: 25 ① Toolkit, technical documents, competency suite, and best practices ① Partner Certificate ① Eligible for being searched or displayed in Partner Finder of Huawei Clou... ① Eligible for being invited to participate in Huawei Cloud marketing activit... ①</p> <p>Available Partner Programs KooGallery Program ①</p>	<p>Requirements</p> <p>Basic requirements Listed in the invitation whitelist Complete enterprise real-name authentication and join HCPN Have at least 2-year experience in training. Have facilities required for face-to-face and online teaching. ① Have at least 5 training centers or 2 exam centers. ① Develop HCCDP certification coaching courses. ① 2 Have the ability to deliver training in at least two different languages an... Joint business plan development:The BPs are approved by the Huawei CL... ① Dedicated team and employee certification Dedicated instructors who have earned the instructor certification ① 10 Practical training experience ① Dedicated training management personnel 3</p> <p>Benefits Huawei Cloud online courses ① HCCDE exam vouchers: 10 ① HCCDE exam vouchers: 40 ① Koolabs test points: 5,000 ① Available seats for training: 50 ① Toolkit, technical documents, competency suite, and best practices ① Technical expert support ① Partner Certificate ① Eligible for being searched or displayed in Partner Finder of Huawei Clou... ① Eligible for being invited to participate in Huawei Cloud marketing activit... ① Market Development Fund (MDF): up to \$150,000 USD ① Authorization for ecosystem enablement development service or ecosyst... ① Koolabs support for ecosystem enablement development service or eco... ①</p> <p>Available Partner Programs KooGallery Program ①</p>

 NOTE



- You can choose to exit this path before role validation.
- You are not allowed to exit the development path if your current account:
 1. Has already joined a partner program.
 2. Has completed role validation.
 3. Has completed competency differentiation certification.
 4. Has requested certification for cloud software solutions.
 5. Has requested certification for advanced cloud software solutions.
 6. Has requested test coupons.
 7. Has requested exam vouchers.
 8. Has requested MDF.
 9. Has requested FH.

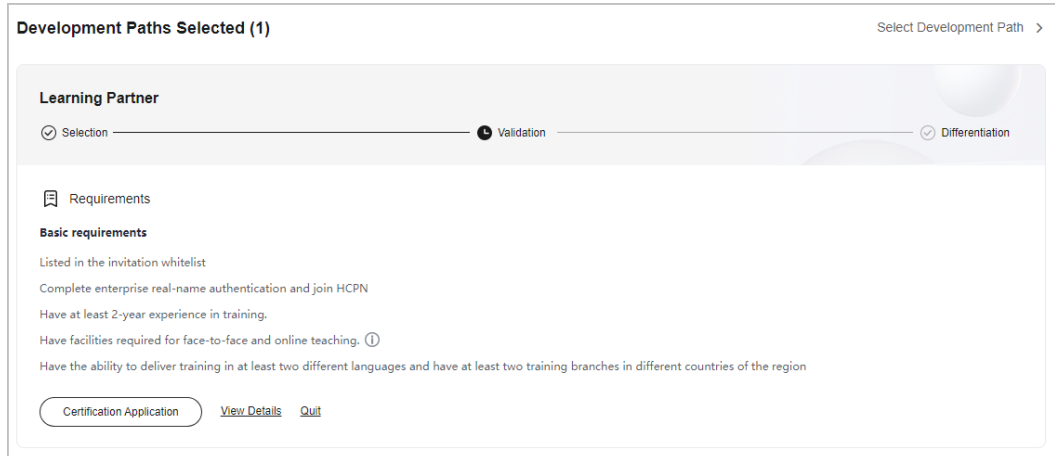
----End

2.5.2 Role Validation

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

Procedure

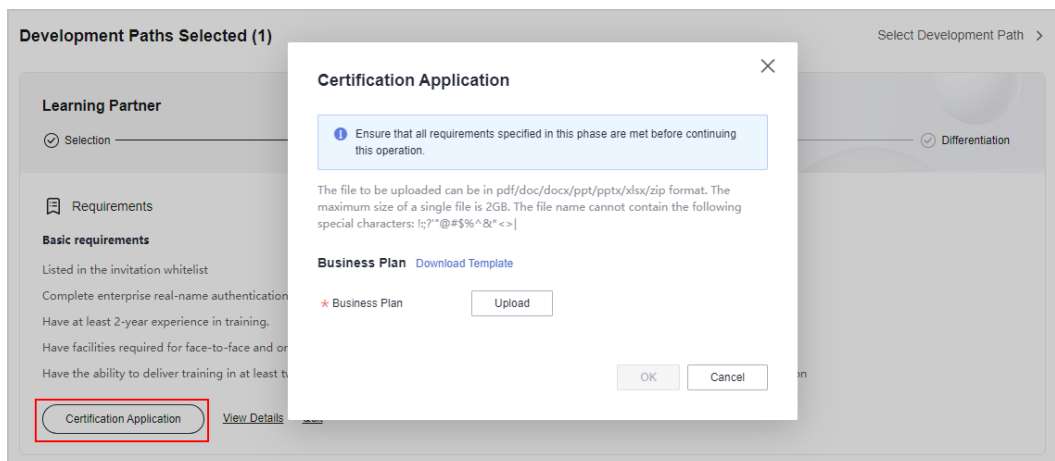
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** View the requirements of role validation for learning partners in the **Development Paths Selected** area on the **Home** page.



NOTE

1. Basic requirements:
 - Having facilities required for face-to-face and online teaching. (Each authorized training site must have at least one classroom that can accommodate 20 or more trainees.)
 - Having the ability to deliver training in at least two different languages and having at least two training branches in different countries of the region.
2. Dedicated team and employee certification
 - Practical training experience: Instructors participating in certification must have experience in explaining project cases in the corresponding technical domain. During the trial training, instructors must explain and analyze project cases in depth.

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



Certification Application [X]

ⓘ Ensure that all requirements specified in this phase are met before continuing this operation.

The file to be uploaded can be in pdf/doc/docx/ppt/pptx/xlsx/zip format. The maximum size of a single file is 2GB. The file name cannot contain the following special characters: !;?*"@#%&^'<>|

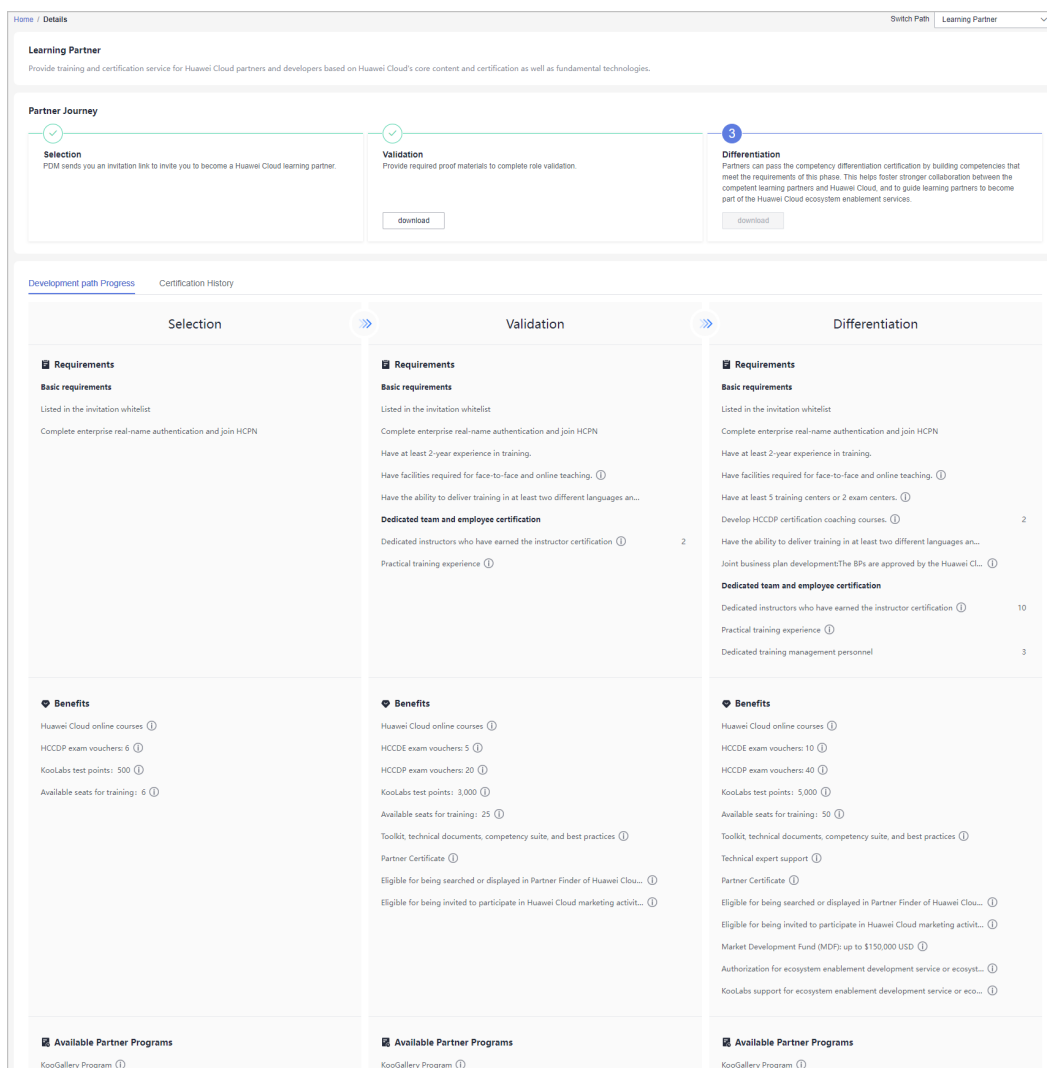
Business Plan [Download Template](#)

* Business Plan

 NOTE

- After submitting the business plan, choose **Partner Information > Business Plan** in the drop-down list of your account name to view the review status and business plan details.
- Ensure that all requirements listed are met before requesting the validation.
- After passing the role validation, you can download the certificate on the details page of the learning partner development path.
- If you fail the role validation, modify and complete the information based on the failure cause and submit the application again.

Step 5 After role validation is completed, click **View Details** to view the available benefits and the certificate on the path details page.



The screenshot displays the 'Learning Partner' details page. At the top, there's a 'Partner Journey' section with three steps: Selection (completed), Validation (in progress), and Differentiation (upcoming). Below this is the 'Development path Progress' section, which is divided into three columns corresponding to the stages: Selection, Validation, and Differentiation. Each column lists 'Requirements' and 'Benefits'. The 'Requirements' section includes 'Basic requirements' and 'Dedicated team and employee certification' with specific criteria and counts. The 'Benefits' section lists various perks like online courses, exam vouchers, test points, training seats, and certificates. At the bottom of each column, there's an 'Available Partner Programs' section, currently showing 'KooGallery Program'.

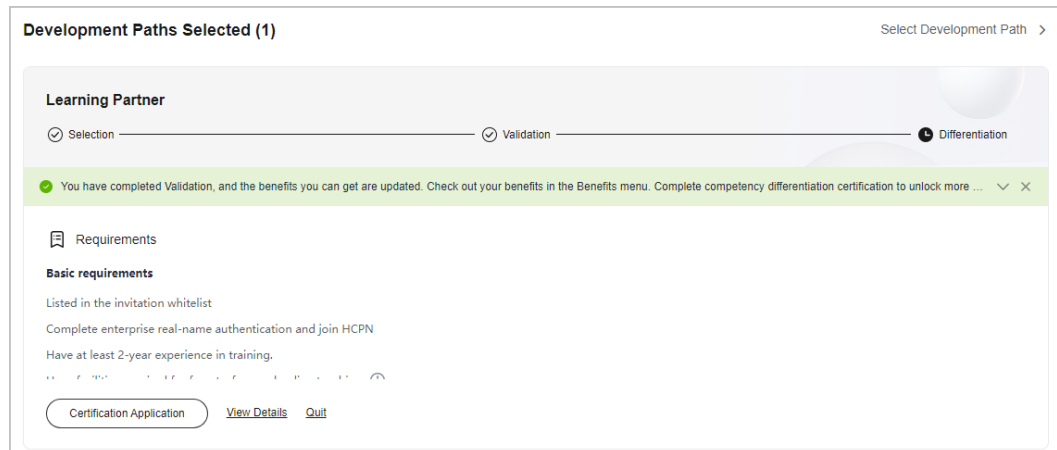
----End

2.5.3 Competency Differentiation

Build competencies that meet the requirements of this phase to complete competency differentiation certification and become part of Huawei Cloud ecosystem enablement services.

Procedure

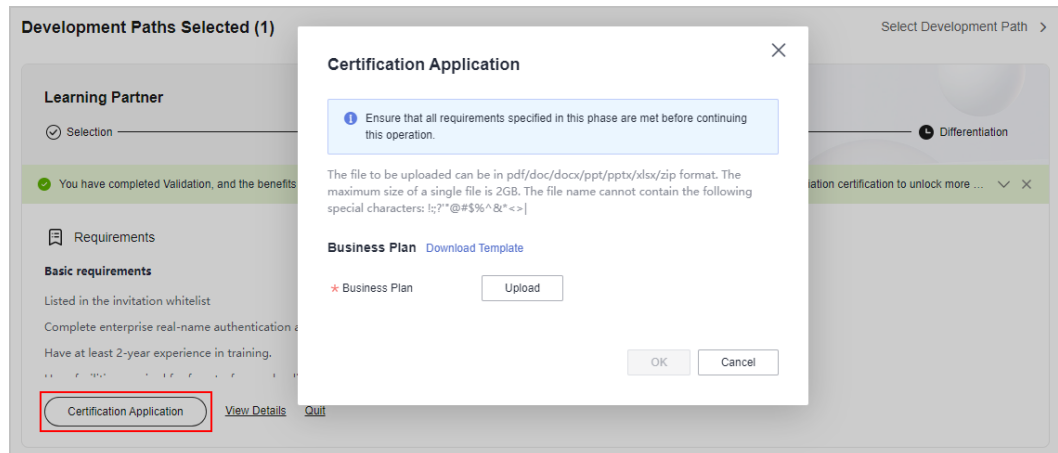
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** View the requirements of competency differentiation for learning partners in the **Development Paths Selected** area on the **Home** page.



NOTE

1. Basic requirements:
 - Having facilities required for face-to-face and online teaching. (Each authorized training site must have at least one classroom that can accommodate 20 or more trainees.)
 - Having at least 5 training centers or 2 exam centers: Training centers or exam centers must have industry-recognized qualifications (such as VUE exam centers or vendor-authorized training sites) to support capability development and certification of Huawei Cloud partners and developers. In addition, partners must reach a consensus with Huawei Cloud on business plans. The exam center must have at least one exam certification IT platform and at least one exam delivery team to provide exam services related to Huawei Cloud certifications, including ecosystem exam center construction, platform interconnection, exam position management, exam invigilation service, and certificate management.
 - Developing HCCDP certification coaching courses: The course development must comply with *Huawei Cloud Developer Cooperation Content Development Process* and get approval from Huawei Cloud.
 - Having the ability to deliver training in at least two different languages and having at least two training branches in different countries of the region.
2. Dedicated team and employee certification
 - Joint business plan development The business plan content includes but is not limited to the following:
 - (1) Vision and three-year business objective of cooperation with Huawei Cloud
 - (2) Offering roadmap planning based on Huawei Cloud ecosystem enablement and certification development services
 - Practical training experience: Instructors participating in certification must have experience in explaining project cases in the corresponding technical domain. During the trial training, instructors must explain and analyze project cases in depth.

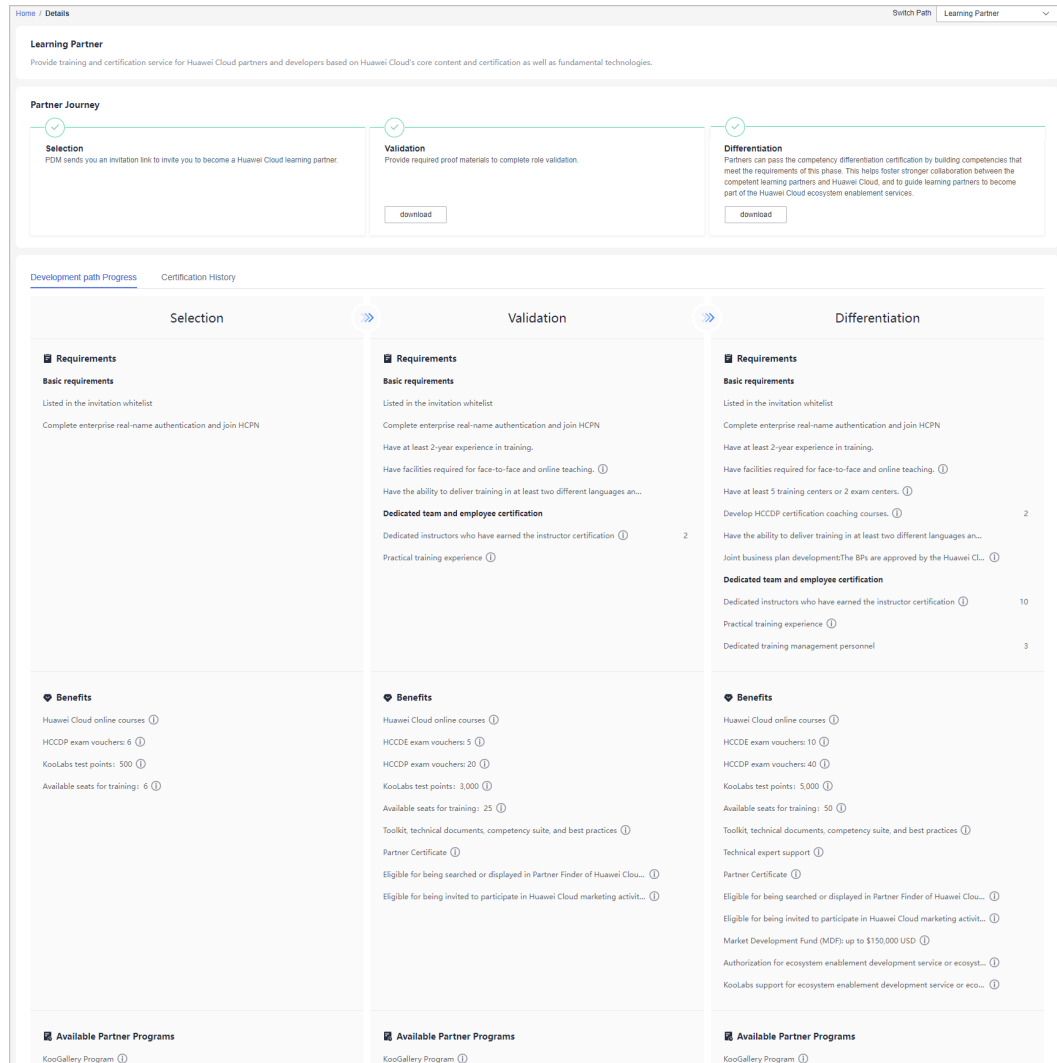
Step 4 Click **Certification Application** after meeting the competency differentiation requirements. In the displayed dialog box, upload required materials and submit them.



NOTE

- After submitting the business plan, choose **Partner Information > Business Plan** in the drop-down list of your account name to view the review status and business plan details.
- After the competency differentiation certification is complete, you can download the certificate on the details page of this path.
- If you fail the competency differentiation certification, modify and complete the information based on the failure cause and submit the application again.

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



----End

2.6 Distributor Development Path

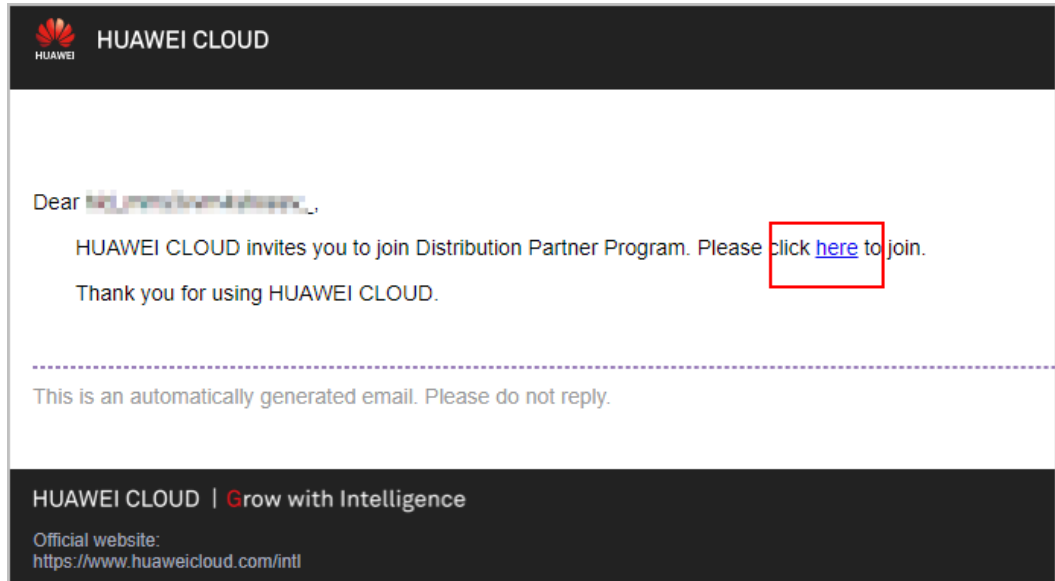
After joining HCPN, you can select a development path and obtain according benefits.

Prerequisites

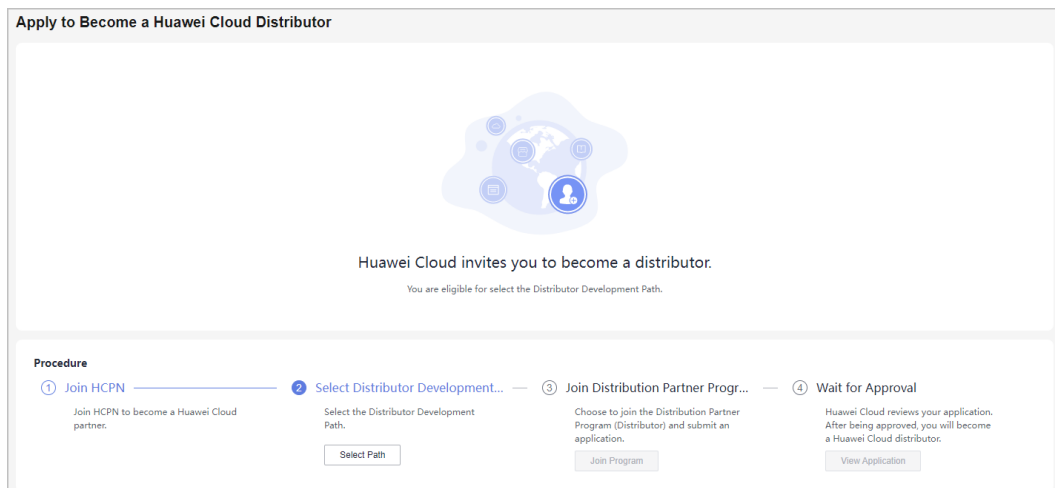
You have joined HCPN and received the invitation from Huawei Cloud for joining the Distributor Development Path.

Procedure

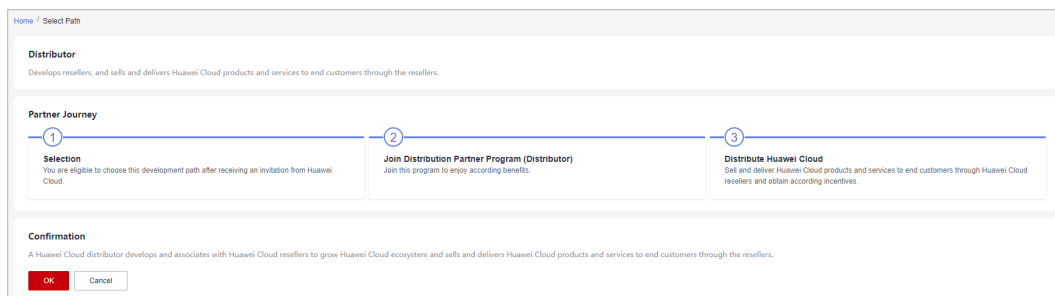
- Step 1** Find the email containing the invitation link sent from Huawei Cloud.
- Step 2** Click **here** in the email to go to the login page. [Log in to Partner Center](#).



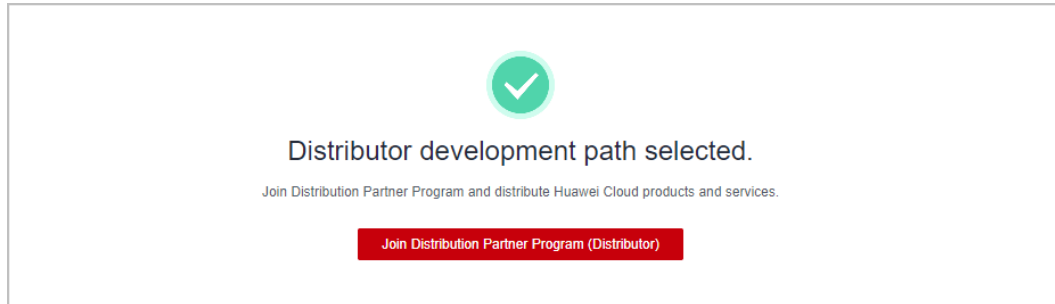
Step 3 Click **Select Path** in the **Select Distributor Development Path** area on the displayed page.



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



Step 5 A message indicating that you have selected the Distributor Development Path is displayed. Click **Join Distribution Partner Program (Distributor)**.



 **NOTE**

You must link your email address before joining the program.

Step 6 After joining the partner program, you will become a Huawei Cloud distributor and can get started to sell and deliver Huawei Cloud products and services through resellers.

----End

2.7 Requesting Annual Review for Partner Development Path Certification

After the launch of the annual review for partner development path certification in 2024, you must submit your request before the specified date in Partner Center.

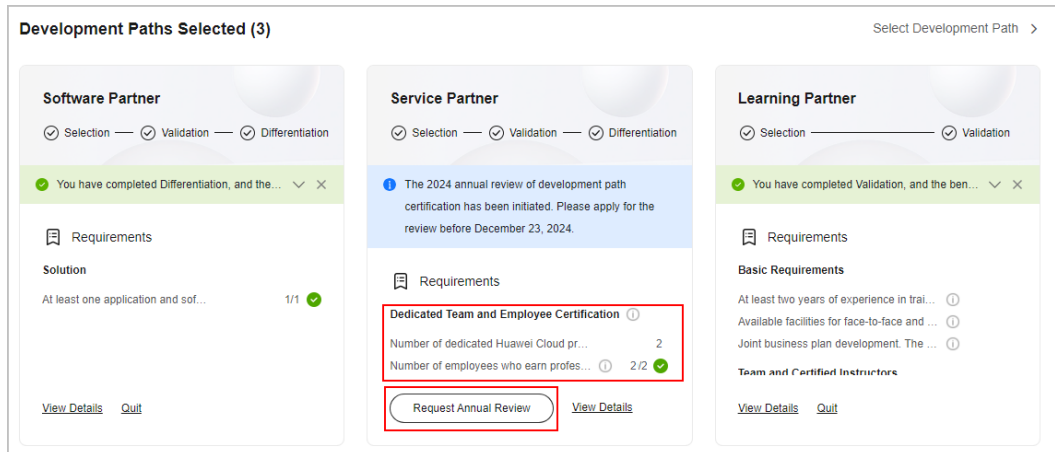
 **NOTE**

The annual review will be initiated for the following development paths in 2024:

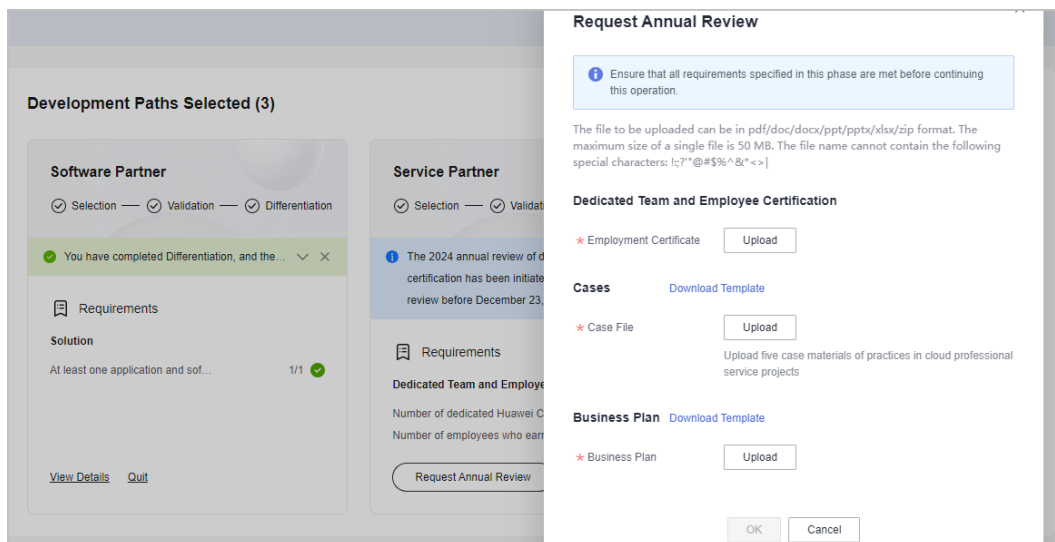
- Service partner development path: partners who have completed role validation and competency differentiation certification
- Learning partner development path: partners who have completed role validation
- System integrator development path: partners who have completed role validation and competency differentiation certification

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** In the **Development Paths Selected** area on the **Home** page, for the development paths which the annual review has been initiated for, click **Request Annual Review** after confirming that all requirements specified are met.



Step 4 In the dialog box that is displayed, upload required materials and click **OK**.



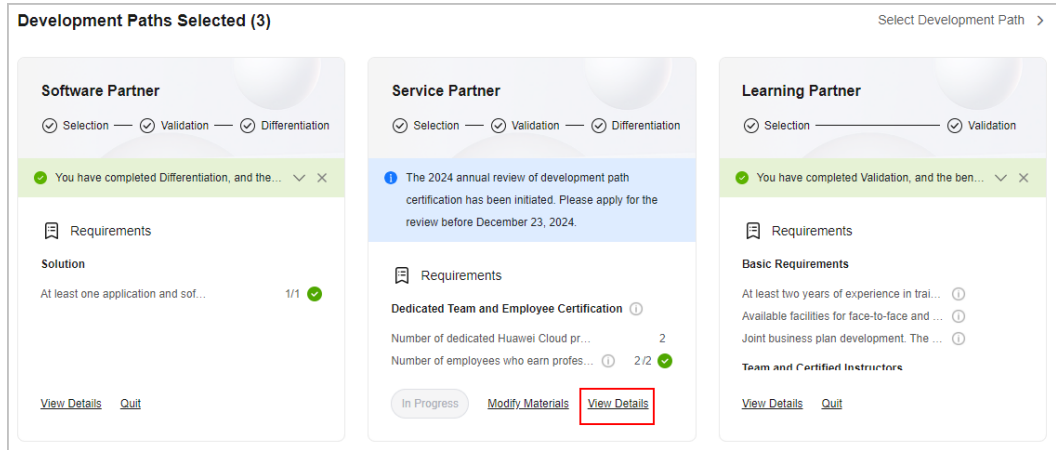
Step 5 The status changes to **In progress** after the annual review request has been submitted.

NOTE

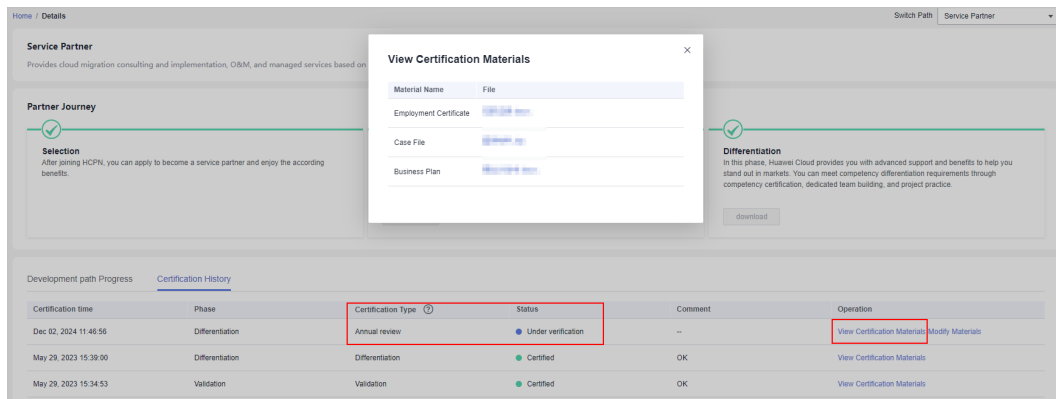
The review result will be released around the end of January 2025.

If you need to make any changes to your certification materials during the review process, please click **Modify Materials**. The deadline for modifying the materials is subject to the time specified in Partner Center.

Step 6 Click **View Details** for the development path which you have submitted an annual review request for.



Step 7 Check the review progress and the uploaded materials on the **Certification History** tab page of the development path details.

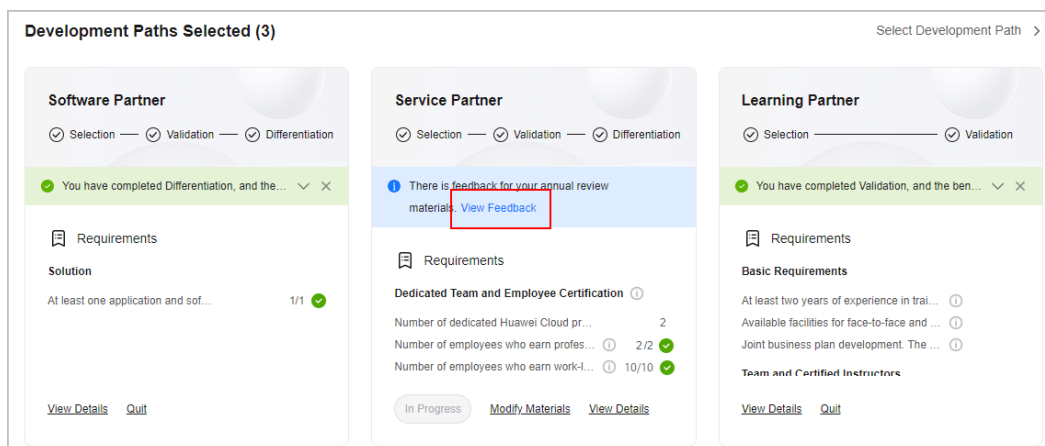


----End

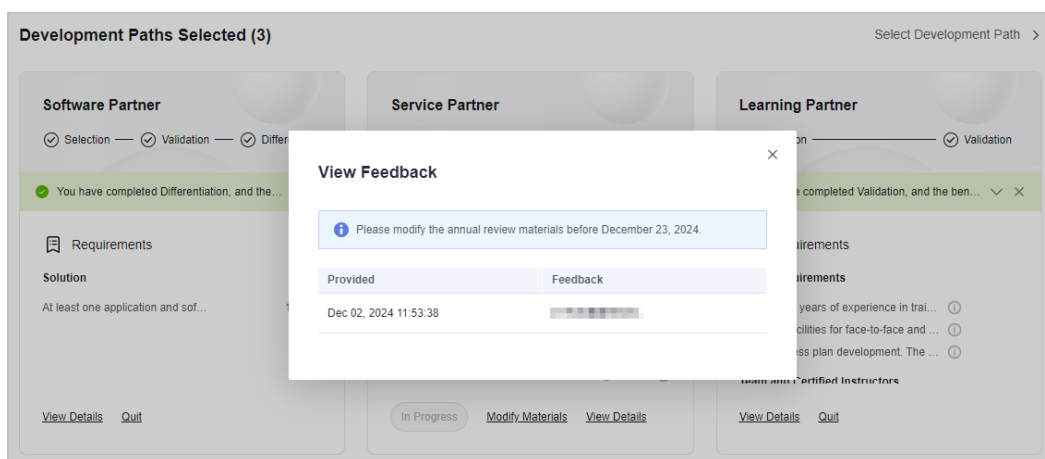
Modifying Materials

During the annual review, Huawei will provide feedback on the modifications required for the review materials via email, in-app messages, or SMS messages. Please make the necessary changes to the annual review materials based on the feedback and resubmit the review request.

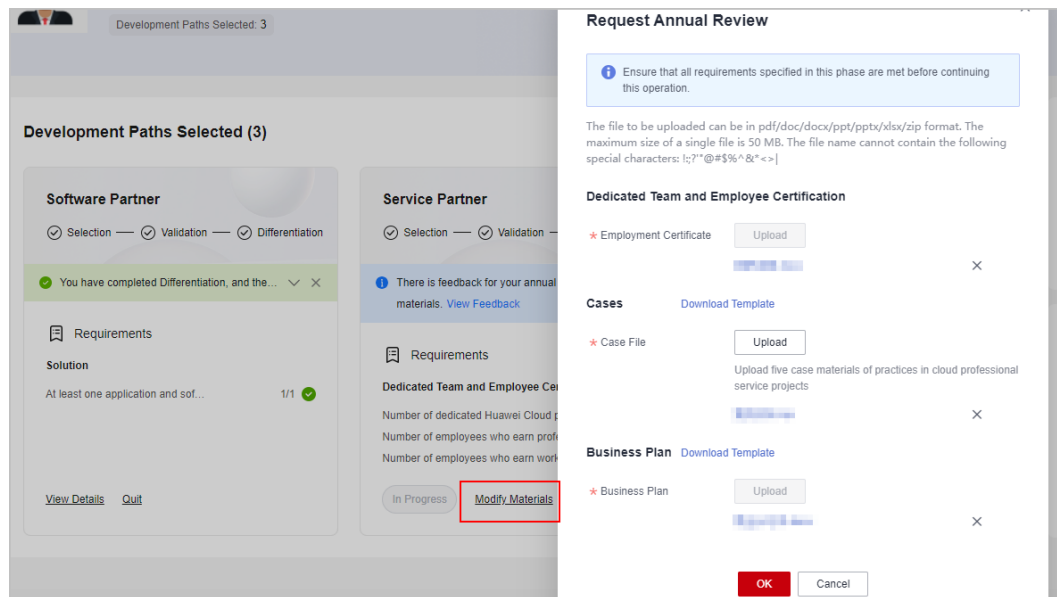
Step 1 After receiving the modification notification, click **View Feedback** in the corresponding development path area.



Step 2 In the dialog box that is displayed, check the modification comments provided by Huawei and modify the review materials before the deadline.



Step 3 Click **Modify Materials**, supplement the required review materials, and submit them for review.

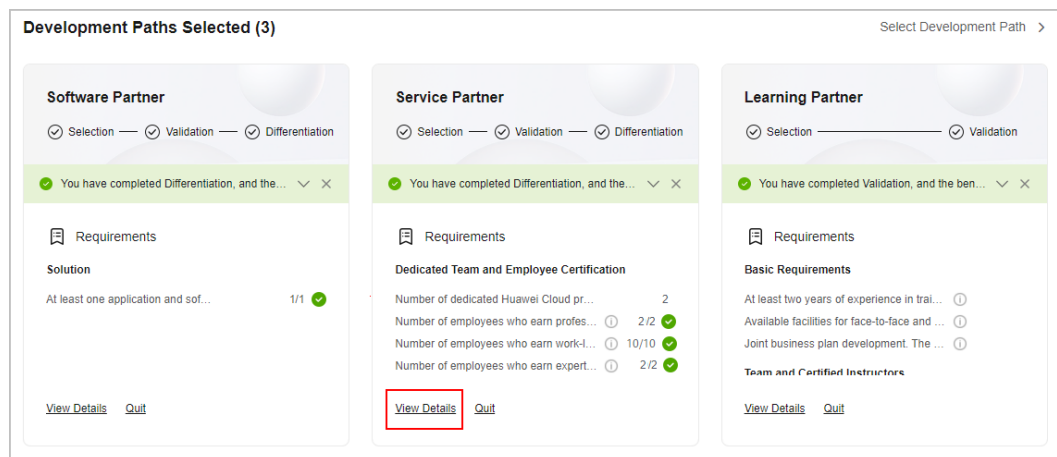


----End

Checking the Annual Review Result

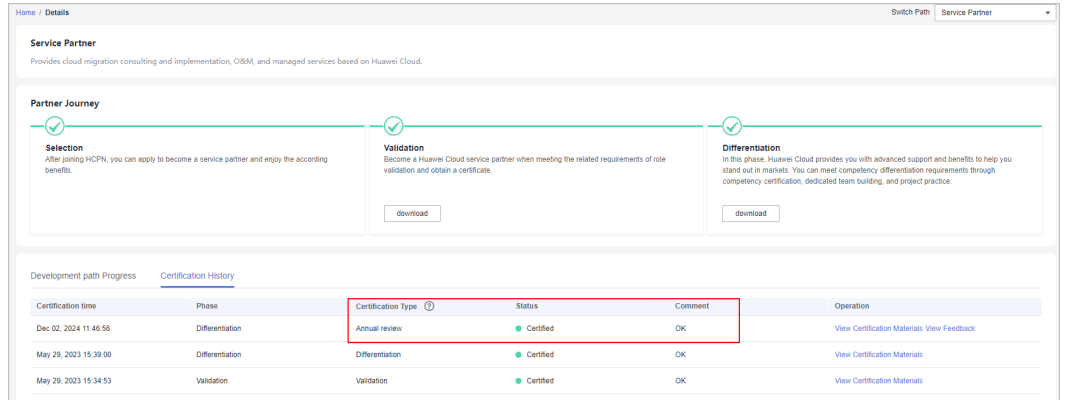
Around the end of January 2025, Huawei will notify you of the review result through in-app messages, emails, or SMS messages. You can check the annual review result in **Certification History**.

Step 1 In the **Development Paths Selected** area on the **Home** page, for the development paths which the annual review has been completed for, click **View Details**.

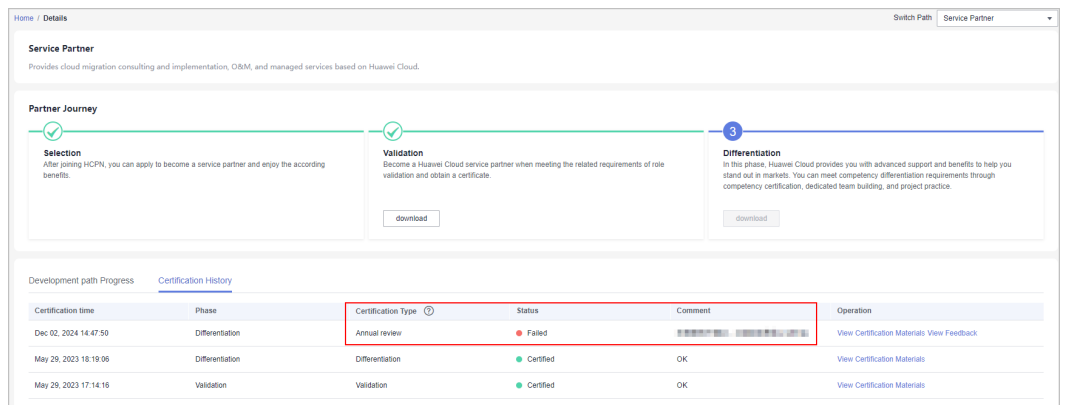


Step 2 Check the annual review result in **Certification History** of the development path details.

- If you pass the annual review, the certification phase of the corresponding development path remains unchanged.



- If you have failed to pass the annual review, Huawei will provide review comments, and the certification phase of the corresponding development path will be rolled back to role validation or role selection.



----End

3 Partner Programs

3.1 Partner Programs

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

Types

Huawei Cloud provides partners with the following partner programs: Partner Customer Engagement (PCE), Partner Competency Program, Cloud Solution Provider Program, Distribution Partner Program (Distributor), Distribution Partner Program (Reseller), Carrier Partner Program, KooGallery Sales Program, and KooGallery Seller Program.

- **Partner Customer Engagement**
Huawei Cloud Partner Customer Engagement (PCE) is a policy framework built by Huawei Cloud to facilitate opportunity sharing between Huawei Cloud and partners. Huawei Cloud provides partners with tools and benefits for sharing opportunities to promote efficient cooperation with partners, help partner achieve business development and success, and accelerate cloud migration for customer services.
- **Partner Competency Program**
Huawei Cloud Partner Competency Program is intended for global partners, aiming to build a competency certification system for partners and ensure that partners can obtain corresponding returns on their investment in competency development.
- **Cloud Solution Provider Program**
A cloud solution provider is capable of selling and delivering Huawei Cloud services and solutions to customers and helps Huawei Cloud expand sales by providing value-added and promotion services.
- **Distribution Partner Program (Distributor)**
Distributors are authorized by Huawei Cloud to sell and deliver Huawei Cloud products and services to end customers through Huawei Cloud resellers. This program is an invitation only program.

- **Distribution Partner Program (Reseller)**
A Huawei Cloud reseller refers to a partner developed, supported, and managed by a Huawei Cloud distributor and has the pre-sales consulting, sales, and service capabilities. Resellers work with Huawei Cloud to expand the cloud service market and sell Huawei Cloud products and services to end customers.
- **Carrier Partner Program**
Carrier Partner Program is designed to leverage the strengths of leading global and regional carriers and provide them with a comprehensive and in-depth cooperation plan based on Huawei's innovative capabilities in cloud, AI, and 5G. This program helps carriers accelerate their digital transformation and B2B business growth.
- **KooGallery Seller Program**
KooGallery is an online transaction platform established and operated by Huawei Cloud. This program is designed to promote the joint efforts between sellers and Huawei Cloud to provide abundant, high-quality software and services for Huawei Cloud customers.
- **KooGallery Sales Program**
The Huawei Cloud KooGallery Sales Program allows partners to sell products to end customers and provide them with high-quality pre-sales consulting, sales development, delivery support, and after-sales support.

For details about the partner programs and the benefits that you can obtain after joining the programs, see [Huawei Cloud Partner Programs](#).

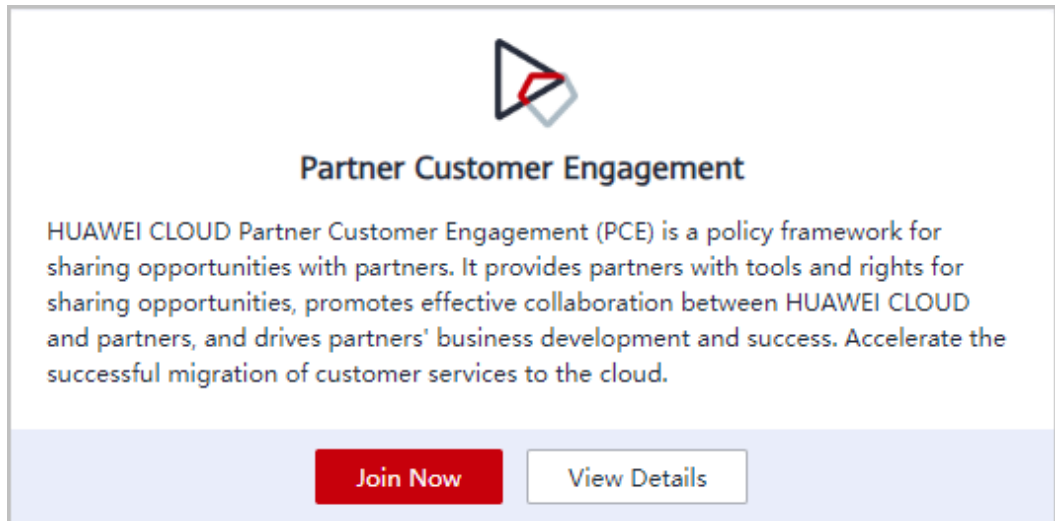
3.2 Partner Customer Engagement

Huawei Cloud Partner Customer Engagement (PCE) is a policy framework built by Huawei Cloud to facilitate opportunity sharing between Huawei Cloud and partners. Huawei Cloud provides partners with tools and benefits for sharing opportunities to promote efficient cooperation with partners, help partner achieve business development and success, and accelerate cloud migration for customer services.

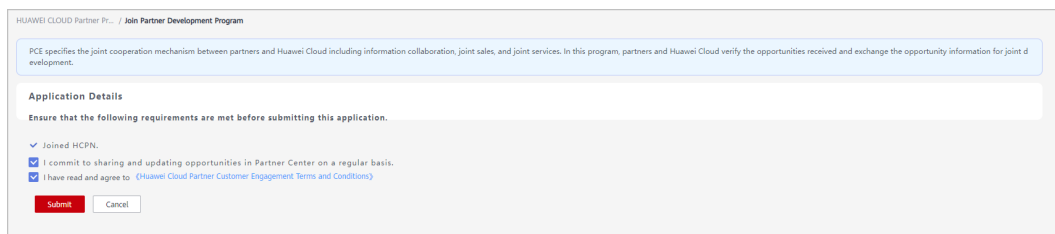
3.2.1 Joining PCE Program

Procedure

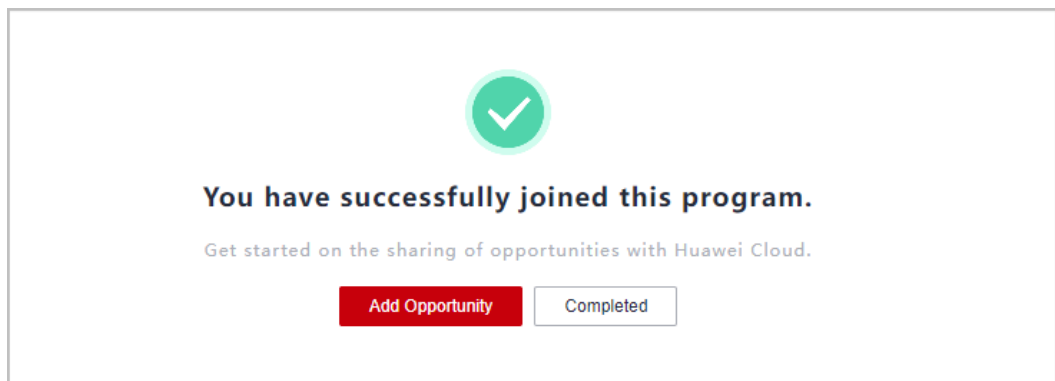
- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Programs > Huawei Cloud Partner Programs** in the menu on the top.
- Step 4** Select **Partner Customer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



Step 5 Select the commitment checkbox and read and agree the agreement. Click **Submit**.



Step 6 A message is displayed indicating that you have successfully joined the program. Now, you can get started on the sharing of opportunities with Huawei Cloud.



 **NOTE**

You can choose to add opportunities later on the **Sales > POs & HOs** in [Partner Center](#).

----End

3.3 Partner Competency Program

Huawei Cloud Partner Competency Program is intended for global partners, aiming to build a competency certification system for partners and ensure that

partners can obtain corresponding returns on their investment in competency development.

For details about how to join this program, see [Requesting Competency Certification](#).

3.4 Cloud Solution Provider Program

This program aims to help partners resell and deliver Huawei Cloud products and services as part of their overall solutions to end customers.

After the identity of a cloud solution provider expires, they can [switch to another account or register a new account and apply to join Distribution Partner Program and become a Huawei Cloud reseller](#).

3.4.1 Applying to Join the Cloud Solution Provider Program

After becoming an HCPN partner, Huawei Cloud enterprise customers can apply to join the Cloud Solution Provider Program in the Partner Center.

Once a partner has joined Cloud Solution Provider Program and become a cloud solution provider of Huawei Cloud, this partner cannot use their account to purchase cloud services.

Important Notes

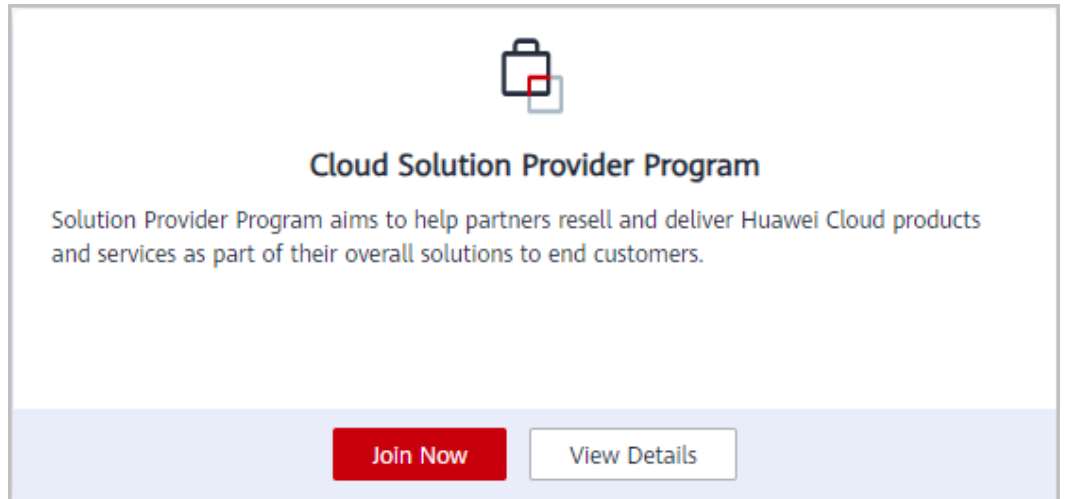
Enterprise customers cannot apply to join the Cloud Solution Provider Program if their Huawei Cloud accounts are in one of the following situations:

- There is already an account in the same business area specified that has joined Cloud Solution Provider Program.
- The account has already joined a development path.
- The account has joined Distribution Partner Program.
- Resources are provisioned for the account.
- The account is in arrears.
- The account has consumption records.
- The account has been associated with another partner.
- The account is an enterprise master account or member account.
- The account is being used for or has passed real-name authentication.
- The account has been preregistered by a Huawei BD.
- The account cannot purchase or provision cloud services or resources during the application for joining Cloud Solution Provider Program or after the application is approved.
- If the account has already enabled pay-per-use resources, go to the console and release the resources or register a new account before submitting your application to become a cloud solution provider.

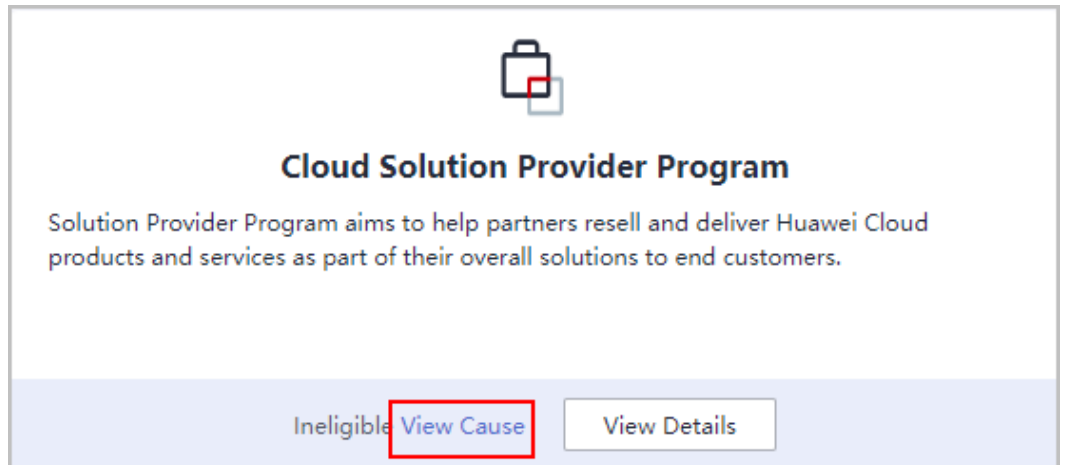
Procedure

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

- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Programs > Huawei Cloud Partner Programs** in the menu on the top.
- Step 4** Apply to join a partner program.
- Select **Cloud Solution Provider Program** and click **Join Now**.



- If your current account has joined a partner development path, you cannot join this program. In this case, you can [register a new account and then apply to join the program](#).



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

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

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

Application procedure

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

Basic Information

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

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

* Business License Registration No.

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

* Where the business is carried out
Show

Registration Address

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

* State/Province

* City

District/County

* Address Line 1

Address Line 2

* Postal Code

Other Information

* Telephone

* Email

* Work with a Huawei ecosystem manager

Show

Contacts

Add at least one contact person.

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

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

NOTE

- By default, the business area is the registered country or region of an account. You can modify the business area when you fill in information required for joining the program.
- After joining the program, you are not allowed to modify the business area. You can view the business area of your account on the **Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled** page.
- You can have only one account for each business area.

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

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

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

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

* Date of Establishment

* Registered Capital(USD)

* Total Fixed Assets(USD)

* Number of Employees

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

Previous **Next** Save Draft Cancel

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

HUAWEI CLOUD Partner Programs / Join Cloud Solution Provider Program

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

Select the Cloud Solution Provider Program partner tier.

Standard Advanced Premier Core

Application Details

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

* What is your expected annual performance of HUAWEI CLOUD?

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

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

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

* Work with a Huawei ecosystem manager?

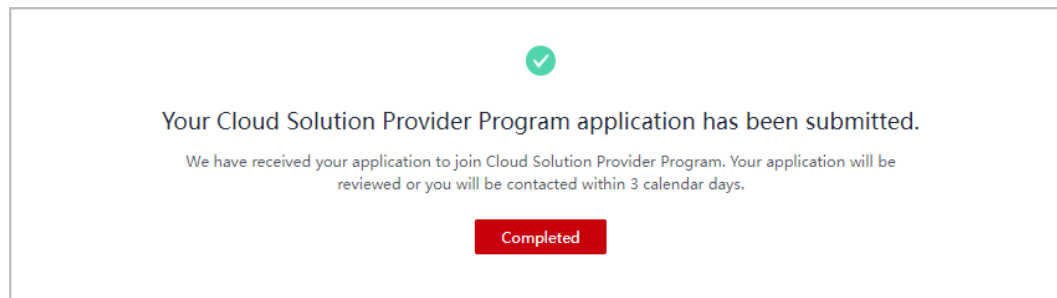
I have read and agree to Huawei Cloud Solution Provider Cooperation Agreement

Previous **Next** Save Draft Cancel

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

Step 9 A message is displayed, indicating that your application for joining the Cloud Solution Provider Program, has been submitted successfully.

You can view the review progress on the **Requested Partner Programs** page.



----End

3.4.2 Applying for Upgrading Partner Tier

Partners are classified into four tiers: standard, advanced, premier, and core. Different requirements are set for each partner tier. Partners can request to upgrade to a higher tier when they meet the requirements.

NOTE

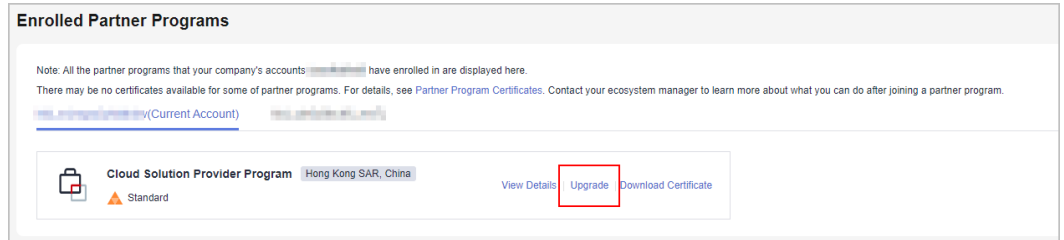
A cloud solution provider can request upgrading its partner tier only when one of its accounts has joined [Software Partner Development Path](#), [Service Partner Development Path](#), or [System Integrator Development Path](#) and completed the role validation.

Procedure

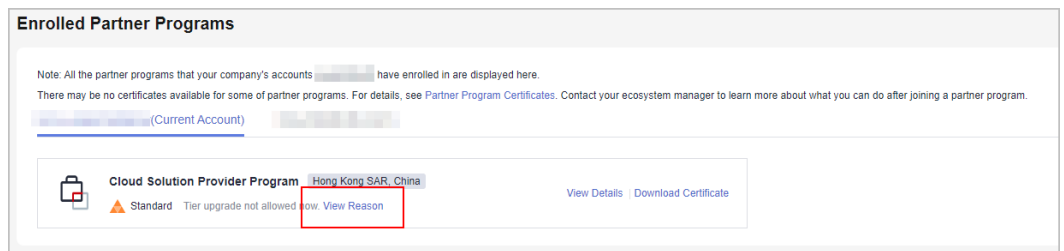
- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled** in the menu on the top.

Step 4 Apply to upgrade the partner tier.

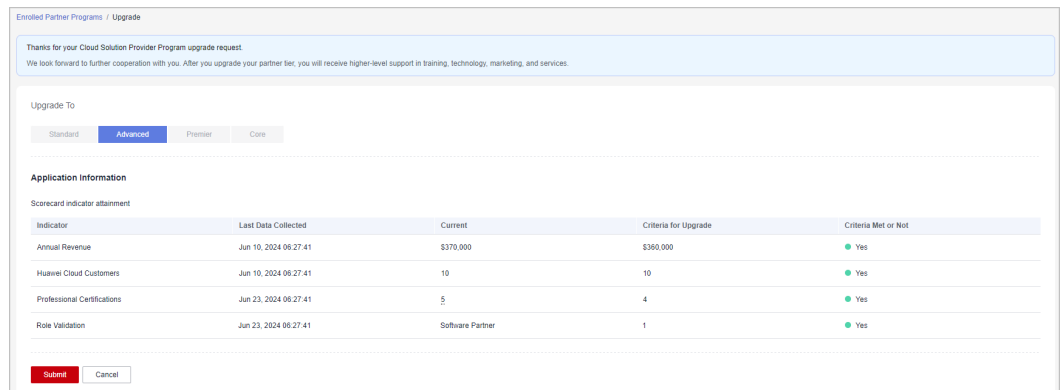
- Click **Upgrade**.



- If the tier upgrade is not allowed, click **View Reason**. **Register a new account** and then apply to join a development path. Apply to upgrade your partner tier when you enter the role validation stage.



Step 5 On the page for upgrading the tier, click **Submit** when all criteria for upgrade are met.



NOTE

- If there are any criteria not met, your application may be rejected. Ensure that all criteria for upgrade are met before submitting the tier upgrade application.
- To upgrade to the core tier, a partner should request its ecosystem manager to apply for the upgrade on their behalf. After the application is approved, the ecosystem manager and the partner will receive an email notification.

Step 6 The system displays a message indicating that the tier upgrade application has been submitted successfully.

You can view the review progress on the **Partner Programs > Requested Partner Programs > Partner Level** page.

Requested Partner Programs / Detail

Cloud Solution Provider

Under review | We will review your application or contact you within 3 calendar days.

Partner Tier: Advanced | Submitted On: Jul 02, 2024 11:00:31

Application Details

The following shows the Scorecard indicator attainment status when the tier upgrade application is submitted.

Indicator	Last Data Collected	Current	Criteria for Upgrade	Criteria Met or Not
Annual Revenue	Jun 10, 2024 06:27:41	\$370,000	\$360,000	Yes
Huawei Cloud Customers	Jun 10, 2024 06:27:41	10	10	Yes
Professional Certifications	Jun 23, 2024 06:27:41	5	4	Yes
Role Validation	Jun 23, 2024 06:27:41	Software Partner	1	Yes

NOTE

If the tier upgrade application is rejected, fulfill the criteria required based on the rejection reason and submit the application again.

----End

3.5 Distribution Partner Program

The Distribution Partner Program is an invitation only program. After joining this program, a distributor is authorized by Huawei Cloud to sell and deliver Huawei Cloud solutions to end customers through Huawei Cloud resellers. Distributors can expand their businesses through partner development, technical support, operations support, and value-added services.

After joining the program, distributors can enjoy corresponding benefits and request related incentives.

3.5.1 Invitation for Joining Distribution Partner Program

To join the Distribution Partner Program, contact the local ecosystem manager to sent you an invitation link.

Once a partner has joined Distribution Partner Program and become a distributor of Huawei Cloud, this partner cannot use their account to purchase cloud services.

NOTE

Apply to become an HCPN partner before being invited to join the Distribution Partner Program. After you join the Distribution Partner Program, you are not allowed to join the Cloud Solution Provider Program.

Important Notes

An enterprise cannot be invited to join Distribution Partner Program if its account:

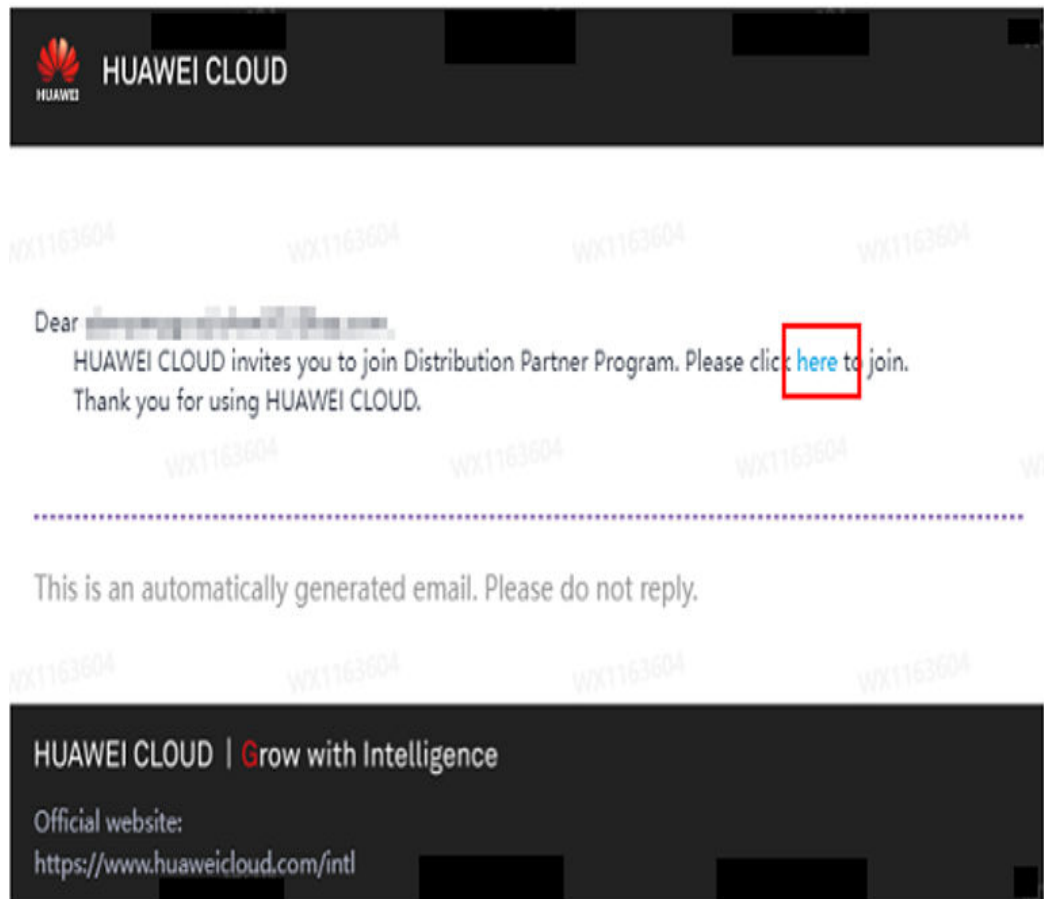
- Has joined or is joining the Cloud Solution Provider Program.
- Belongs to a customer of a reseller. Disassociate from the reseller before performing this operation.
- Has resources in use. Disable the resources on the management console.
- Has been frozen.
- The account has consumption records.

- Is in arrears. Top up the account to pay off the arrears.
- Has become an enterprise master account or member account.
- The account has a credit account.
- The account has been preregistered by a Huawei BD.
- The account is being used for or has passed real-name authentication.
- The account cannot purchase or provision cloud services or resources during the application for joining Distribution Partner Program or after the application is approved.
- If the account has already enabled pay-per-use resources, you need to go to the console and release the resources or register a new account before submitting your application to become a distributor.

Procedure

Step 1 Check the invitation email.

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



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

HUAWEI ID login

Phone/Email/Login ID/HUAWEI CLOUD account name

Password

LOG IN

Register | Forgot password?

Use Another Account

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

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

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

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

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

Thank you for joining Distribution Partner Program
This program is designated for Huawei Cloud distributors and resellers. After joining this program, a distributor is authorized by Huawei Cloud to sell and deliver Huawei Cloud solutions to end customers through Huawei Cloud resellers.

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

Basic Information

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

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

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

Show ▾

Registration Address

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

* State/Province

* City

* Address Line 1

Address Line 2

* Postal Code

Other Information

* Telephone

* Email

* Work with a Huawei ecosystem manager
Show ▾

Contacts

Add at least one contact person.

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

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

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

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

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

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

* Date of Establishment

* Registered Capital(USD)

* Total Fixed Assets(USD)

* Number of Employees

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

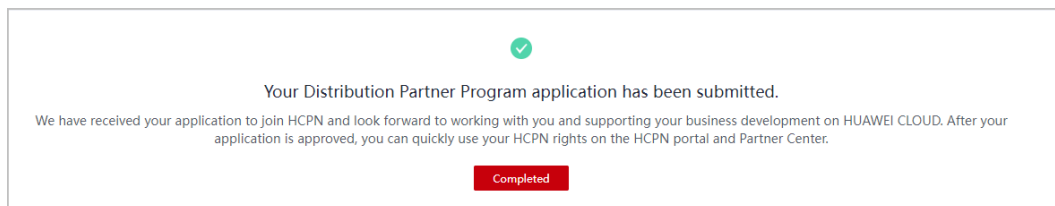
Step 6 Select **I have read and agree to Huawei Cloud Distribution Cooperation Agreement** and click **Submit**.

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

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

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

Step 7 A message indicating that your application has been submitted successfully is displayed.



 **NOTE**

You may fail to join the program if:

- Your account has joined or is joining the Cloud Solution Provider Program.
- Your account belongs to a customer of a reseller. Disassociate from the reseller before performing this operation.
- Your account has resources in use. Disable the resources on the management console.
- Your account is frozen.
- Your account is in arrears. You can top up your account to pay off the arrears.
- Your account is an enterprise master account or member account.
- Your account has a credit account.

----End

3.6 Distribution Partner Program (Reseller)

3.6.1 Accepting a Cooperation Invitation from a Distributor and Applying to Become a Reseller

After receiving the invitation email from a distributor, click the invitation link to access the association page and perform the association operation as prompted.

Once a partner has been associated with a distributor of Huawei Cloud and become a reseller of this distributor, this partner cannot use their account to purchase cloud services.

Important Notes

The Huawei Cloud account of your company cannot be associated with a distributor in the following scenarios:

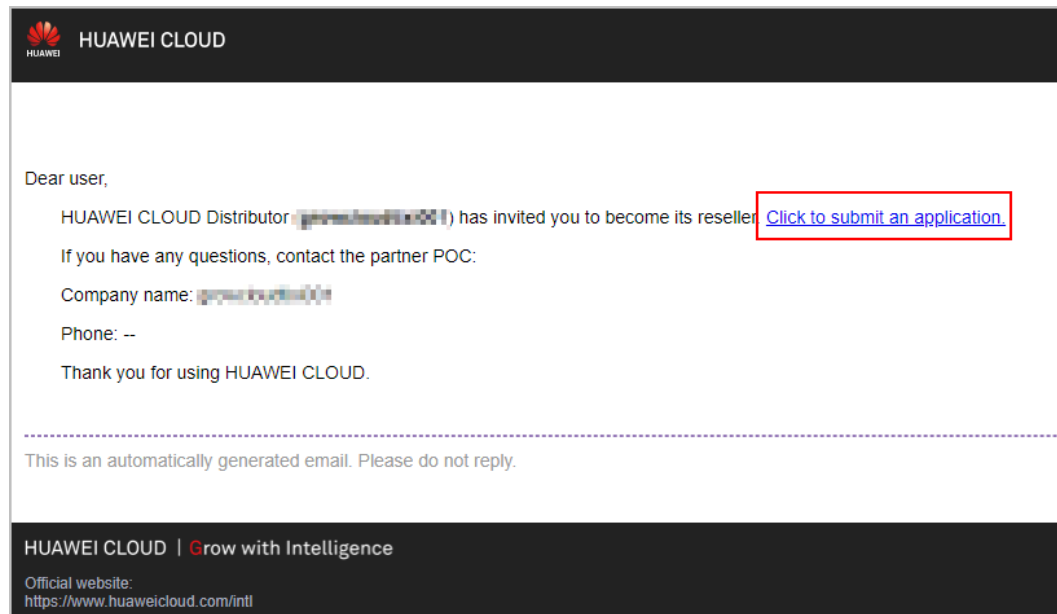
- Resources are provisioned for the account.
- The account is in arrears.
- The account has consumption records.
- The account has joined another partner development path or partner program.
- The account is added to the blacklist or yellow list.
- Another Huawei Cloud account of the same company has been associated with the distributor.
- The account has been frozen due to public security reasons, arrears, or violation.
- The account is an enterprise master account or member account.
- The account has a credit account.
- The account has been preregistered by a Huawei BD.
- The account has been associated with another partner.
- The account is being used for or has passed real-name authentication.

- The account cannot purchase or provision cloud services or resources during the application for associating with a distributor or after the application is approved.
- If you have enabled pay-per-use resources for this account, go to the [management console](#) to release the resources or register a new account.
- Resellers and their associated distributor must be in the same service country.

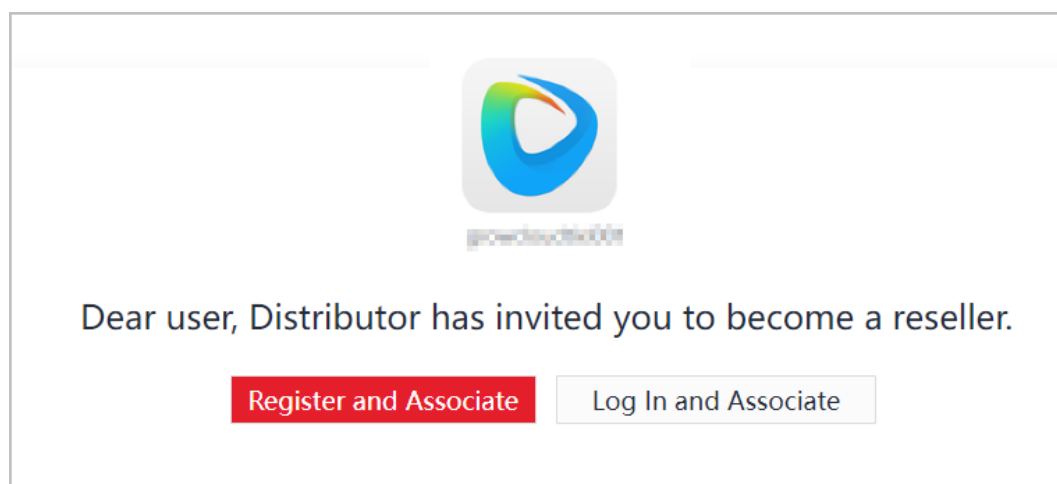
Procedure

Step 1 Check the invitation email.

In the email, click the hyperlink to switch to the association page.



Step 2 The Dear user, Distributor has invited you to become a reseller. page is displayed.



NOTE

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

- If you do not have a Huawei Cloud account, click **Register and Associate**.
 - a. **Sign up a Huawei Cloud account.**
 - b. **Sign in to Huawei Cloud.**
 - c. Fill in required information on the displayed page. For details, see **Registering and Joining HCPN.**

Register and Join HCPN

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

Basic Information

* Company Name	<input type="text" value="Enter the full name of your company."/>	Country/Region	Hong Kong SAR, China HK
* Business License Registration No.	<input type="text" value="Name on the business license"/>	* Tax Identification Number	<input type="text" value="Enter the tax identification number of your co."/>
* Registration Credential File	<input type="button" value="Upload"/>	* Payment Currency	<input type="text" value=""/>
Legal Person	<input type="text" value="Enter the name of the legal person."/>	Business Period	<input type="text" value="Select a year."/> <input type="checkbox"/> Long term

Registered Address

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

More Information

* Telephone	<input type="text" value="Enter the company phone number."/>	* Email	<input type="text" value="Enter an email."/>
Company Website	<input type="text" value="Enter the website address of the company."/>	Industry	<input type="text" value="--Select--"/>
Company Trademark	<input type="button" value="Upload"/>	Fax	<input type="text" value="Enter the fax number of the company."/>
Company Profile	<input style="width: 100%;" type="text" value="Briefly describe the industry and main business of the company."/>		

0/500

NOTE

Your registration application is under review now.

We will complete the review as soon as possible. Thank you for using Huawei Cloud.

Registration Application Information

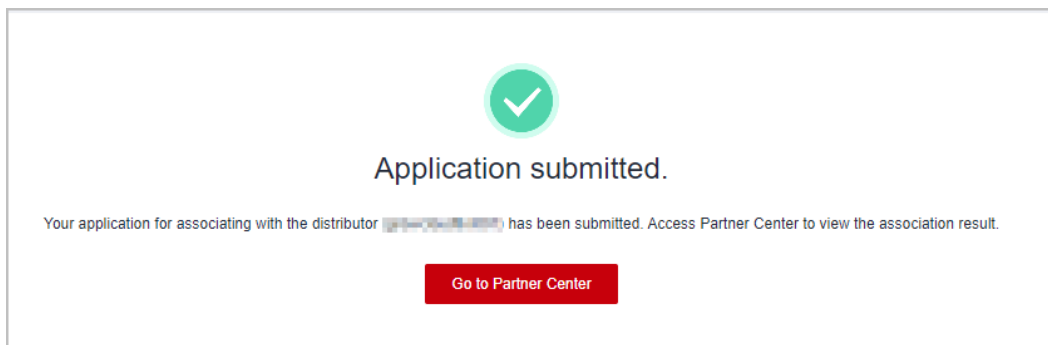
Company Name	[Company Name]
Legal Person	[Legal Person]
Contact	[Contact]
Registered	Apr 27, 2023 15:08:23

Distributor to Be Associated

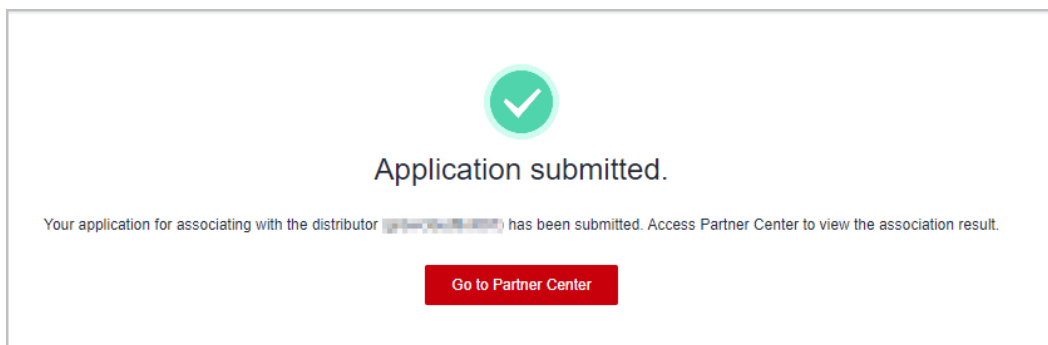
	Company Name: [Company Name]
	Company Profile: [Company Profile]

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

- d. After joining HCPN, a message indicating that you have requested to associate with a distributor is displayed. You can access Partner Center and view the association result.



- If you already have a Huawei Cloud account, click **Log In and Associate**.
 - If you have joined HCPN:
A message indicating that you have requested to associate with a distributor is displayed. You can access Partner Center and view the association result.
 - If you have not joined HCPN:
 - i. **Join HCPN**.
 - ii. After joining HCPN, a message indicating that you have requested to associate with a distributor is displayed. You can access Partner Center and view the association result.



 **NOTE**

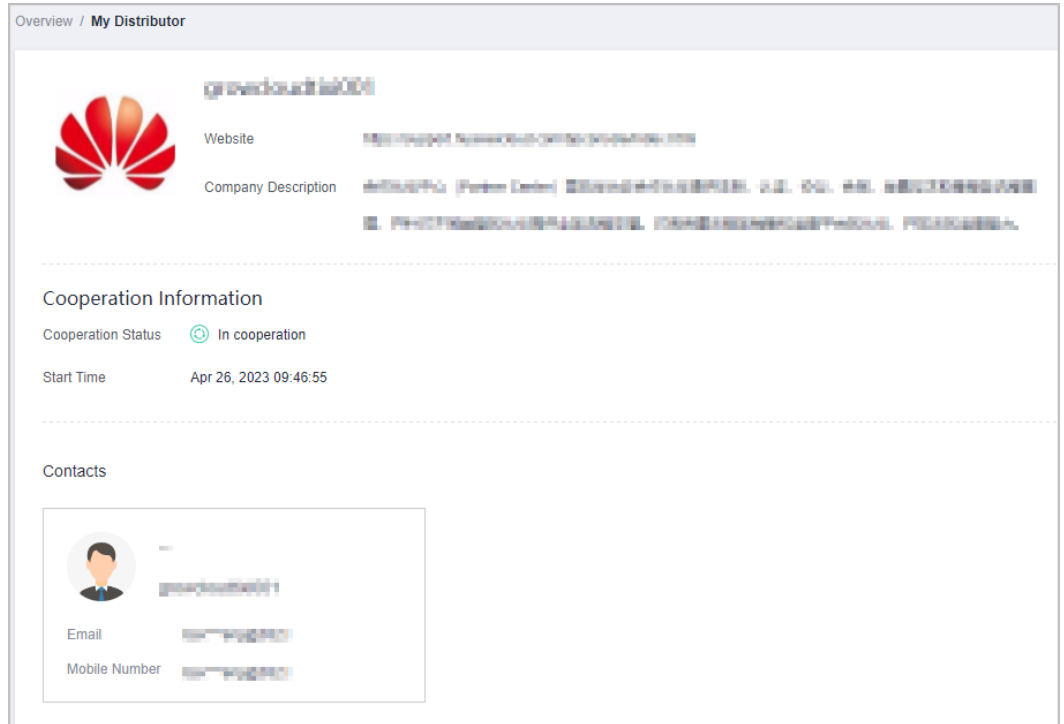
- If the association is restricted, handle it and try again.
- If you do not meet the requirements for joining HCPN, get in touch with the contact person to obtain help.

Step 3 Access Partner Center.

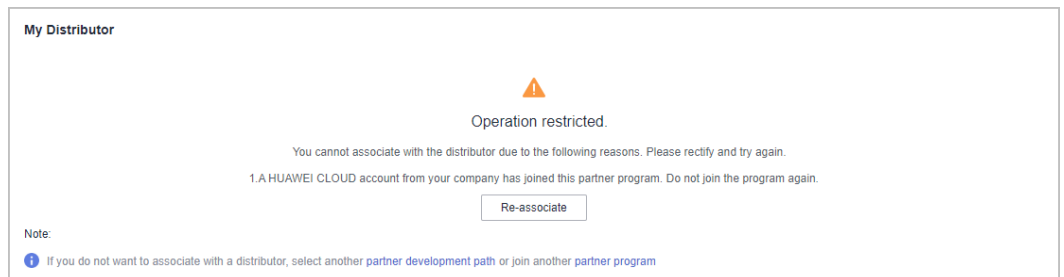
 **NOTE**

If the association status shows that the association is in progress, wait for a while and then refresh the page.

- After association, you can view the information about the associated distributor.



- If the association is restricted, handle it and try again.



NOTE

If you do not want to associate with a distributor, select another [partner development path](#) or join another [partner program](#).

----End

3.6.2 Registering a New Account and Applying to Join Distribution Partner Program (Reseller)

After your identity as a cloud solution provider expires, you can switch to another account or register a new account and apply to join Distribution Partner Program and become a Huawei Cloud reseller. Contact a distributor to send you an invitation and use your new account to associate with the distributor.

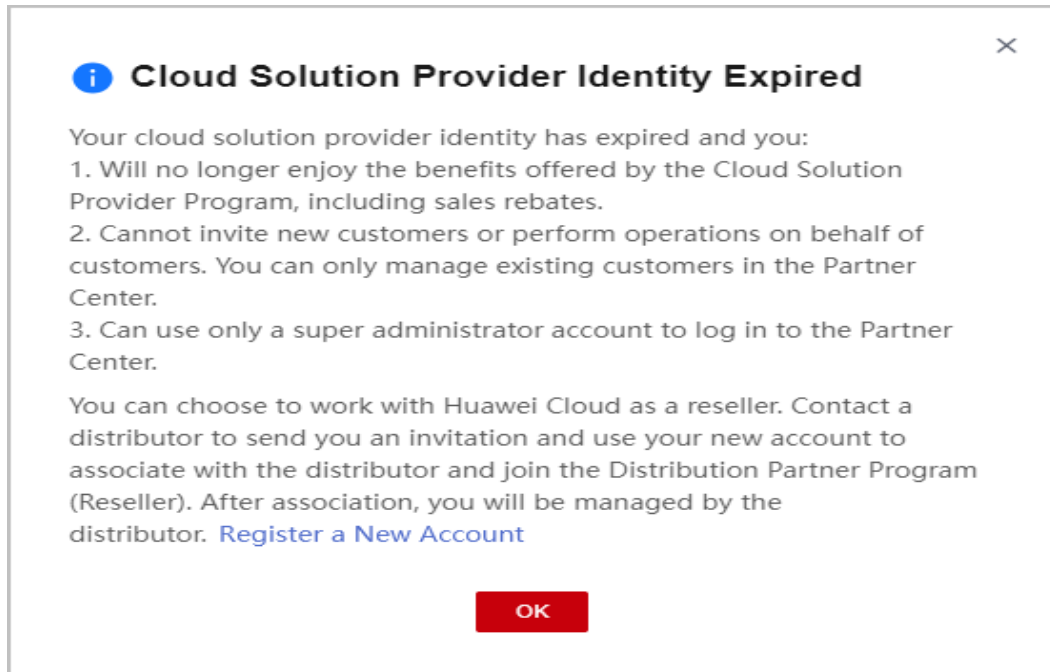
Procedure

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

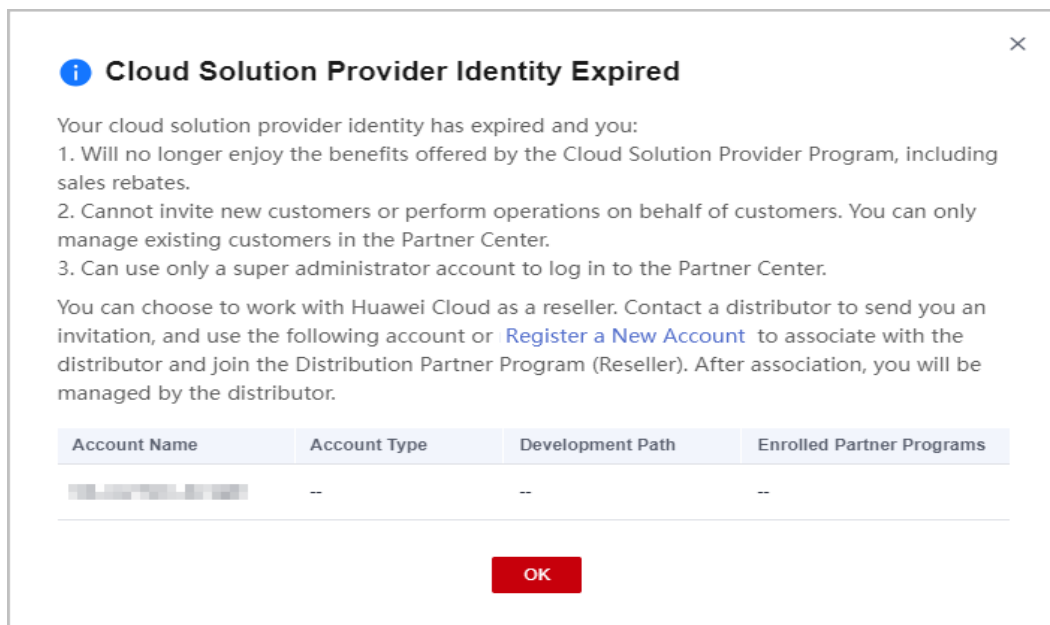
Step 3 View the reminder of your identity expiration on the home page.

Step 4 Apply to become a reseller.

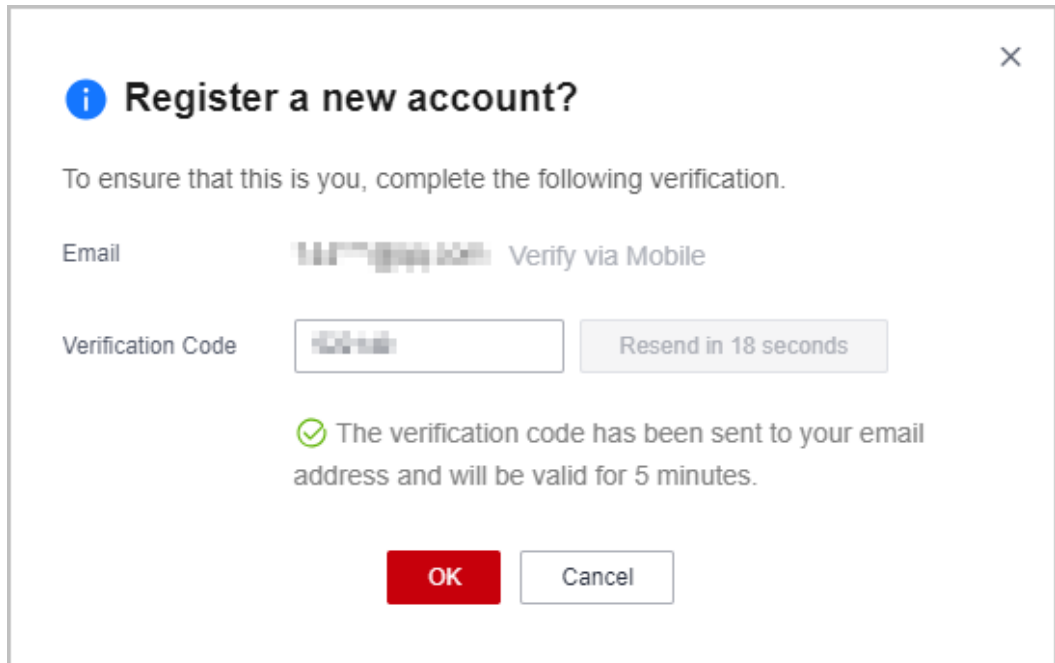
- Register a new account and apply to join Distribution Partner Program (Reseller).



- If you already have an account that has not joined any partner program or development path, you can use it to apply to join Distribution Partner Program (Reseller).



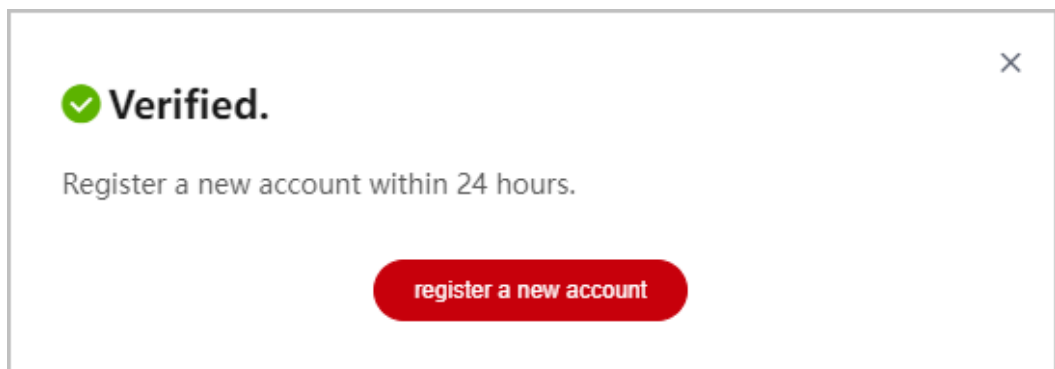
Step 5 Enter the verification code you received.



NOTE

Use the email or mobile number associated with the current account for verification.

Step 6 Complete account registration within 24 hours after the verification.



Step 7 On the **Register HUAWEI ID** page, enter required information and click **Register**.

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

Country/Region Hong Kong/China ▼

Email

Email code [Get code](#)

Password 👁

Confirm password 👁

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

Register

NOTE

When registering a new account, use another email address.

Step 8 Enable Huawei Cloud services.

Enable HUAWEI CLOUD Services

I have read and agree with the [HUAWEI CLOUD Customer Agreement](#) and [Privacy Statement](#).
(You can also choose to [enable services later](#).)

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

Enable

Step 9 Fill in required information and read and accept the agreements on the **Register and Join HCPN** page. Click **Register**.

Register and Join HCPN

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

* Last Name

* First Name

Preferred Method Email

* Email

I have read and agree to the following agreements [\[read more\]](#):

[《Huawei Cloud Partner Network Certification Agreement》](#)

Step 10 A message is displayed, indicating that you have successfully joined the Huawei Cloud Partner Network.

Contact a distributor to send you an invitation and use the account to **associate with the distributor as a reseller**.

 **NOTE**

Note: The association will fail if you use the account to join a development path or partner program during association.

----End

3.7 KooGallery Seller Program

KooGallery is an online transaction platform established and operated by Huawei Cloud. This program is designed to promote the joint efforts between sellers and Huawei Cloud to provide abundant, high-quality software and services for Huawei Cloud customers.

An enterprise needs to register a Huawei Cloud account and complete enterprise real-name authentication. After the real-name authentication is successful, the enterprise can register with KooGallery to become a seller.

For details about the registration process, see [Applying for Registration](#).

3.8 KooGallery Sales Program

The Huawei Cloud KooGallery Sales Program allows partners to sell products to end customers and provide them with high-quality pre-sales consulting, sales development, delivery support, and after-sales support.

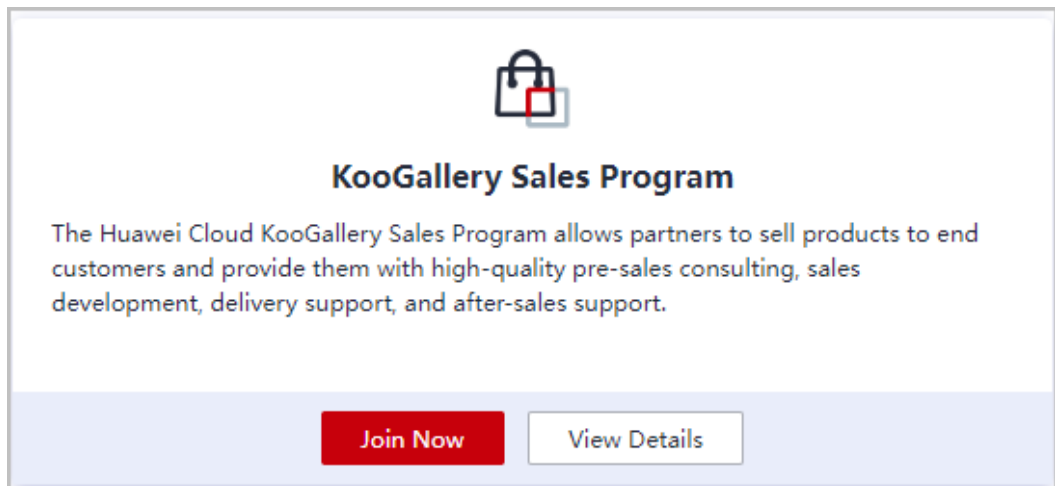
3.8.1 Applying to Join KooGallery Sales Program

Prerequisites

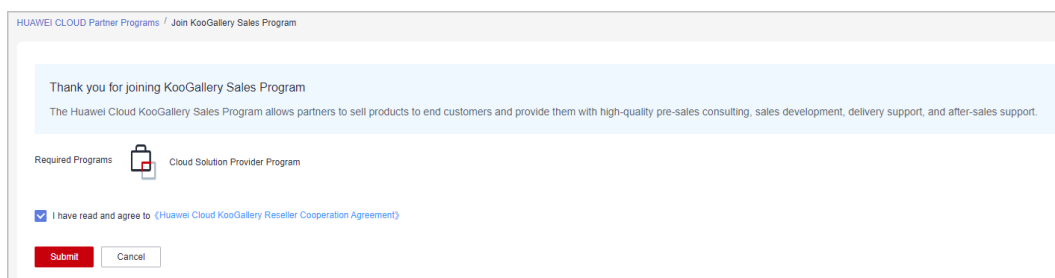
You have joined the Cloud Solution Provider Program.

Procedure

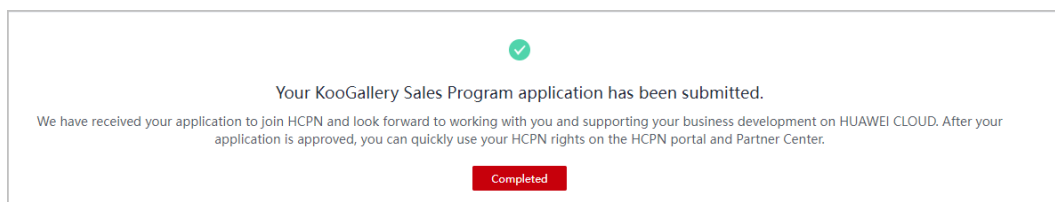
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Programs > Huawei Cloud Partner Programs** in the menu on the top.
- Step 4** Select **KooGallery Sales Program**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



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



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



----End

3.9 HMS Ecosystem Support Program

3.9.1 Applying to Join HMS Ecosystem Support Program

After becoming an HCPN partner, Huawei Cloud enterprise customers can apply to join the HMS Ecosystem Support Program in the Partner Center. Click [here](#) to view the benefits that HMS Ecosystem Support Program offers.

Important Notes

Enterprise customers cannot apply to join the HMS Ecosystem Support Program if their Huawei Cloud accounts are in one of the following situations:

- The consumption of the account exceeds 100 USD.
- The account has a special contract that is taking effect.
- After joining the HMS Ecosystem Support Program, do not apply for special commercial contracts. Otherwise, the account will automatically exit the program.
- After an enterprise joins the HMS Ecosystem Support Program, the consumption of an HMS partner is collected on the fifth day of each month. If the consumption meets the requirements, Huawei Cloud automatically issues cash coupons to the HMS partner.

Prerequisites

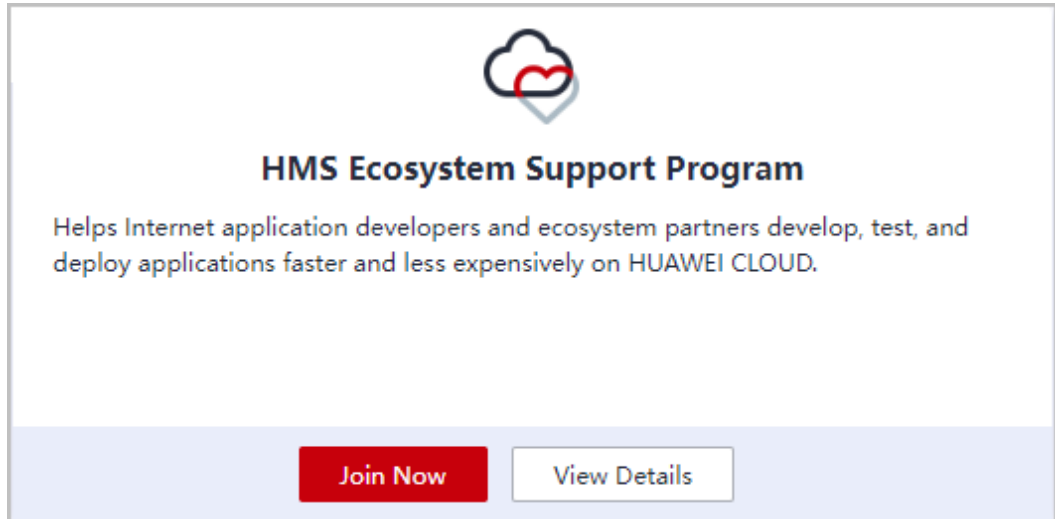
- You have [registered a Huawei Developer account](#).

NOTE

Each Huawei Developer account can be used only once to apply to join HMS Ecosystem Support Program.

Procedure

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



Step 5 Enter your Huawei developer account.

Step 6 Click **Submit**.

You can view the progress on the **Requested Partner Programs** page.

----End

3.10 Service Partner Competency Improvement Incentive Program

3.10.1 Joining Service Partner Competency Improvement Incentive Program

Overview

This program is intended to build a competency-centered service partner network, accelerate the growth of Huawei Cloud service partners, help and motivate them to pass Huawei Cloud partner competency certification, improve partners' competencies in providing Huawei Cloud services, and ultimately help them achieve business success.

Prerequisites

1. You have joined the [service partner development path](#) and completed the [role validation](#).
2. You have certified at least one level-1 competency this year that is eligible for incentives.

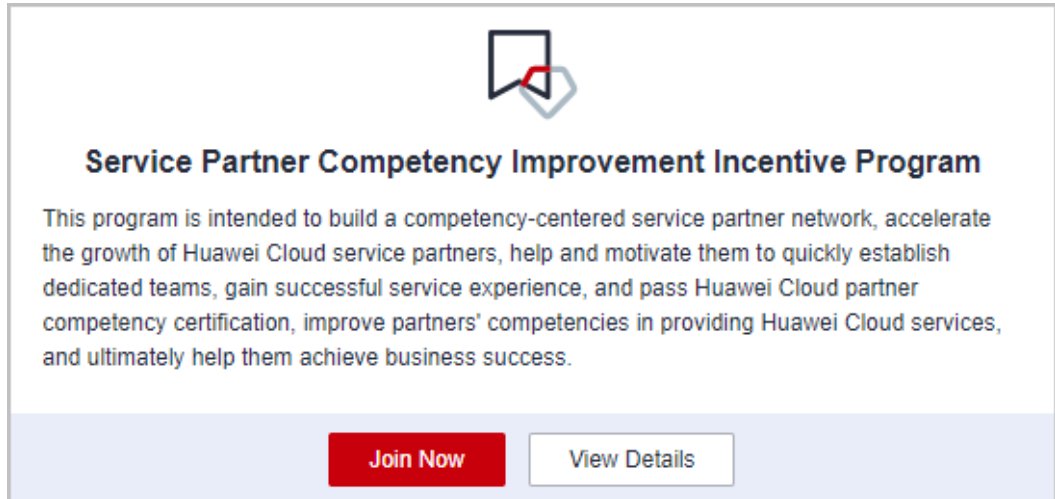
Table 3-1 Eligible level-1 competency labels and applicable regions

Level-1 Capability Label	Applicable Region
Database	Global
Big data	Global
Data warehouse	Only for the regions in the Chinese mainland
AI platform	Only for the regions in the Chinese mainland
DevSecOps	Only for the regions in the Chinese mainland
Solution integration implementation	Only for the regions in the Chinese mainland
Public cloud O&M	Only for the regions in the Chinese mainland
Operational excellence	Only for the regions in the Chinese mainland
Application modernization	Only for the regions in the Chinese mainland
Cloud migration	Only for regions outside the Chinese mainland

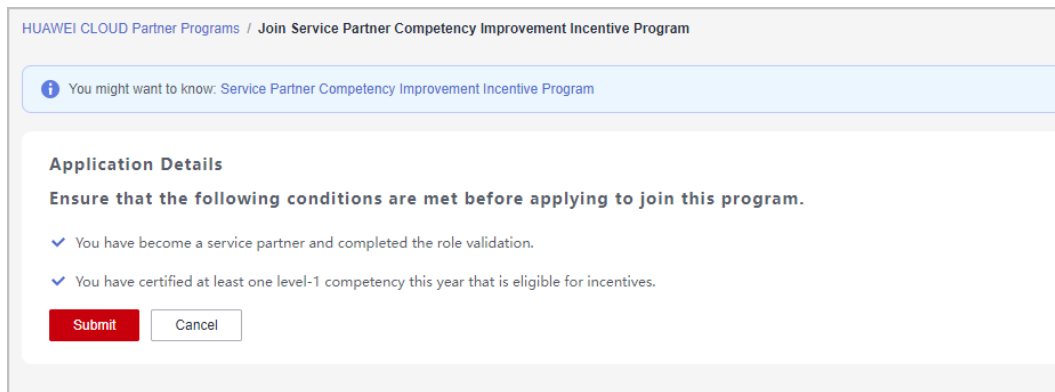
Note: Huawei Cloud may make changes to these eligible competency labels, including adding or removing labels, but these changes will be subject to the ST decision-making minutes of Huawei Cloud Computing Global Ecosystem Dept. The PDM will then notify the partners of any changes to these eligible competency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

Procedure

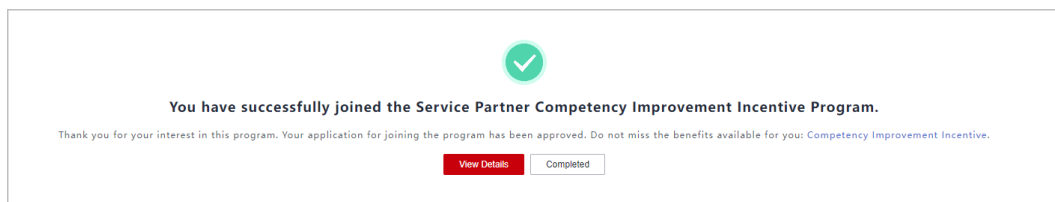
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Programs > Huawei Cloud Partner Programs** in the menu on the top.
- Step 4** Select **Service Partner Competency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



Step 5 Ensure that the conditions for joining the program have been met and click **Submit**.



Step 6 A message is displayed indicating that you have successfully joined the program.



Step 7 After joining this program, you can apply for the **competency improvement incentive** and **exam vouchers** (coming soon).

----End

Incentives and Benefits

Region	Exam Voucher	Competency Improvement Incentive
International/Europe	HCCDP certification exam vouchers: 10	\$14,000 USD

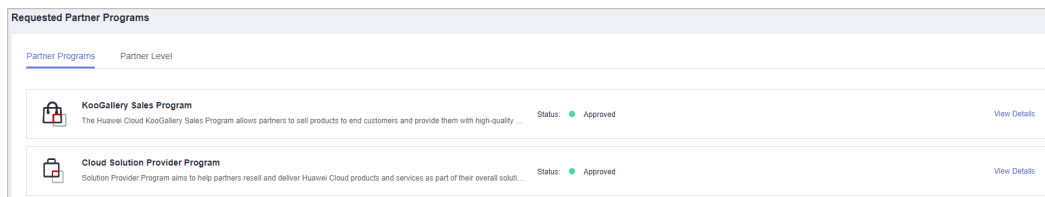
3.11 Operations Related to Partner Programs

3.11.1 Querying Requested Partner Programs

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

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Programs > Huawei Cloud Partner Programs > Partner Programs Requested** in the menu on the top.
- Step 4** Click **View Details** on the **Partner Programs** tab page to view the details about a requested partner program such as status and information required for application.



NOTE

The request review takes three working days. If you cannot obtain the result after three working days, you can click **Contact Approvers** to contact the approver to speed up the review.

If your request is rejected and you have questions about the result, you can also click **Contact Reviewer** to obtain more information.

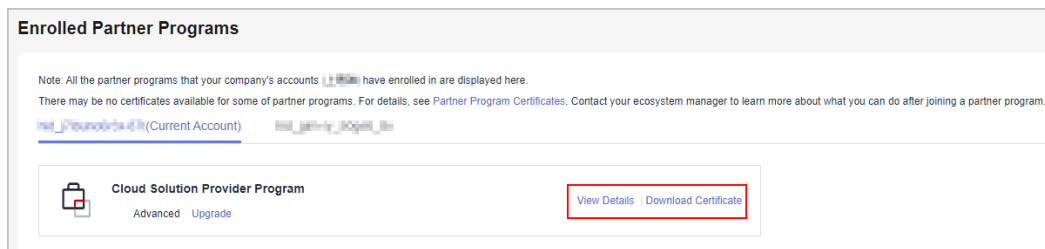
----End

3.11.2 Querying Enrolled Partner Programs

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

Procedure

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



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

NOTE

For more operations, contact your ecosystem manager.

----End

3.11.3 Downloading a Partner Program Certificate

You can download the certificate of the corresponding program after joining this program.

Partner Program Certificates

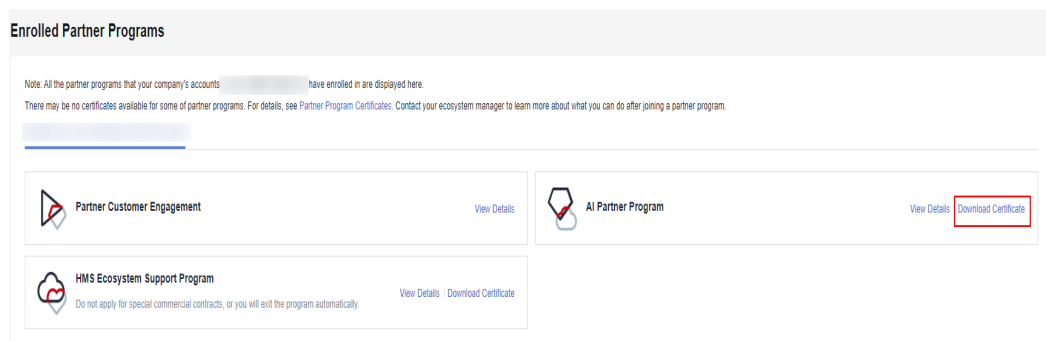
Program	Certificate Available	Certificate Downloading Requirement and Method
Cloud Solution Provider Program	Yes	You have joined a partner program. Download the certificate on the Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled page in Partner Center.
Distribution Partner Program	Yes	You have joined a partner program. Download the certificate on the Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled page in Partner Center.
KooGallery Program	Yes	You have joined a partner program. Download the certificate on the Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled page in Partner Center.
KooGallery Sales Program	Yes	You have joined a partner program. Download the certificate on the Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled page in Partner Center.

Program	Certificate Available	Certificate Downloading Requirement and Method
HMS Ecosystem Support Program	Yes	You have joined a partner program. Download the certificate on the Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled page in Partner Center.

Partner programs excluding those described above do not provide certificates.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Programs > Huawei Cloud Partner Programs > Partner Programs Enrolled** in the menu on the top.
- Step 4** On the displayed page, find the target program and click **Download Certificate**.



----End

3.11.4 Querying Signed Agreements and Filing Sensitive Relationships

You can query and download signed agreements.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Programs > Commitments and Agreements** in the menu on the top. The **Signed Agreements** tab page is displayed by default.

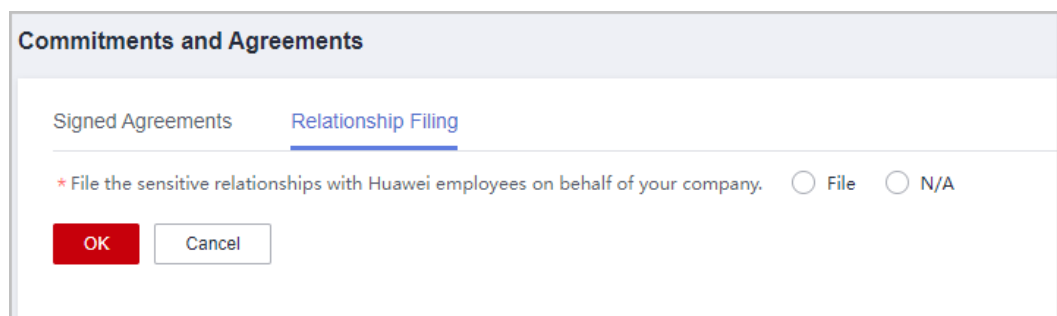
Commitments and Agreements						
Signed Agreements		Relationship Filing		Annual Revenue Goal		
Contract No.	Agreement	Contracting Entity	Status	Effective Date	Expired Date	Operation
SOW1351CHN230214ONLINE90013598	HUAWEI CLOUD KooGallery Seller Agr...	Huawei Services (Hong Kong) Co., Lim...	Valid	Nov 01, 2022	Nov 02, 2023	Download View
SOW5531CHN230214ONLINE90013597	Huawei Cloud Solution Provider Cooper...	Sparoo Technologies Hong Kong Co., ...	Valid	Sep 04, 2022	Sep 05, 2023	Download View
SOW5531CHN230214ONLINE90013596	Statement for HUAWEI ID Association ...	Sparoo Technologies Hong Kong Co., ...	Valid	Jul 07, 2022	Jul 07, 2023	Download View
SOW5531CHN230209ONLINE90013561	HUAWEI CLOUD Partner Certification A...	Sparoo Technologies Hong Kong Co., ...	Valid	Nov 12, 2022	Nov 11, 2023	Download View

- Click **View** in the **Operation** column to view the details about a signed agreement.
- Click **Download** in the **Operation** column to download a signed agreement.

----End

Filing Sensitive Relationships

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Programs > Commitments and Agreements** in the menu on the top. Switch to the **Relationship Filing** tab page on the displayed page.
- Step 4** File the sensitive relationships between your company and Huawei employees and click **OK**.



- Step 5** A message is displayed indicating that the information you provided has been saved successfully.

----End

3.11.5 Setting an Annual Revenue Goal

You can set an annual revenue goal and submit it for approval.

NOTE

By default, the administrator can view and set an annual revenue goal. If organization members need to perform related operations, they need to apply for the permissions required.

Procedure

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

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

Step 3 Choose **Partner Programs > Commitments and Agreements** in the menu on the top. Switch to the **Annual Revenue Goal** tab page on the displayed page.

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

Commitments and Agreements

Signed Agreements Annual Revenue Goal

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

Year 2023

Revenue Goal(USD)

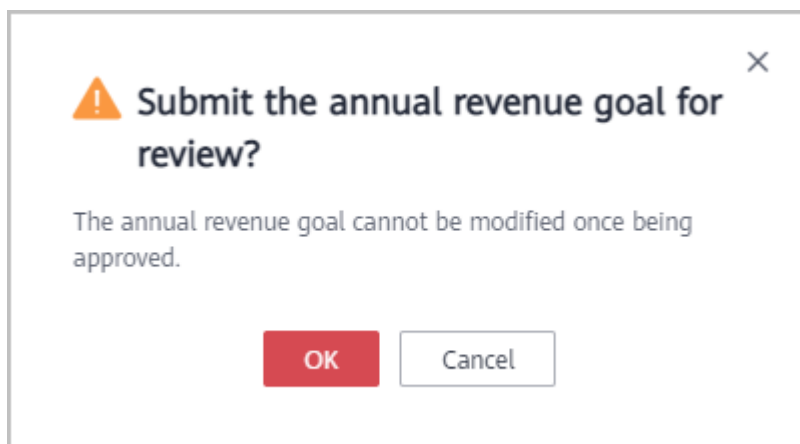
OK

Annual Revenue Goal ▾

NOTE

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

Step 5 The message **Submit the annual revenue goal for review?** is displayed. Click **OK**.



Step 6 The message **The revenue goal has been submitted for review. Wait for the review result.** is displayed.

On the **Annual Revenue Goal** tab page, it shows that the revenue goal is in the **Approving** state.

Commitments and Agreements

Signed Agreements **Annual Revenue Goal**

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

Year: 2023 Annual Revenue Goal(USD): 390,000.00
Created: Mar 14, 2023 15:40:45

Annual Revenue Goal ^

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

NOTE

The revenue goal review will be completed within five working days. If you do not receive any response within that time, contact the approver.

----End

Other Operations

- **Withdrawing the Annual Revenue Goal**
Click **Withdraw** for the revenue goal in the **Approving** state, enter the reason in the displayed dialog box, and click **OK**.
- **Viewing Annual Revenue Goal**
On the **Annual Revenue Goal** tab page, you can filter revenue goals by year or status.

Commitments and Agreements

Signed Agreements **Annual Revenue Goal**

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

Year: 2022
Revenue Goal(USD):

OK

Annual Revenue Goal ^

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

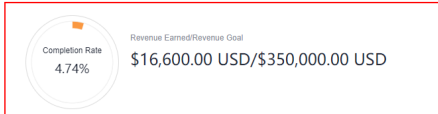
- You can view actual performance of the annual revenue goal in the current year or past years in **Partner Programs > Commitments and Agreements > Annual Revenue Goal**.

Commitments and Agreements

Signed Agreements [Annual Revenue Goal](#)

Year: 2023 Annual Revenue Goal(USD): 350,000.00

Created: Feb 22, 2023 15:39:04 Approved: Feb 22, 2023 15:39:04



Revenue Earned/Revenue Goal
Completion Rate
4.74%
\$16,600.00 USD/\$350,000.00 USD

Note: The data shown here is updated once a day.

[Annual Revenue Goal](#) ^

Year	Annual Revenue Goal(USD)	Revenue Earned(USD)	Completion Rate	Created	Status	Approved
2023	350,000.00	16,600.00	4.74%	Feb 22, 2023 15:39:04	Approved	Feb 22, 2023 15:39:04
2022	10.10	-56.00	-554.45%	Oct 10, 2022 15:26:28	Approved	Oct 10, 2022 15:32:08

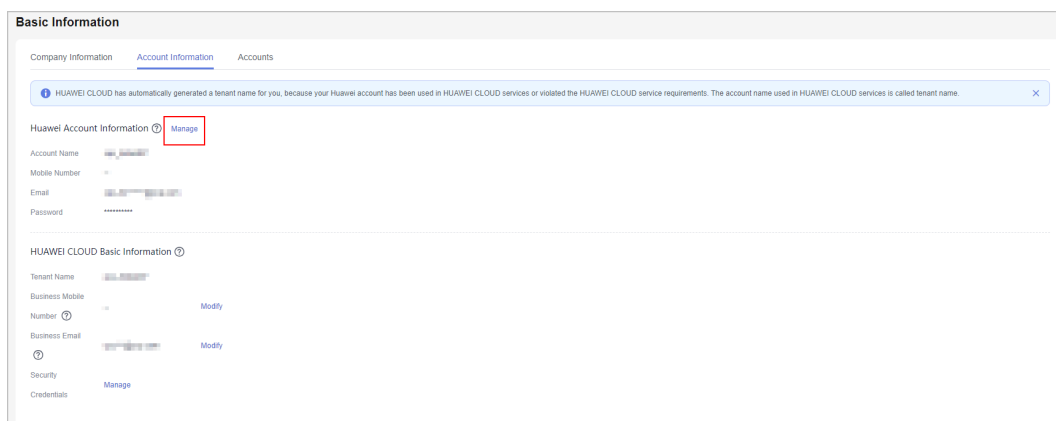
4 Partner Information Management

4.1 Changing Your Password

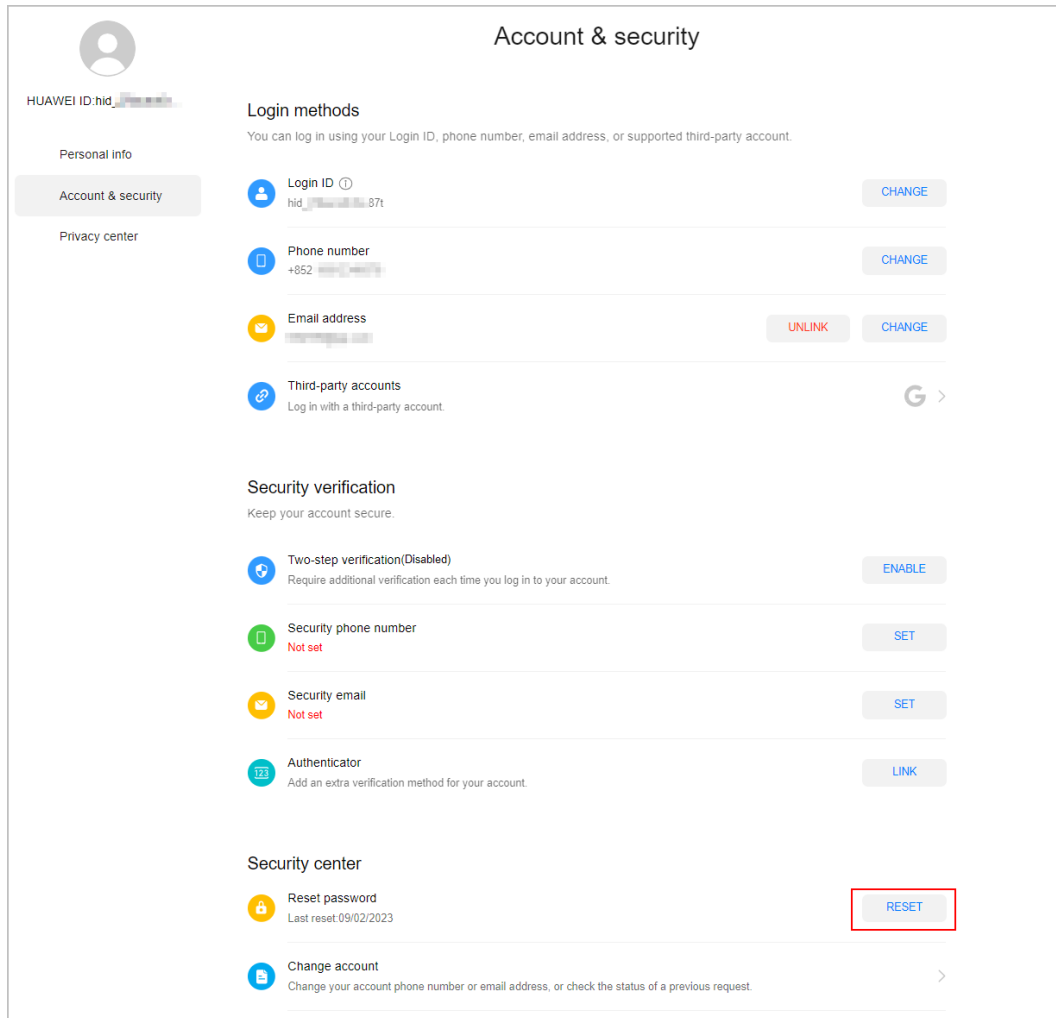
Change your password periodically to ensure account security.

Procedure

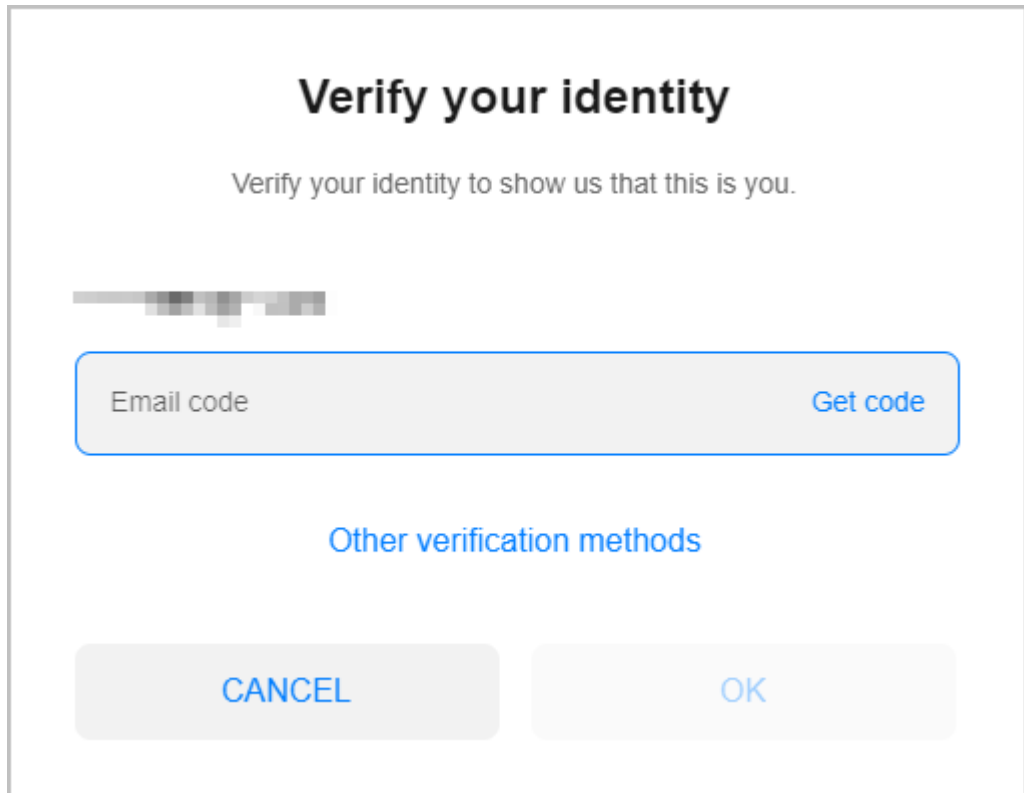
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Information > Basic Information** in the drop-down list of the account name in the upper right corner, and then switch to the **Account Information** tab page.
- Step 4** In the **Huawei Account Information** area, click **Manage**.



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



Step 6 Verify the identity.



Step 7 Reset the password.

Reset password

👁️

👁️

Log out of other devices using this HUAWEI ID ⓘ

Your password must:

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

Password strength

Do not use the same password as your other user accounts

[Forgot password?](#)

CANCELOK

----End

4.2 Managing Basic Information

On the **Basic Information** page, partners can modify the account information, view the consumption quota usage, and set preferences, notification receiving rules, and customer bill permissions.

Important Notes

Preferences, customer notification settings, customer bill settings, and consumption quota viewing are only available for cloud solution providers and distributors.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Information > Basic Information** in the drop-down list of the account name in the upper right corner.
- Step 4** Manage the company information.
- Modifying the company information
 - Change the company logo.
Click **Change Logo**. Then, click **Upload** and upload a new logo.
 - Modifying the partner information
On the **Company Information** tab page, click **Modify Partner Info**. On the **Modify Information** page, modify the basic information, registration address, and contact information. Click **Save** to save the modification.
 - Downloading the HCPN badge
Click **Download Badge**. In the **Select Content to Display** and **Where to Use the HCPN Badge** areas on the **Download Badge** page, select the content to display and the HCPN badge usage scenarios and select **I have read and agree to the HCPN Badge Usage Guide**. Then, click **OK** to download the HCPN badge.

- Modifying the account information

NOTE

- You can set whether to enable the verification code function (disabled by default). After you enable this function, verification code will be required for some operations. For details, see [Critical Operations](#).
- You can enable or disable the verification code option as needed.
- Modifying the email address
Click **Modify** next to **Email**. On the **Change Email Address** page that is displayed, verify the identity and enter the new email address.
- Modifying the mobile number
On the **Account Information** tab, click **Modify** next to **Mobile Number**. On the **Change Mobile Number** page that is displayed, verify the identity and enter the new mobile number.
- Preferences
You can choose **Partner Information > Basic Information** in the drop-down list of the account name in the upper right corner. On the displayed page, set the email or SMS message language, time zone, and payment currency on the **Preferences** tab page.
With the language and time zone specified, the system sends notifications during the working hours in the specified time zone. The time in the SMS messages and emails is displayed based on the specified time zone.
After the payment currency is set, the system will perform settlements in the specified currency, and the selected currency will take effect for monthly bills of the next billing cycle.

Basic Information

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

Time Zone for Notifications

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

Language:

Time Zone:

Payment Currency

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

Currency:

- Setting customer notification receiving rules

You can choose **Partner Information > Basic Information** in the drop-down list of the account name in the upper right corner. On the displayed page, configure the notification receiving rules on reseller customers' behalf and set a unified notification receiving template for these customers on the **Customer Notification Settings** tab page. Customers cannot modify the configured template by themselves.

Basic Information

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

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

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

Notification Templates

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

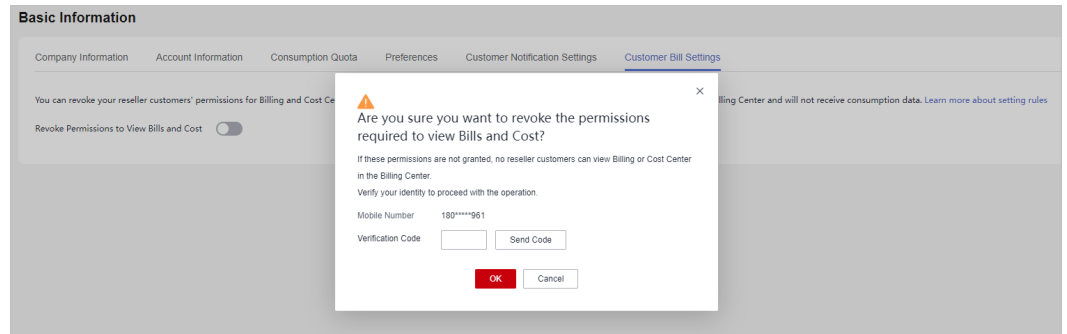
NOTE

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

- Configuring customer bill permissions

You can choose **Partner Information > Basic Information** in the drop-down list of the account name in the upper right corner. Switch to the **Customer**

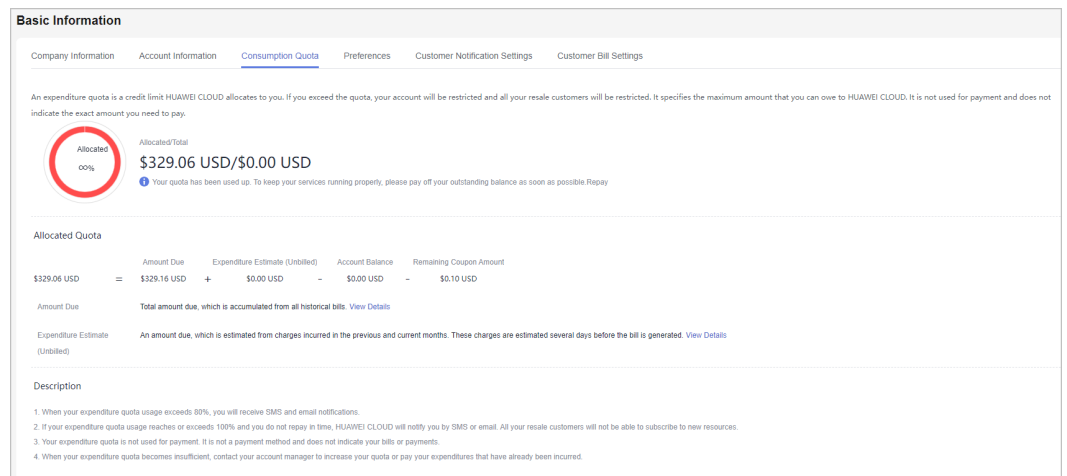
Bill Settings tab page and grant or revoke your reseller customers' permissions to view the **Billing** and **Cost Center** in the Billing Center. Once the permission is revoked, all reseller customers cannot view **Billing** or **Cost Center** or receive expenditure data.



NOTE

- A partner can grant or revoke its reseller customers' permissions to view the **Billing** and **Cost Center** in the Billing Center by disabling or enabling **Revoke Permissions to View Bills and Cost**.
 - If partners have enabled the verification code function, a verification code is required.
- Viewing the consumption quota

You can choose **Partner Information > Basic Information** in the drop-down list of the account name in the upper right corner. View the consumption quota on the **Consumption Quota** tab page.



 NOTE

- A consumption quota is a credit limit Huawei Cloud allocates to you. It specifies the maximum amount that you can owe to Huawei Cloud. If the quota is exceeded, your account will be restricted and all customers associated with you in the Reseller model will be restricted from purchases. It is not used for payment and does not indicate the exact amount you need to pay.
- If your expenditure quota usage exceeds 80%, you will receive SMS and email notifications.
- If your consumption quota has been used up, complete the payment in time to ensure that your customers can buy new resources. You will receive SMS and email reminders for a payment.
- The quota is not used for payment. It is not a payment method and does not indicate your bills or payments.
- If there is no sufficient quota, contact your ecosystem manager to increase the total consumption quota or repay money in advance.

----End

4.3 Business Information Authentication

To support the business transactions between you and Huawei Cloud, you are required to complete authentication for your business information including company information and bank information.

Precautions

- Exercise caution when submitting the business information change application. Once the application is submitted, settlement cannot be performed before the application is approved.
- If you are a non-IOI partner with the same name in Huawei's supplier management system, and the bank account, Huawei signing entity, and signing currency you submitted during business information authentication are inconsistent with those in the system, that is, you are using use a new bank account, you must upload a bank confirmation letter.

 NOTE

- If you want to use a new bank account, perform [Step 1](#) to [Step 9](#) in **Business Information Authentication (First Time)** to download the bank confirmation letter.
- If the signing entity of a partner changes, the partner needs to perform business information authentication again.

Business Information Authentication (First Time)

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

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

Step 3 Choose **Partner Information > Business Information** in the drop-down list of the account name in the upper right corner.

The **Business Information** page is displayed.

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

Business Information

i Your business information will be reviewed within an hour. Once approved, the certification is completed.

- You will receive an email and an SMS notification after the certification is complete. If your application is rejected, you can view the reason, modify the information, and submit a new application.

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

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

Contracting Entity

Contracting Entity Sparkoo Technologies Singapore Pte. Ltd.

Basic Information

* Company Name

* Registration Country/Region

* State/Province

* City

* Address

Tax Information

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

Tax Registration Number Example: 37801176-000-04-15-S

Financial Contact Information

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

* Last Name

* First Name

* Mobile Number

* Email

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

NOTE

- The bank name and branch name can be selected from the drop-down list box or manually entered.
- If an intermediary bank is required to facilitate international transfer and settlement of funds, enter the intermediary bank information.

Business Information

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

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

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

Bank Information

* Bank Country/Region: Hong Kong SAR China(HK)

* Bank Name: Select the bank. ... Enter the bank name if it is not on the list. Enter the name if it is not on the list.

* Branch Name: Select the branch. ... Enter the branch name if it is not on the list. Enter the name if it is not on the list.

* Bank Account: [Redacted] English only

* Bank Account Number: [Empty]

* Payment Currency: EUR

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

Bank Name: [Empty]

SWIFT Code: [Empty]

Bank Account Number: [Empty]

Previous **Next** Cancel

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

Business Information

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

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

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

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

Yes No

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

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

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

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

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

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

Previous **Submit** Cancel

Step 7 In the dialog box that is displayed, click **OK**.

After the application is submitted, wait for the authentication result.

 **NOTE**

- If you are a non-IOI partner with the same name in Huawei's supplier management system, and the bank account, Huawei signing entity, and signing currency you submitted during business information authentication are inconsistent with those in the system, that is, you are using a new bank account, you must perform **Step 8** and **Step 9** to upload a bank confirmation letter.
- The authentication for the business information will be completed within one to three hours. In some cases, Huawei business reviewer needs to review the information. Please wait for the review result.
- After the business information authentication is complete, you will receive email and text message notification. If your business information authentication request is rejected, you will see the reason. Please modify your business information and resubmit a authentication request.
- If the business information authentication failed, the system will send an authentication failure notification to you so that you can know the current authentication progress. When receiving an authentication failure notification, you can choose **Partner Information > Business Information** in the drop-down list of your account name to view the reason for the failure.

Step 8 (Optional) Click **Download bank confirmation letter template**, verify the information in the confirmation letter, and sign or stamp the letter.

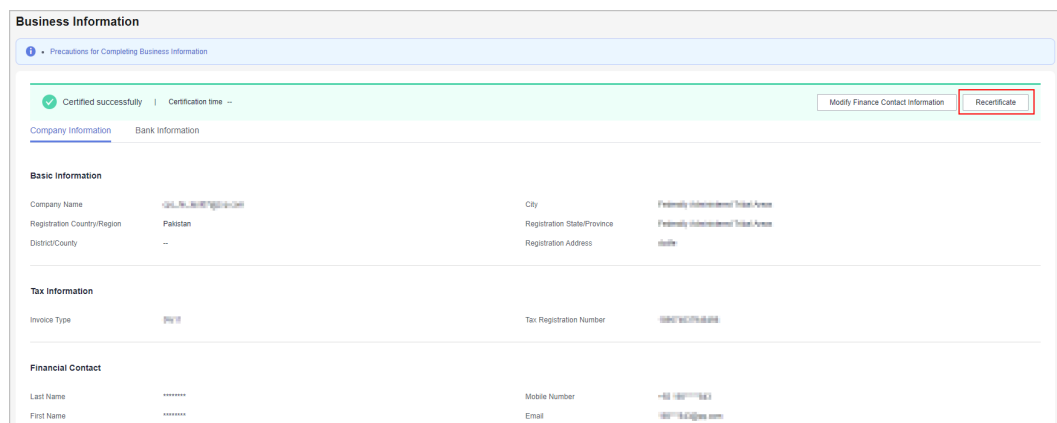
Step 9 (Optional) Click **Submit Bank Confirmation Letter** and upload the copy of the signed or stamped confirmation letter.

Then, wait for the review result.

----End

Business Information Authentication (Again)

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



The screenshot shows the 'Business Information' page with a green success banner at the top that reads 'Certified successfully' and 'Certification time --'. Below the banner, there are two tabs: 'Company Information' and 'Bank Information'. In the top right corner, there are two buttons: 'Modify Finance Contact Information' and 'Recertificate', with the 'Recertificate' button highlighted by a red box. The main content area is divided into three sections: 'Basic Information', 'Tax Information', and 'Financial Contact', each containing various fields for data entry.

Step 2 In the dialog box that is displayed, click **OK**.

Step 3 Modify the basic information, tax information, and financial contact information as required, and click **Next**.

Step 4 Modify the bank information as required and click **Next**.

Step 5 Modify the supplier survey as required and click **Submit**.

Step 6 (Optional) Click **Download bank confirmation letter template**, verify the information in the confirmation letter, and sign or stamp the letter.

 **NOTE**

If you are a non-IOI partner and have modified your bank information, you have to upload the bank confirmation letter.

Step 7 (Optional) Click **Submit Bank Confirmation Letter** and upload the copy of the signed or stamped confirmation letter.

----End

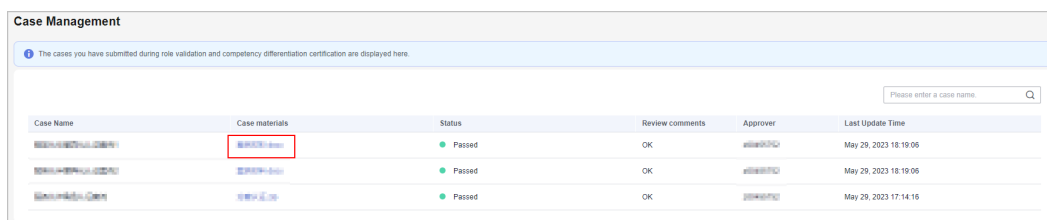
4.4 Case Management

 **NOTE**

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

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Information > Case Management** in the drop-down list of your account name in the upper right corner.
- Step 4** View the review status of the cases submitted during role validation and competency differentiation certification.
- Step 5** Click the name of a case material to download and view details about it.



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

----End

4.5 Business Plan

 **NOTE**

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

Procedure

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

- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Partner Information > Business Plan** in the drop-down list of the account name in the upper right corner.
- Step 4** View the review status of the business plan submitted during role validation and competency differentiation certification.
- Step 5** Click the name of a business plan to download and view details about it.

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

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

----End

5 Partner Organization Management

5.1 Member Management

5.1.1 Personnel Management

5.1.1.1 Organization Members, Roles, and Permissions

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

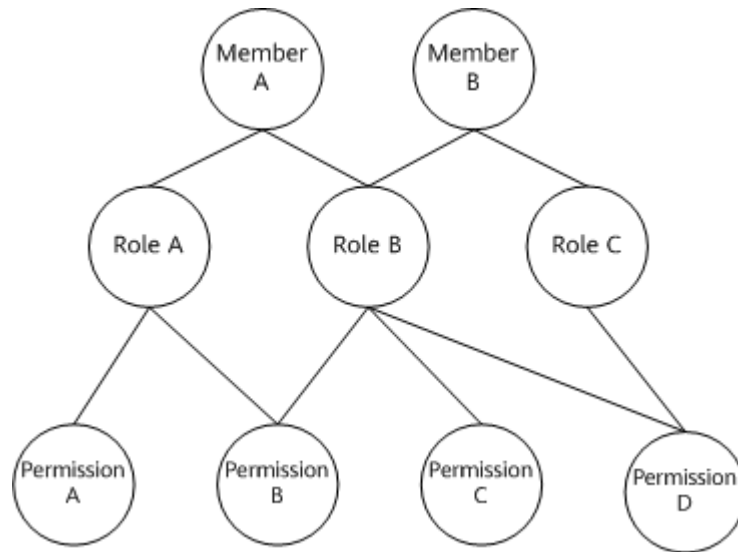
You can create user accounts for your employees and assign them specific roles and permissions.

 **NOTE**

- You must create user accounts and assign them different roles on the **Organization > Member Management** page. Do not use IAM to create or delete users, or there will be conflicts between the IAM and Partner Center.
- User accounts that are used for accessing Partner Center must be created in **Member Management** of Partner Center. The IAM users created in the IAM console of Huawei Cloud cannot access Partner Center.

Organization Members, Roles, and Permissions

A role is a set of permissions that are combined as needed. Each role has specific permissions and an organization member can have different roles.



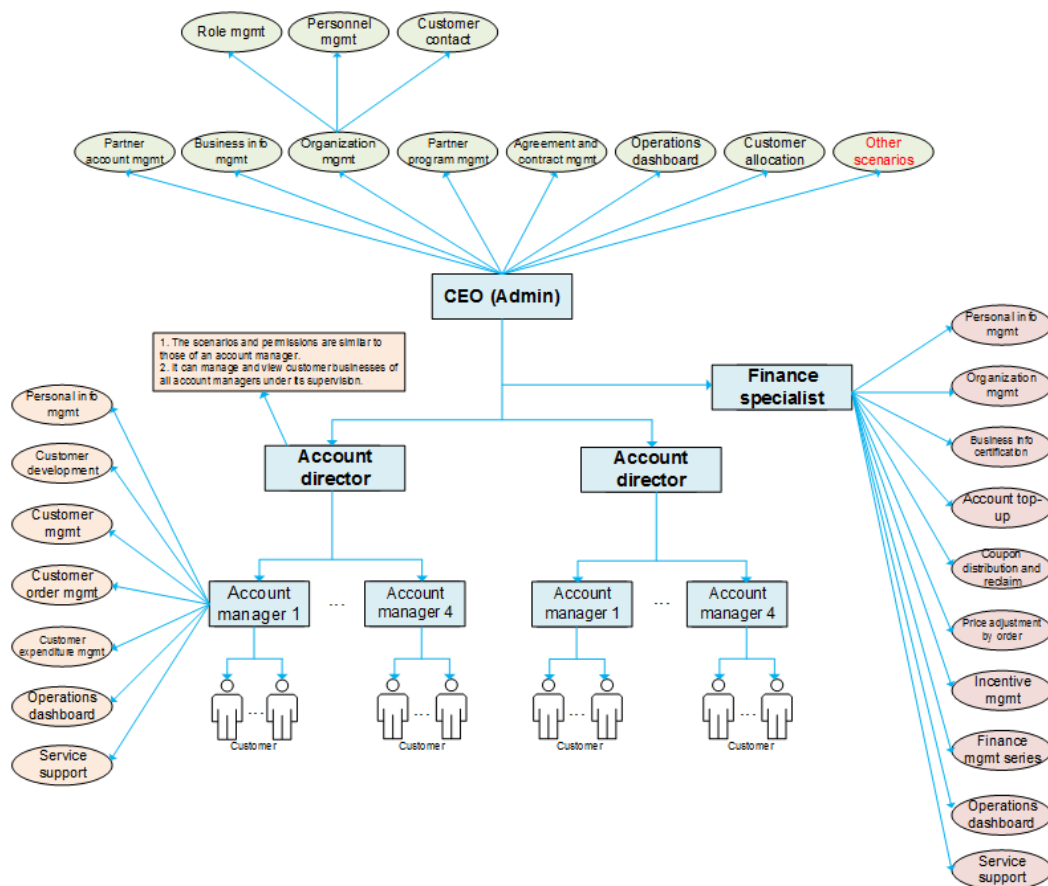
Example:

If organization member A has role A and role A has permission B (the role creation permission), organization member A has the permission to create roles.

5.1.1.2 Organization Member and Role Configuration Example

Company A is a partner of Huawei Cloud, and it has the following major management personnel:

One CEO, one finance specialist, two account directors (each managing four account managers), and eight account managers. The CEO has the partner account operation permissions. The finance specialist, account directors, and account managers are the organization members of company A and have their respective accounts with according permissions.



The following describes how to create accounts for the organization members in company A, as well as configure the roles and permissions accordingly.

- The Partner Center system has the following preset roles and their according permissions: administrator, finance specialist, account directors, and account managers. If the preset roles and permissions meet the permission application requirements of company A, create accounts and configure the roles and permissions for the organization members of company A by following instructions provided in [Creating a User](#).
- If the preset roles and permissions do not meet the permission application requirements of company A, add roles and select permissions to be associated by following steps provided in [Assigning a Custom Role to a User](#), and then create accounts and configure the roles and permissions for the organization members of company A by following instructions provided in [Creating a User](#).

5.1.1.3 Creating a User

You must assign a role to a user created. After a role is assigned to a user, the user has corresponding permissions.

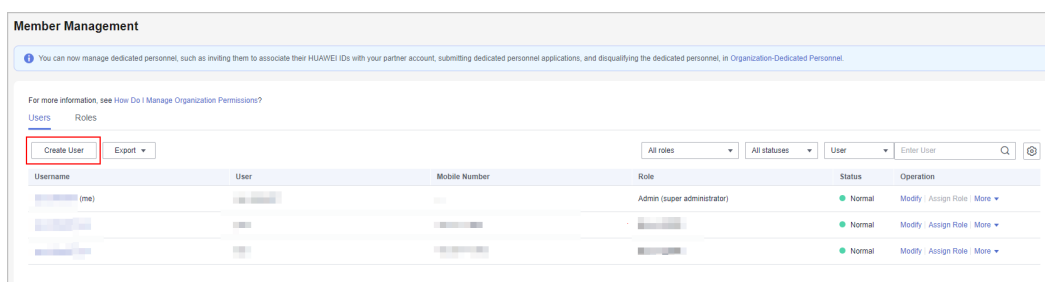
A user can have the default role or a custom role.

NOTE

Users you created can share the information and resources of your company.

Procedure

- Step 1** Use your account to sign in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Organization > Member Management** in the menu on the top.
- Step 4** Click **Create User** on the **Users** tab page.



- Step 5** Configure required information and click **Next**.

Member Management-Users / **Create User**

1 Specify User Information ——— 2 Assign Role ——— 3 Finish

Account Information

* Username

* Password

* Confirm Password

Personal Information

* Name

* Mobile Number

* Email

Office Phone

NOTE

The username cannot be changed once it is confirmed.

Step 6 Assign roles to the new user.

Select roles from the role list and click **OK**.

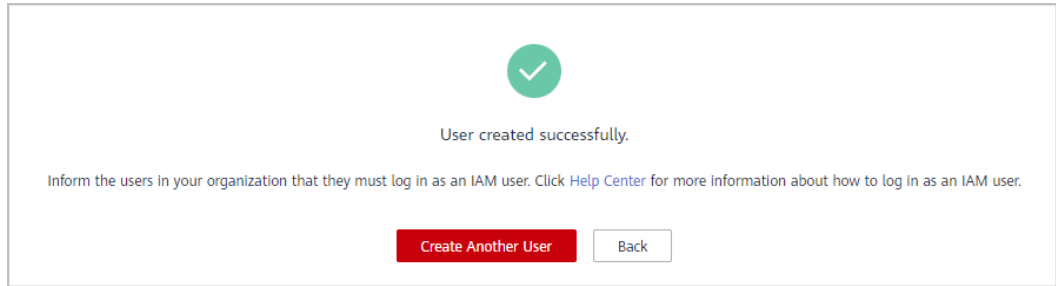
Member Management-Users / **Create User**

1 Specify User Information ——— 2 **Assign Role** ——— 3 Finish

Select a maximum of 3 roles. Selected roles: All role types

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

Step 7 A message is displayed indicating that the operation is successful.



NOTE

- Roles (maximum 3 roles) must be assigned to an organization member.
- The **Admin** role and other roles cannot be both assigned to a user.
- The account manager role and account director role cannot be both assigned to a user.
- By default, an account manager can only manage its own customers. A user assigned both the account manager role and other roles can manage all customers.
- After the account director role is removed from a user, the account managers are no longer managed by this user. You need to assign a new account director to these account managers.

----End

5.1.1.4 Assigning a Custom Role to a User

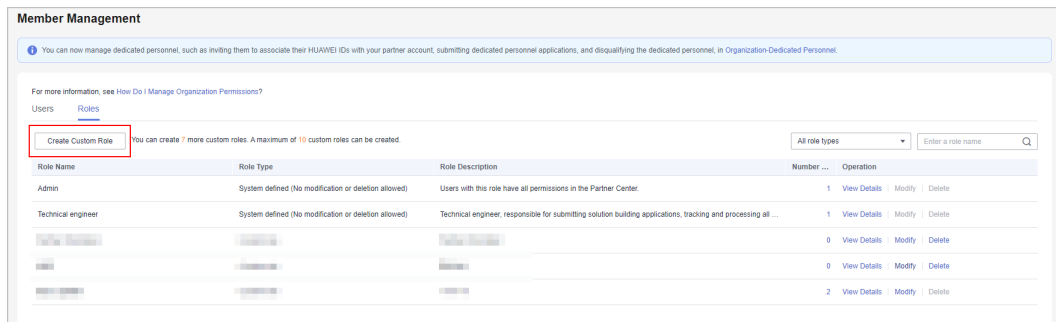
You must assign a role to a user created. The user can have the default role or a custom role.

NOTE

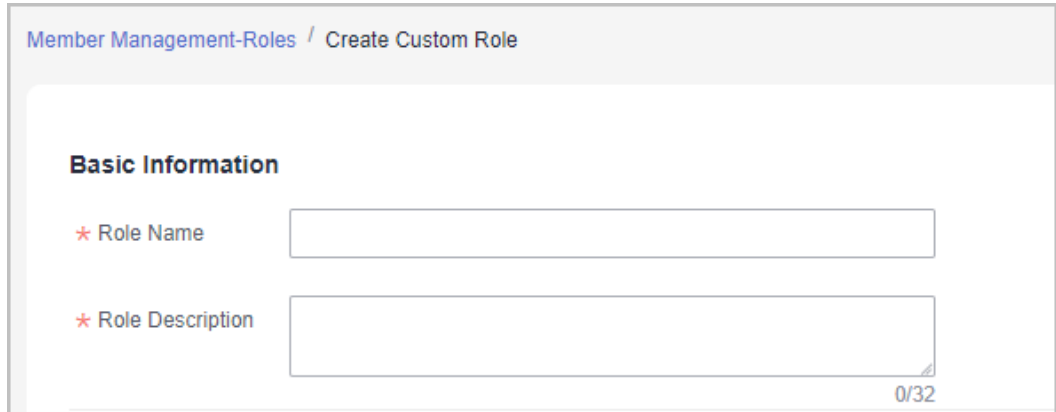
By default, you can create 10 roles as an administrator.

Procedure

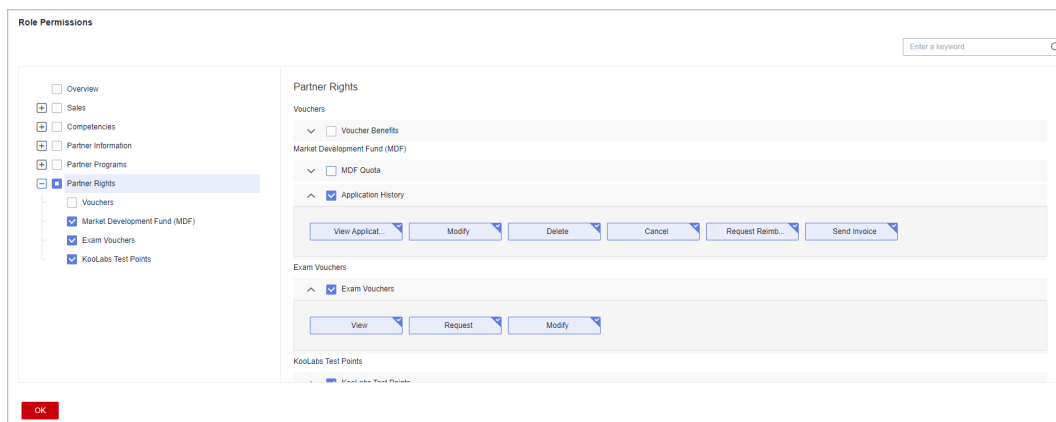
- Step 1** Use your account to sign in to **Huawei Cloud**.
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Organization > Member Management** in the menu on the top.
- Step 4** Click **Create Custom Role** on the **Roles** tab page.



- Step 5** Set the basic information about the new role.



Step 6 Select permissions for the new role.



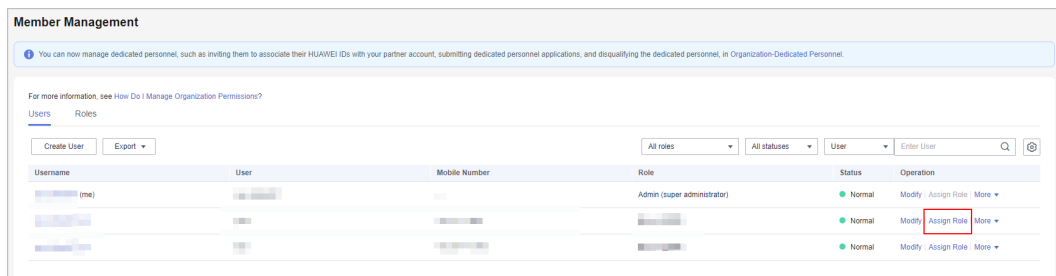
NOTE

- When you assign permissions to a role, the system will automatically assign default permissions to the role even if you select only one permission for this role.

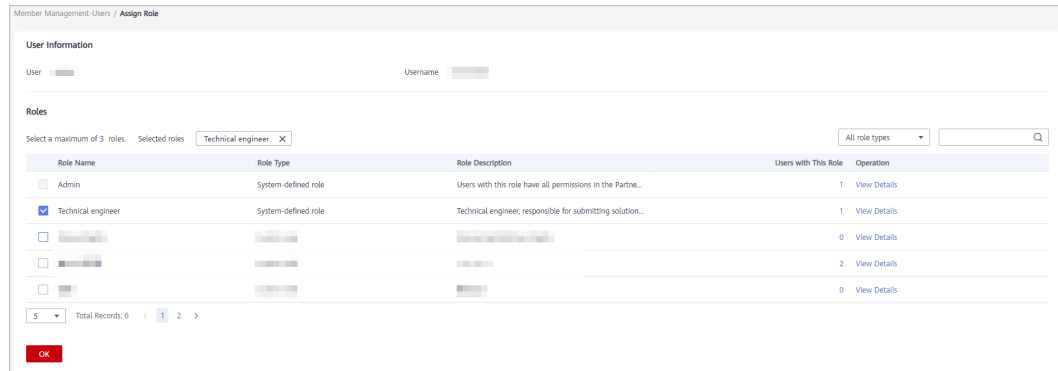
Step 7 Click **OK**.

A message is displayed indicating that the operation is successful. The new role appears in the role list.

Step 8 Select a user on the **Users** tab page and click **Assign Role** in the **Operation** column.



Step 9 Select the role you created and click **OK**.



----End

Other Operations

- Viewing Users Associated with a Role
In the role list, click a number in the **Number of Users** column. In the **Users with This Role** dialog box that is displayed, you can see all the users that have this role.
- Viewing Details About a Role
In the role list, click **View Details** for a role in the **Operation** column. On the **View Role Details** page that is displayed, you can see the details about the role.
- Modifying a Custom Role
In the role list, click **Modify** for a role in the **Operation** column. On the **Modify Role** page that is displayed, you can modify the role settings.
- Deleting a Custom Role
When there are no users associated with a role, you can click **Delete** for the role in the **Operation** column. Then click **OK** to delete the role.

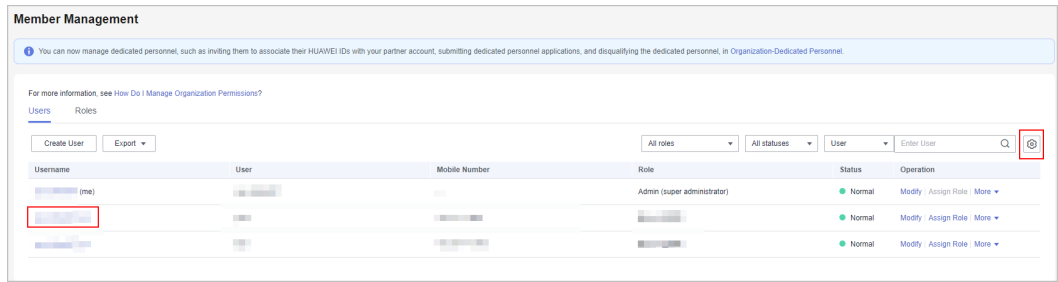
5.1.1.5 Managing Organization Member Information

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

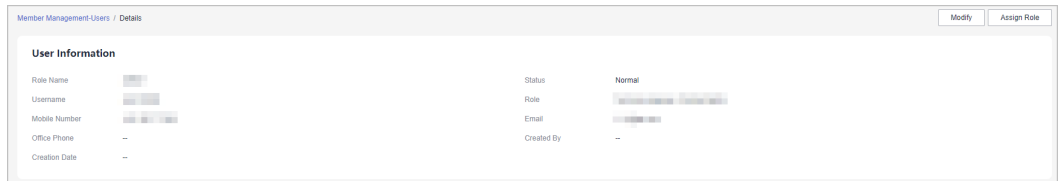
Procedure

- Viewing details about a user

- Step 1** Use your account to sign in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Organization > Member Management** in the menu on the top.
- Step 4** Query users by configuring filters, such as role, status, name, and account name, on the **Users** tab page.
- Step 5** You can configure to display the information you want to see.
- Step 6** Click the name to view the details.



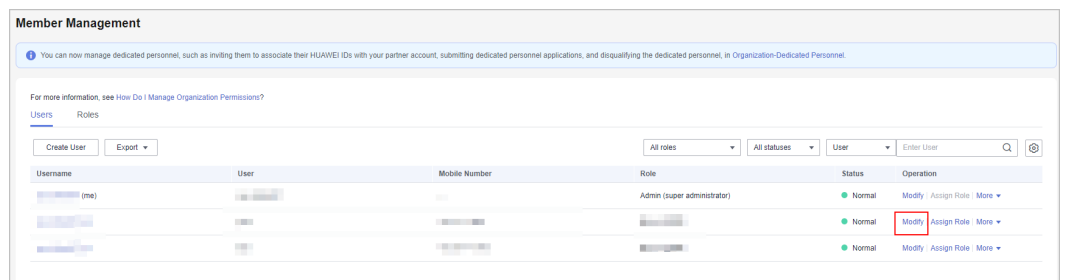
Step 7 View the user details on the displayed page.



----End

Other Operations

- **Modifying a user**
 - a. Query users by configuring filters, such as role, status, name, and account name, on the **Users** tab page.
 - b. Click **Modify** in the row that contains the user you want to modify.



- c. Modify the required information in the displayed dialog box and click **OK**.

The screenshot shows a 'Member Management-Users / Modify' dialog box. It contains the following fields and options:

- Username:** A text input field with a blurred value.
- Name:** A text input field with a blurred value, marked with a red asterisk.
- Mobile Number:** A text input field with a dropdown menu showing '+92 (Pakistan)' and a blurred value, marked with a red asterisk.
- Email:** A text input field with a blurred value, marked with a red asterisk.
- Office Phone:** A text input field.
- Status:** Two radio buttons: 'Normal' (selected) and 'Locked'.
- OK:** A button at the bottom of the form.

d. A message is displayed indicating that the operation is successful.

- **Changing the password of a user account**

Click **More** > **Reset Password** in the **Operation** column. Enter a new password and confirm it on the displayed page.

- **Deleting a user**

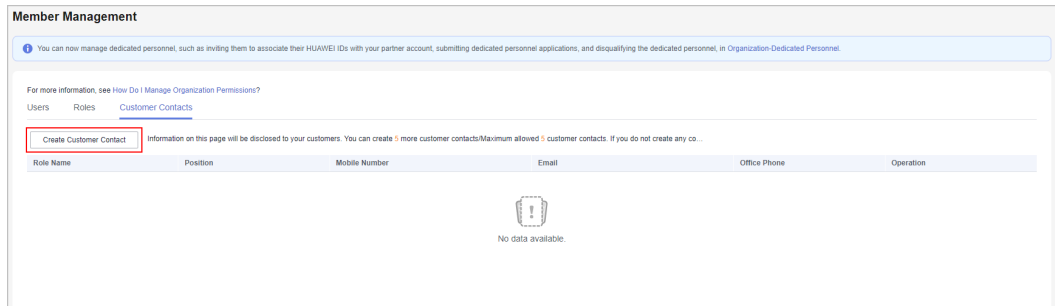
Click **More** > **Delete** in the **Operation** column. In the **Delete User** dialog box that is displayed, click **OK** to confirm the deletion.

5.1.1.6 Managing Customer Contacts

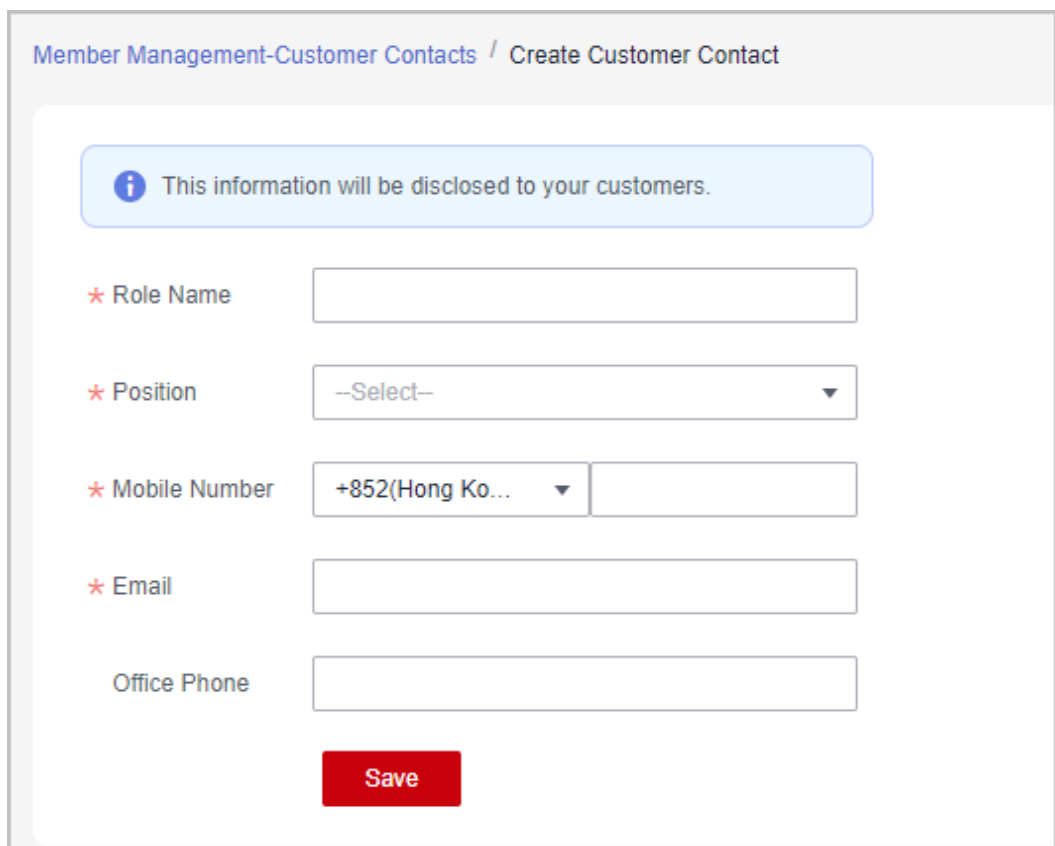
You can create customer contacts in Partner Center, and the created customer contacts will be disclosed to your customers. If you do not create any contact, your administrator account will be disclosed to your customers.

Procedure

- Step 1** Use your account to sign in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Organization** > **Member Management** in the menu on the top.
- Step 4** Click **Create Customer Contact** on the **Customer Contacts** tab page.



Step 5 Enter the customer contact information and click **Save**.



Step 6 A message is displayed, indicating that the customer contact has been created successfully.

NOTE

- After customer contacts are added, customers can see the contact information on the **My Partner** page in **My Account**.
- A partner can create a maximum of five customer contacts.

----End

5.1.2 An Organization Member Logging In to the Partner Center

If you are an organization member, you need to log in to the Partner Center from the **IAM User Login** page.

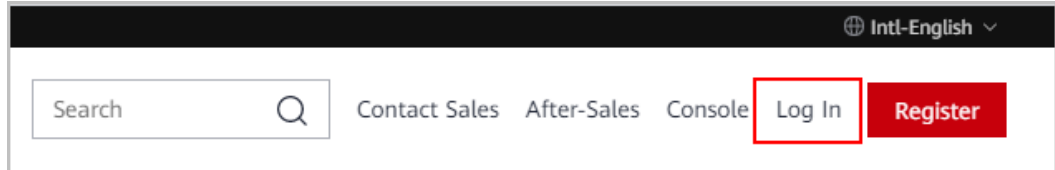
 NOTE

User accounts that are used for accessing Partner Center must be created in **Organization Management** of Partner Center by the administrator. The IAM users created in the IAM console of Huawei Cloud cannot access Partner Center.

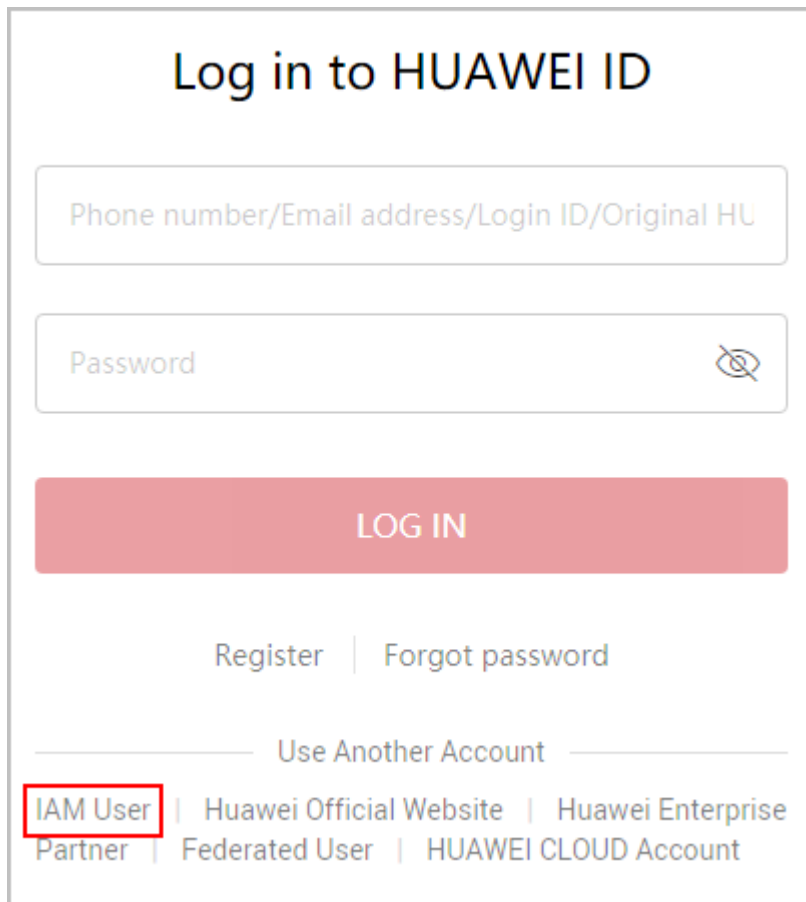
Procedure

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

Step 2 Click **Log In**.



Step 3 Click **IAM User**.



Step 4 Enter the login information and click **Log In**.

IAM User Login

👁

Forgot Password
 Remember me

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

Table 5-1 Login information

Parameter	Description
Tenant name or Huawei Cloud account name	Enter the account name of the partner. Obtain the account name from the administrator.
IAM username or email address	Enter the IAM username or email address. Obtain the IAM account name from the administrator.
IAM user password	Enter the initial password provided by the administrator. The organization member needs to change the password upon the first login.

----End

5.2 Dedicated Personnel

You can invite your employees to associate their HUAWEI IDs with your partner account. After association, they can maintain their personal qualification information on a regular basis. If you have already chosen a development path, you can submit dedicated personnel application for members who meet specific qualifications.

NOTE

- Association between HUAWEI IDs and the partner account is one of the prerequisites for you to apply for benefits, such as exam vouchers and Funding Head (FH), for your employees.

5.2.1 Administrator

5.2.1.1 Inviting a Member

You can invite a member for association via mobile number, email address, or login ID.

NOTE

You can invite up to 100 members each day.

Prerequisites

- You have joined HCPN and a partner development path ([Service Partner Development Path](#), [System Integrator Development Path](#), or [Learning Partner Development Path](#)) or a partner program ([Distribution Partner Program](#) or [Cloud Solution Provider Program](#)).
- The HUAWEI IDs of the invited members must meet the following conditions:
 - a. The HUAWEI ID has not been authenticated as an enterprise user.
 - b. The HUAWEI ID is not associated with another partner.
 - c. The real-name authentication has been completed (only for the Chinese mainland website).
 - d. The HUAWEI ID is not a Huawei Cloud partner account.
 - e. The HUAWEI ID has not been associated with three partners within the past year.

Procedure

- Step 1** Use your account to sign in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Organization > Dedicated Personnel** in the menu on the top.
- Step 4** Click **Invite** on the tab page that is displayed by default.

The screenshot shows the 'Dedicated Personnel' interface. At the top, there is a 'Process Flow' section with four steps: 1. Invite Member, 2. View Association, 3. Submit Dedicated Personnel Application, and 4. Review Results. Below this is a table with columns for Login ID, Name, Mobile Number, Email Address, Status, Invited, and Operation. Two rows are visible, both with a status of 'Disassociated' and an 'Invite Again' operation button. A red box highlights the 'Invite' button in the table header.

NOTE

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

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

The 'Invite' dialog box contains the following text: 'Collect HUAWEI IDs (mobile numbers/email addresses/login IDs) of your employees who have completed learning and certification on Huawei Cloud, and invite them to associate their HUAWEI IDs with your account. The system automatically verifies the login ID you entered, and will send an invitation link (valid for seven days) after the verification succeeds.' Below this is an 'Add' button and a note: 'A maximum of 5 members can be invited at a time. You can invite 100 more members today.' A table with columns 'No.', 'Mobile Number/Email Address/Login ID', 'Verificati...', and 'Ope...' is shown. The first row has '1' in the first column, 'Mob...' in a dropdown, '+852(...' in another dropdown, and 'Delete' in the last column. At the bottom, there is a checkbox with the text: 'I promise and agree that before inviting the employees of my company to associate their HUAWEI IDs with my account, I have obtained the consent of them with the provision of the above information. I shall assume all responsibilities for any negative impacts or complaints, or any loss caused to Huawei Cloud.' 'OK' and 'Cancel' buttons are at the bottom right.

 **NOTE**

- You can invite a member for association via mobile number, email address, or login ID. If you choose to send the association invitation via mobile number or email address, and there are multiple accounts associated with the mobile number or email address, you have to select the account you want to invite.
- Huawei Cloud will send an in-app message and email to the verified HUAWEI ID. The member who received the message and email can click the link in the message or email to associate its HUAWEI ID with your partner account.
- The member must complete association within seven days because the link is valid for only seven days. After the link becomes invalid, you can re-invite the member.

Step 6 Wait for the confirmation of the invited member.

Check the status of the invited member on the **Invited Members** tab page.

 **NOTE**

- If the member did not receive the link, you can invite the member again.

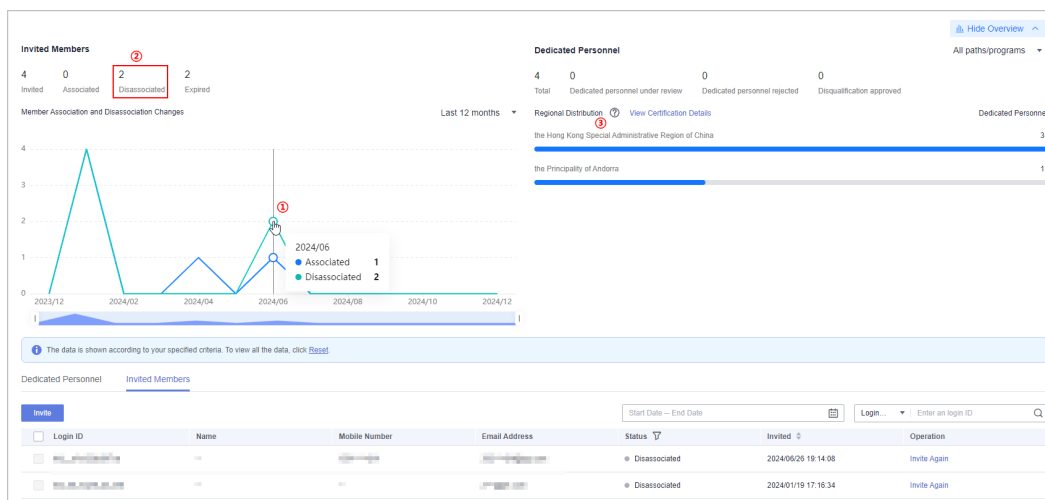
----End

Status description

Status	Description
Invited	You have successfully sent an invitation to a member but the member has not completed the HUAWEI ID association.
Expired	The invitation link is valid for seven days. Within the seven days, if the invited member does not click the link for association, the link will become invalid. After the link becomes invalid, you can re-invite the member.
Associated	The HUAWEI ID of a member account is associated with your partner account.
Disassociated	The HUAWEI ID of a member account is disassociated from your partner account.
Dedicated personnel under review	You have submitted a dedicated personnel application for a member who has associated its HUAWEI ID with your partner account, and the application is under review.
Dedicated personnel rejected	The dedicated personnel application you submitted has been rejected.
Disqualification approved	Your application for disqualifying a dedicated personnel has been approved.
Disqualified by Huawei	A dedicated personnel has been disqualified by Huawei.

Viewing the Dedicated Personnel Data Dashboard

We provide statistics on the number of invited members and the number of dedicated personnel. These statistics show the trends in association and disassociation of members' personal HUAWEI IDs and help partners understand the application statuses and regional distribution of dedicated personnel.



(1) The statistics are presented through a line graph, illustrating the associations and disassociations of members' personal HUAWEI IDs.

(2) You can filter the corresponding data by clicking on the metric statistics. If you want to view all the data, clear the filters.

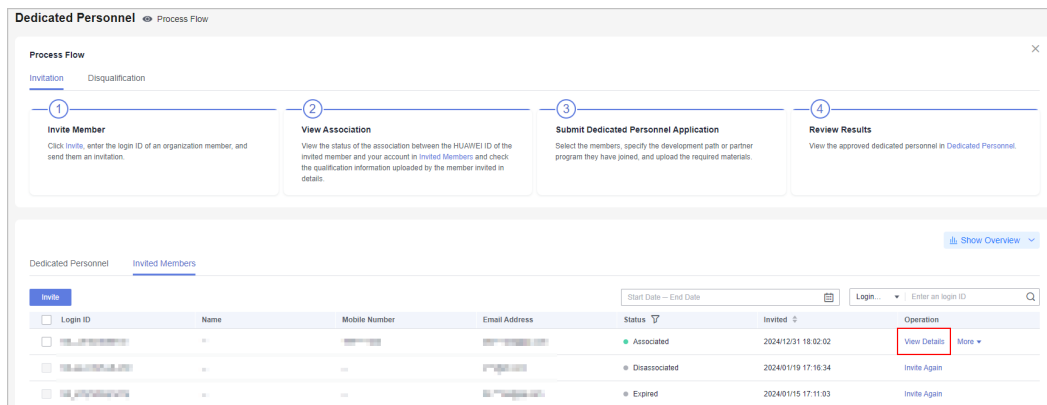
(3) The distribution of all dedicated personnel is based on the base locations maintained by them. You can view the certification details of specialists on the **Learning > Learning & Certification** page.

5.2.1.2 Viewing Personal Qualification Information

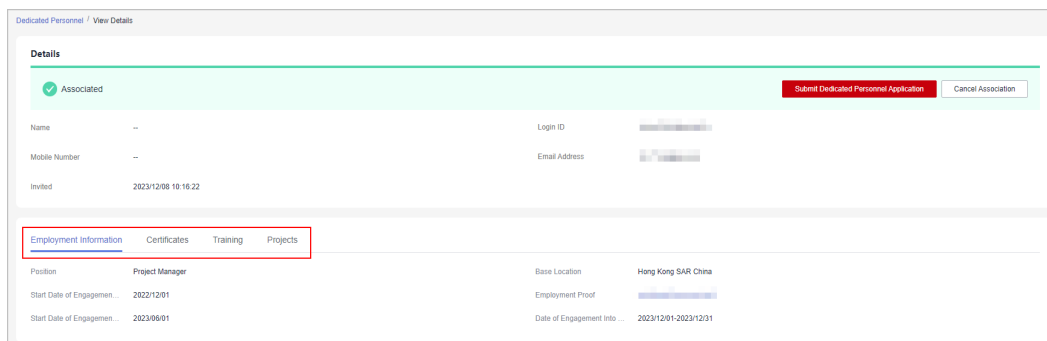
After a member associates its HUAWEI ID with your partner account, you must notify the member of regularly maintaining its personal qualification information, including employment information, certificates, training, and projects, to ensure that the information is complete, authentic, and valid.

Procedure

- Step 1** Use your account to sign in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Organization > Dedicated Personnel** in the menu on the top.
- Step 4** Select a member in the **Associated** state on the **Invited Members** tab page and click **View Details** in the **Operation** column.



Step 5 View the qualification information, including employment information, certificates, training, and projects, of this member on the displayed page.



----End

5.2.1.3 Submitting a Dedicated Personnel Application

Verify the qualifications of members and submit dedicated personnel applications for the members who meet the requirements of the corresponding development path (**Service Partner Development Path**, **System Integrator Development Path**, or **Learning Partner Development Path**).

NOTE

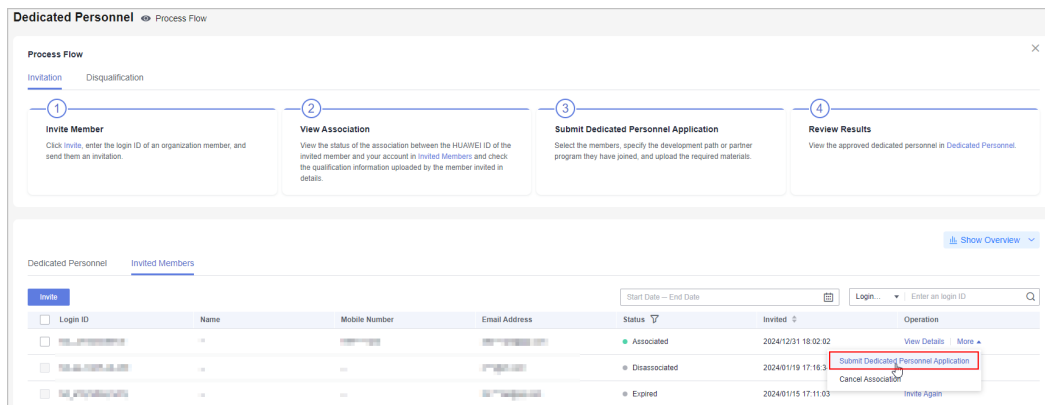
- Confirm the specific requirements of each development path for dedicated personnel with Huawei in advance.
- Dedicated personnel application is not available for Distribution Partner Program and Cloud Solution Provider Program.

Prerequisites

1. The members have associated their HUAWEI IDs with the partner account, and no dedicated personnel applications have been submitted for them. (The dedicated personnel application can be submitted again for those who have just been disqualified as dedicated personnel.)
2. The **Base Location** field in the personal information of the members has been specified.

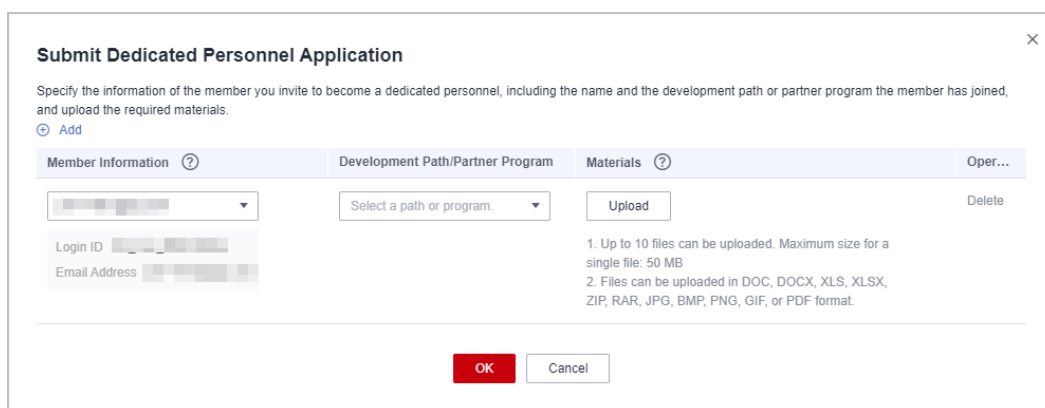
Procedure

- Step 1** Use your account to sign in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Organization > Dedicated Personnel** in the menu on the top.
- Step 4** Select a member in the **Associated** state on the **Invited Members** tab page and click **More > Submit Dedicated Personnel Application** in the **Operation** column.



NOTE

- You can submit a dedicated personnel application again for those members in the **Dedicated personnel rejected, Disqualification approved, and Disqualified by Huawei** statuses.
 - You can select multiple members at a time and submit dedicated personnel applications for them in a batch.
- Step 5** Specify the information of the member you invite to become a dedicated personnel, including the name and the development path or partner program the member has joined, and upload the required materials.



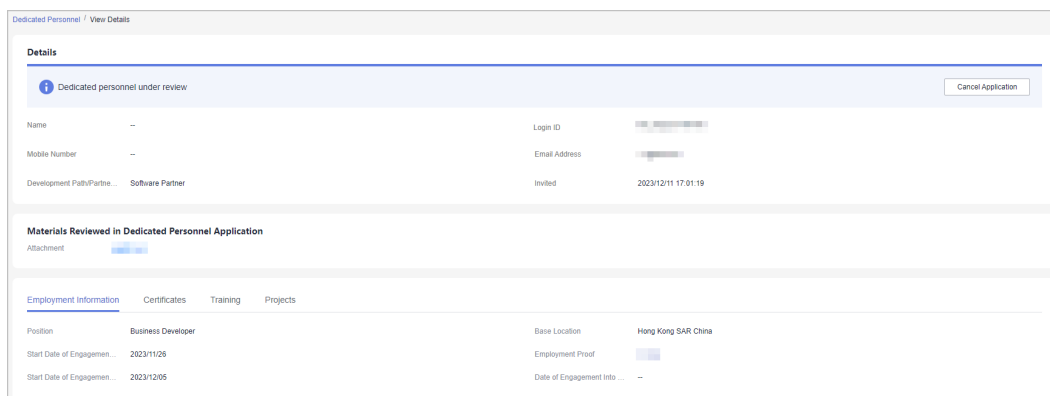
 **NOTE**

- Select members who have already associated their HUAWEI IDs with your account, whom you disqualified as a dedicated personnel, or who have been disqualified by Huawei as a dedicated personnel.
- Confirm with Huawei about the materials required for the application to become a dedicated personnel.

Step 6 Click **OK**.

Step 7 Check the review status of the dedicated personnel application.

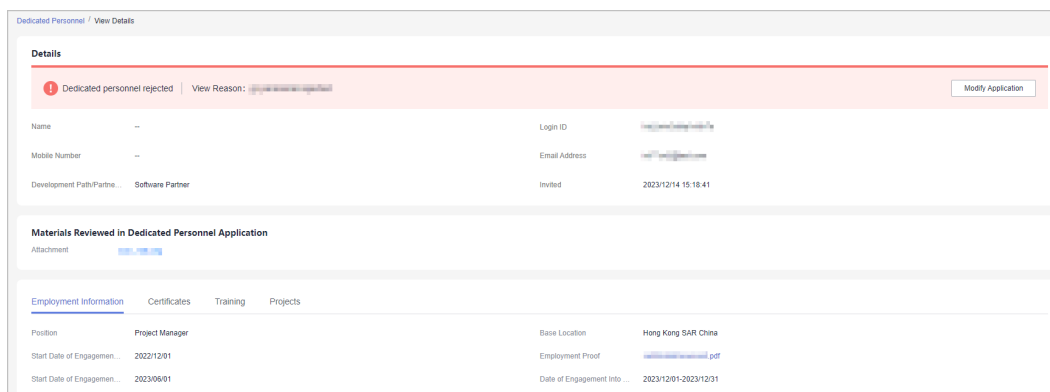
- Find the member for which you have submitted the dedicated personnel application on the **Invited Members** tab page and click **View Details** in the **Operation** column. View the application information and the review status.



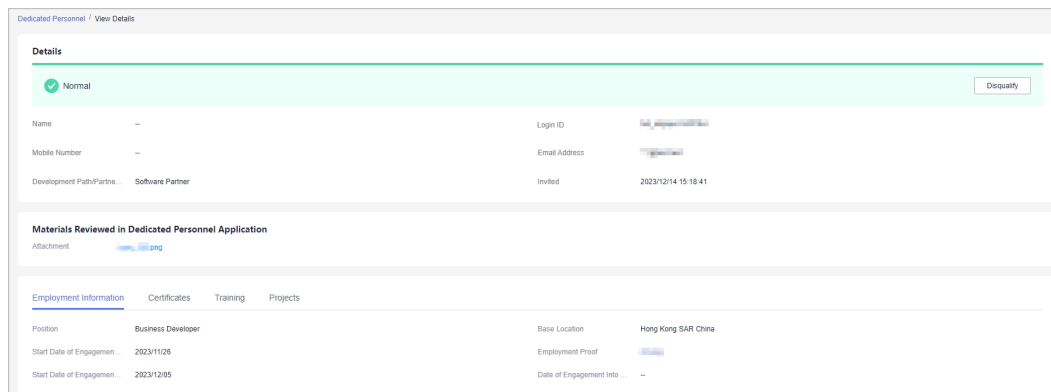
 **NOTE**

If you need to modify the submitted application information or materials, cancel the application, modify it, and submit it again.

- If the application is rejected, modify the application based on the given rejection reason and submit it again.



- You can find the member on the **Dedicated Personnel** tab page after the application is approved.



----End

Table 5-2 Status description

Status	Description
Normal	The dedicated personnel application is approved, and the member is in the normal state.
Disqualification under review	The application you or Huawei submitted for disqualifying a dedicated personnel is under review.
Disqualification rejected	The application you or Huawei submitted for disqualifying a dedicated personnel has been rejected.
Disqualification (by Huawei) under review	The application Huawei submitted for disqualifying a dedicated personnel is under review.

5.2.1.4 Disqualifying a Dedicated Personnel

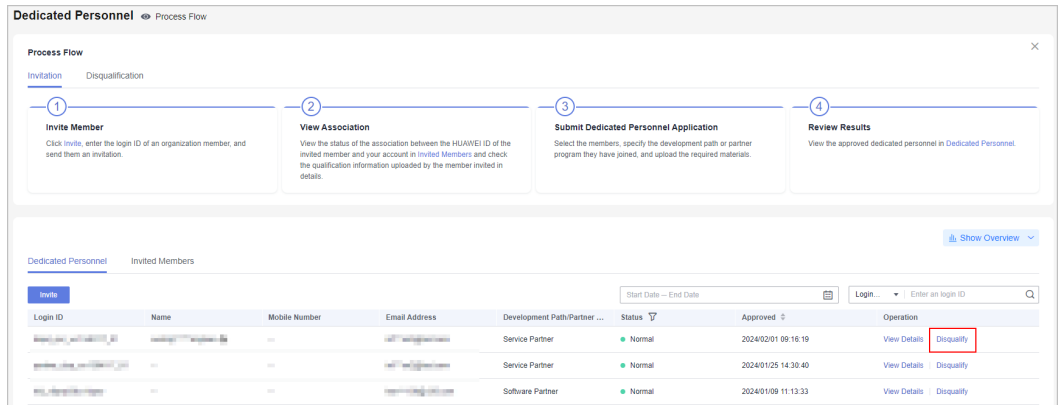
For members who no longer meet the requirements of dedicated personnel, you can disqualify them as dedicated personnel, specify the reason, upload the required materials, and submit them to Huawei for review.

 **NOTE**

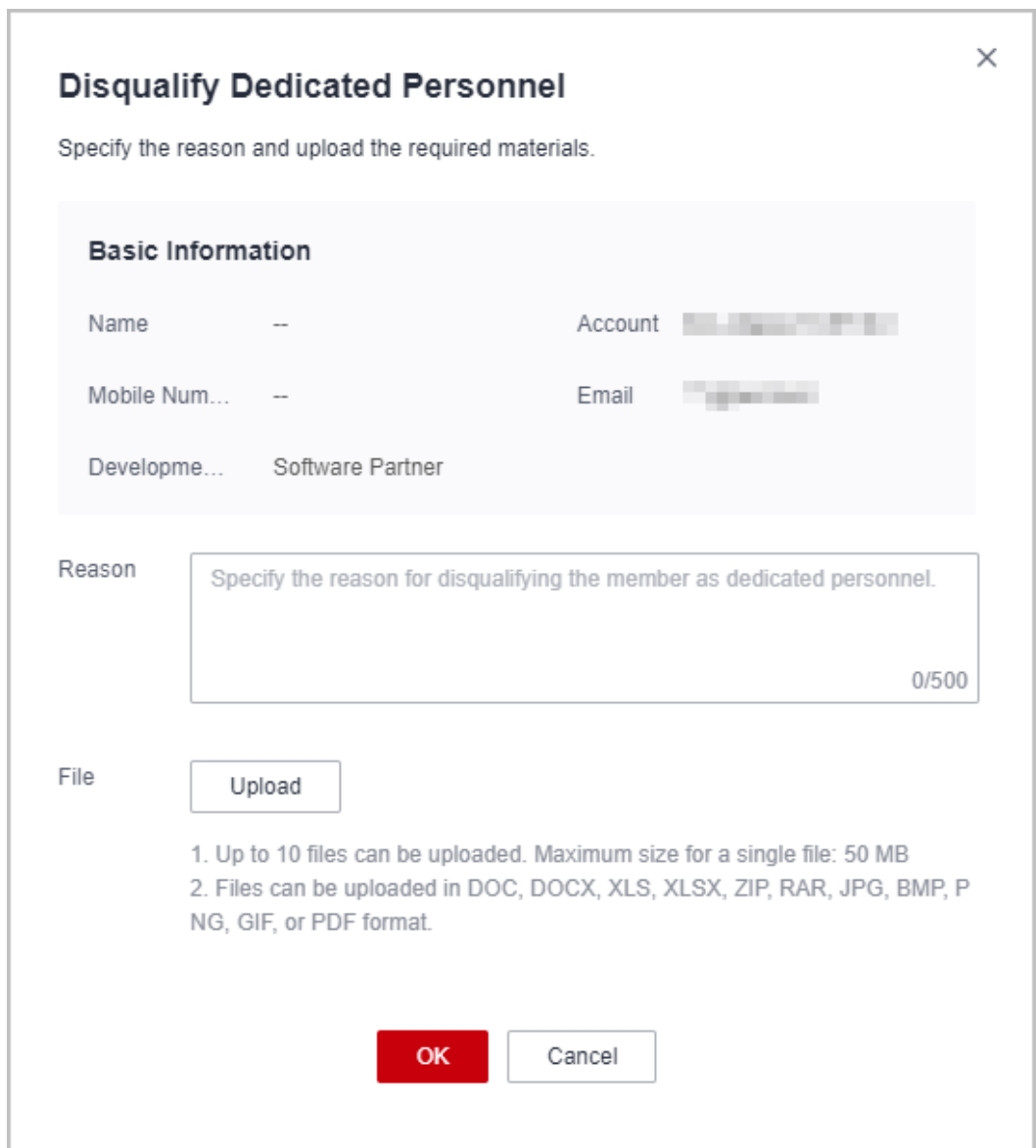
- You can only disqualify the dedicated personnel in the **Normal** or **Disqualification rejected** state.

Procedure

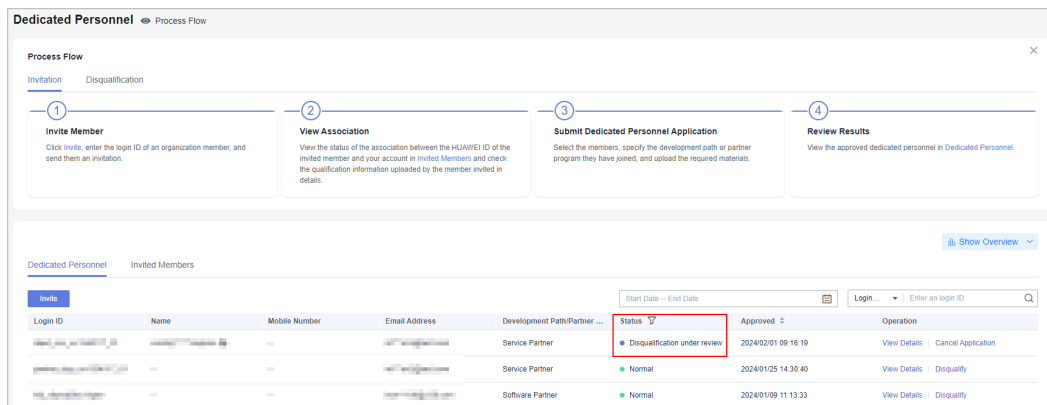
- Step 1** Use your account to sign in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Organization > Dedicated Personnel** in the menu on the top.
- Step 4** Select dedicated personnel that can be disqualified and click **Disqualify** in the **Operation** column.



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



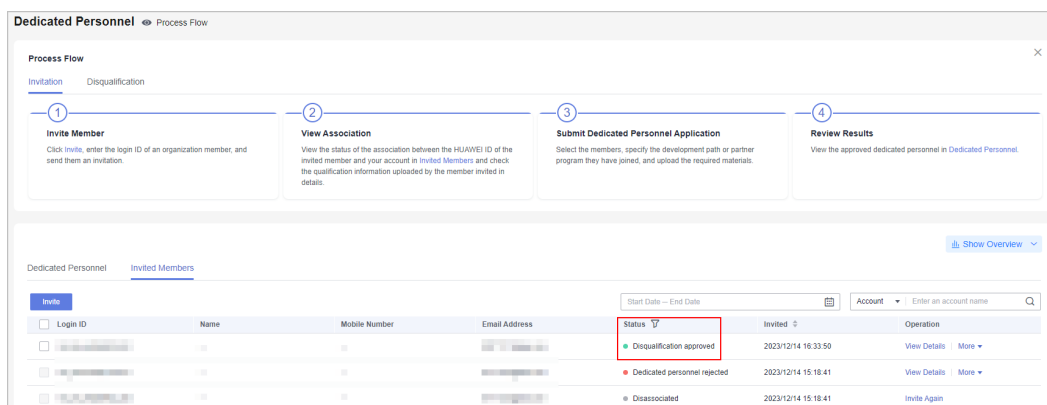
Step 6 The system displays a message, indicating that the operation is successful. The status changes to **Disqualification under review**.



NOTE

- You can cancel the disqualification application if needed.
- If the disqualification application has been rejected, modify it based on the given rejection reason and submit it again.

Step 7 You can find the member on the **Invited Members** tab page after the disqualification application is approved, and the status changes to **Disqualification approved**.



NOTE

- After a member is disqualified as dedicated personnel, you can disassociate the HUAWEI ID of this member from your partner account. After disassociation, the information of this HUAWEI ID will not be shared with your company.
- You can submit dedicated personnel application again for the members whom you disqualified as dedicated personnel

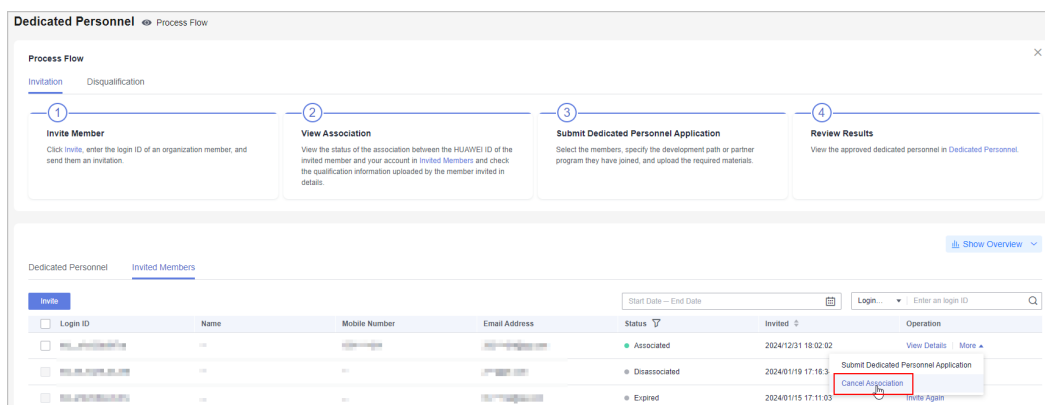
----End

5.2.1.5 Canceling Association

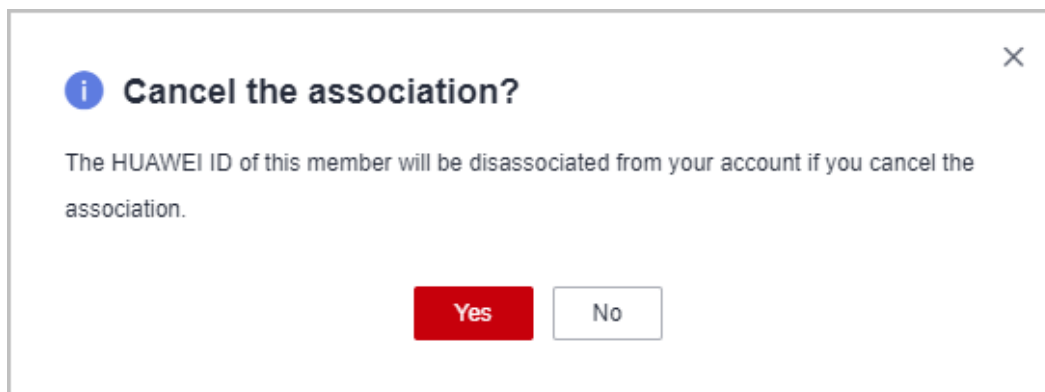
After a member associates its HUAWEI ID with your partner account or has been disqualified as a dedicated personnel, you can cancel the association between the HUAWEI ID and your partner account. After the association is canceled, the qualification information of this member will not be shared.

Procedure

- Step 1** Use your account to sign in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Organization > Dedicated Personnel** in the menu on the top.
- Step 4** Select a member in the **Associated** or **Disqualification approved** state on the **Invited Members** tab page and click **More > Cancel Association** in the **Operation** column.



- Step 5** Confirm the association cancellation in the displayed dialog box.



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

NOTE

- You cannot directly disassociate the HUAWEI ID of a dedicated personnel from your partner account. **Disqualify the dedicated personnel** and then perform the disassociation.
- The information of the disassociated HUAWEI ID will not be shared with the company.
- You can invite members again after disassociation.

----End

5.2.2 Members

5.2.2.1 Accepting the Invitation from a Partner

You must associate your HUAWEI ID with the partner account within seven days of when receiving the invitation from a partner. Otherwise, the invitation link will become invalid.

Prerequisites

Your HUAWEI ID must meet the following conditions before being associated with the partner account:

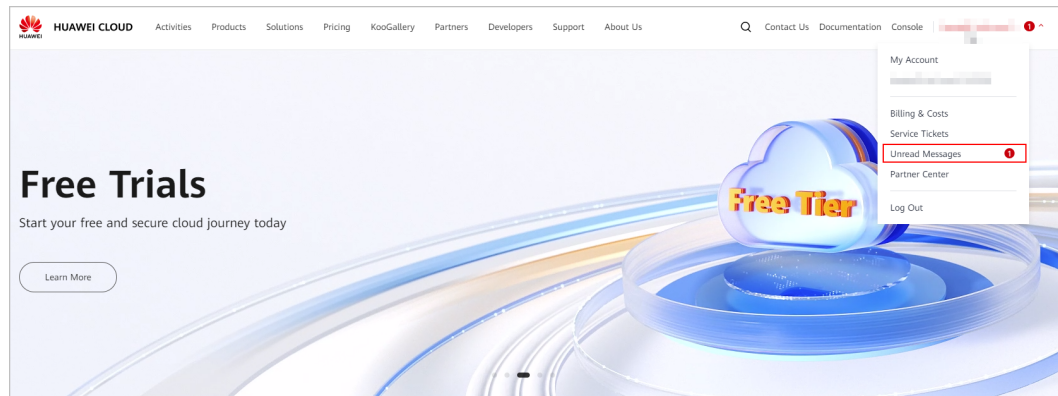
1. The HUAWEI ID has not been authenticated as an enterprise user.
2. The HUAWEI ID is not associated with another partner.
3. The real-name authentication has been completed (only for the Chinese mainland website).
4. The HUAWEI ID is not a Huawei Cloud partner account.
5. The HUAWEI ID has not been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

Procedure

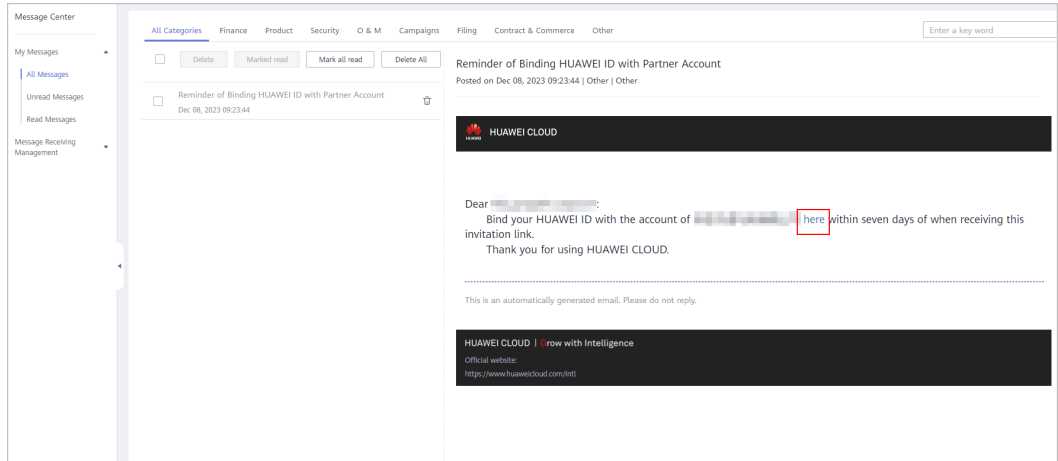
Use the HUAWEI IDs of your employees to perform the following operations.

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

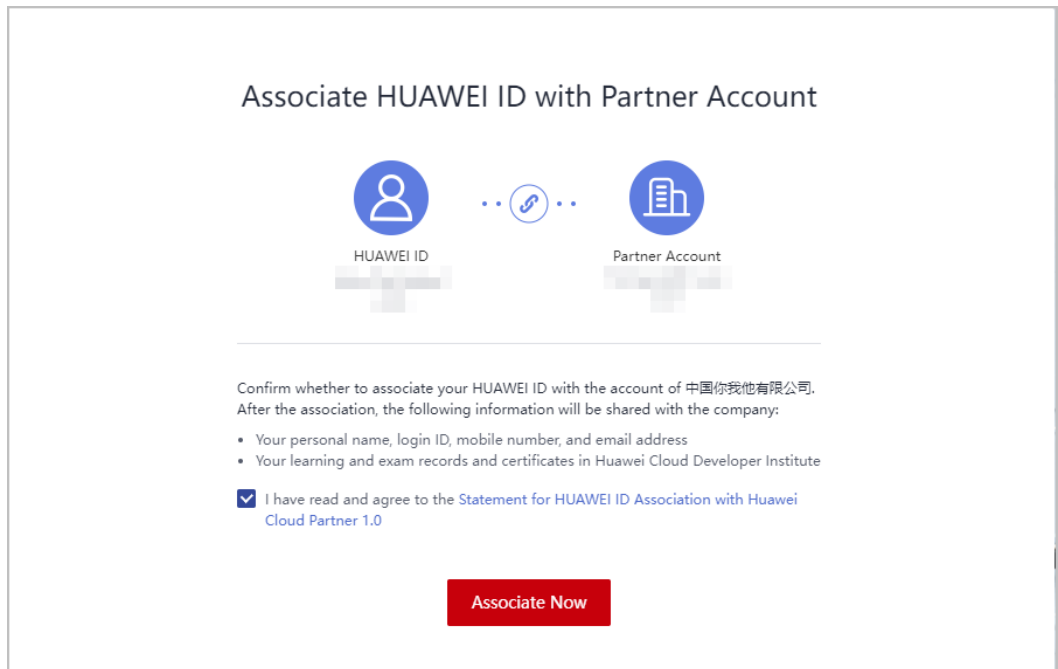
Step 2 Click **Unread Messages** in the drop-down list of your account in the upper right corner.



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



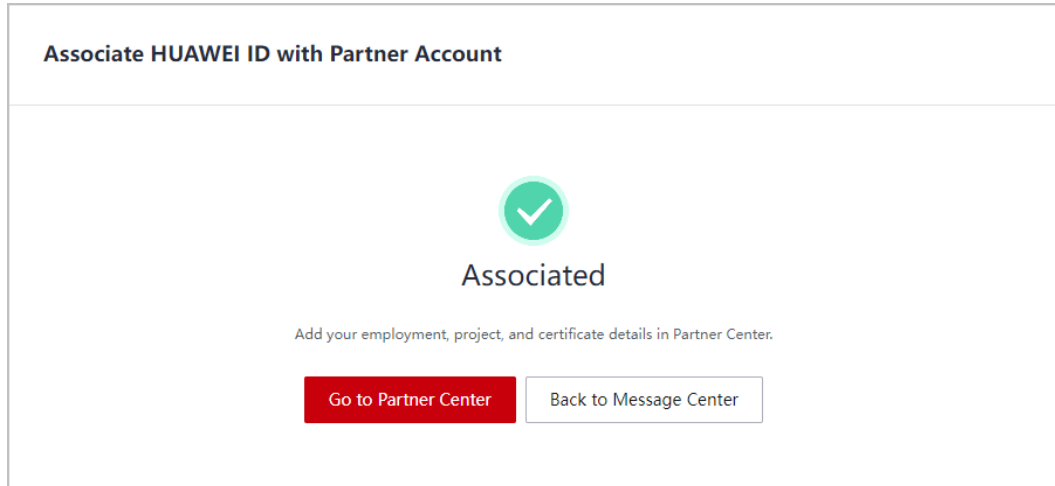
Step 4 Read and agree to the agreement on the displayed page and click **Associate Now**.



NOTE

- After the association, the following information will be shared with your company:
 1. Your personal name, login ID, mobile number, and email address.
 2. Learning and exam records and certificates in Huawei Cloud Developer Institute.
- If the invitation link expired, contact the administrator of your company to resend an invitation link.

Step 5 A message is displayed, indicating that the association is successful. Click **Go to Partner Center**.



 **NOTE**

You may receive multiple invitations from different partners. When you click the link in an invitation and associate the HUAWEI ID, other invitations will automatically become invalid.

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

----End

5.2.2.2 Filling in Employment Details

After associating your HUAWEI ID with the partner account, you can refer to the process flow in Partner Center to maintain your employment information to ensure the information is authentic and valid.

 **NOTE**

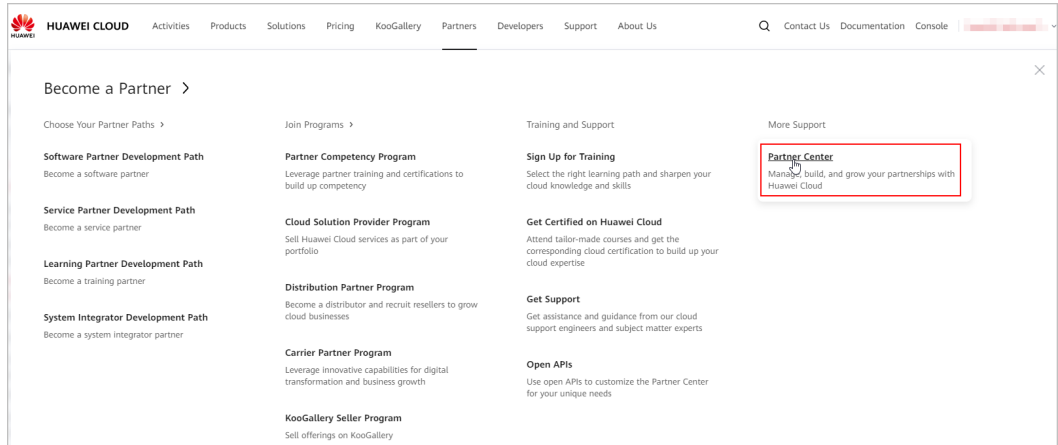
- Provide information about your current employment, upload employment certificates, and specify your base location.

Procedure

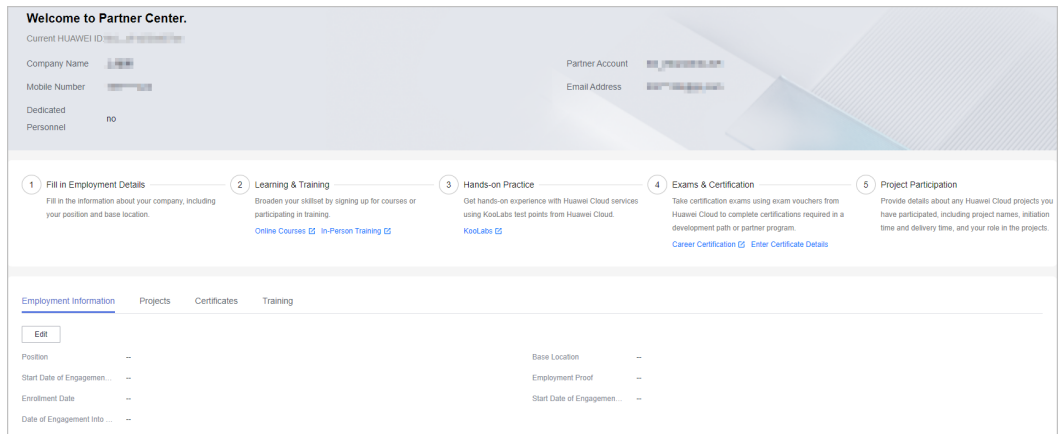
Use the HUAWEI IDs of your employees to perform the following operations.

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

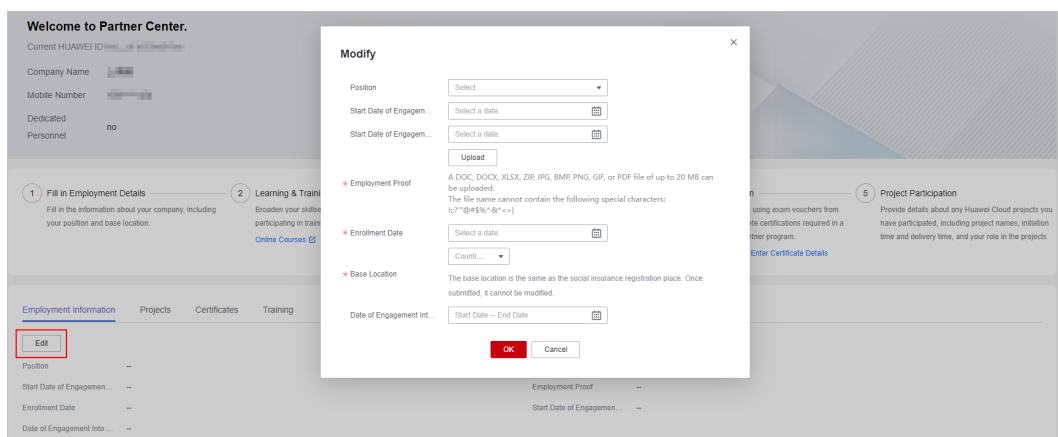
Step 2 Choose **Partners > More Support > Partner Center** in the menu on the top.



Step 3 Fill in employment details.



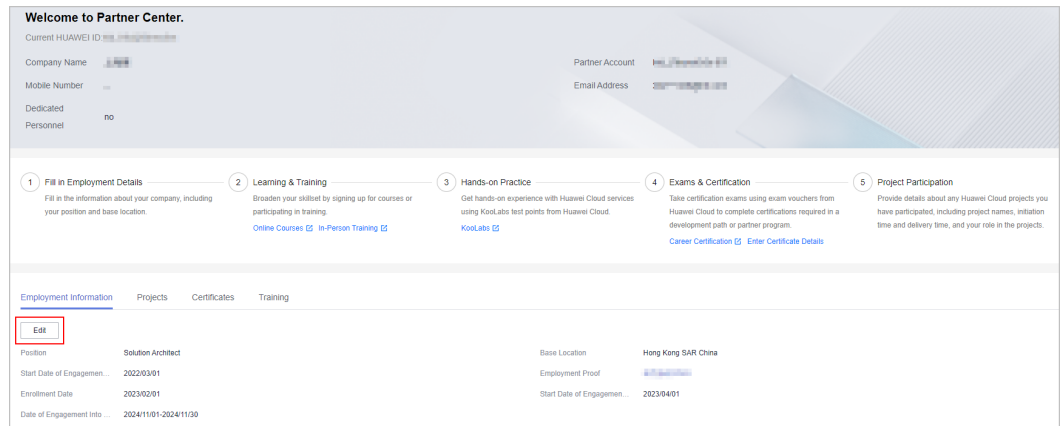
Step 4 Click **Edit** in the **Employment Information** tab, provide required information, and upload the required materials.



NOTE

The base location should be the same as the social insurance registration place. Please be careful when specifying it, as it cannot be manually changed after submission. If you need to make changes, please contact the ecosystem manager.

Step 5 Click **Edit** to modify the employment information you provided.



----End

5.2.2.3 Providing Project Details

After associating your HUAWEI ID with the partner account, you can refer to the process flow in Partner Center to maintain your project information to ensure the information is authentic and valid.

NOTE

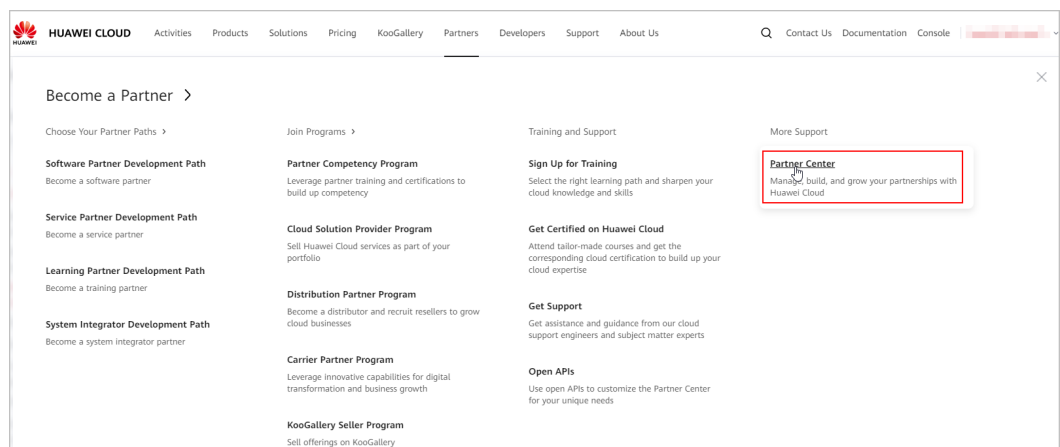
- Provide details about any Huawei Cloud projects you have participated in last 24 months, including project names, initiation time and delivery time, and your role in the projects.

Procedure

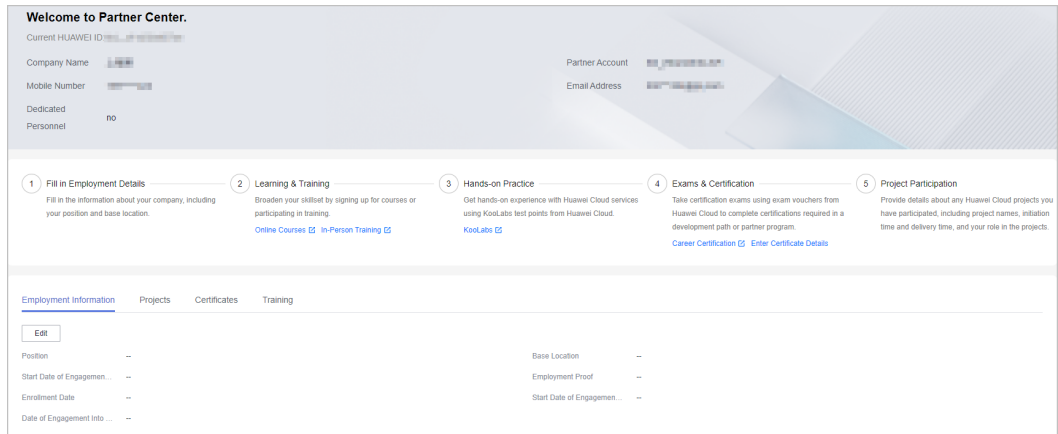
Use the HUAWEI IDs of your employees to perform the following operations.

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

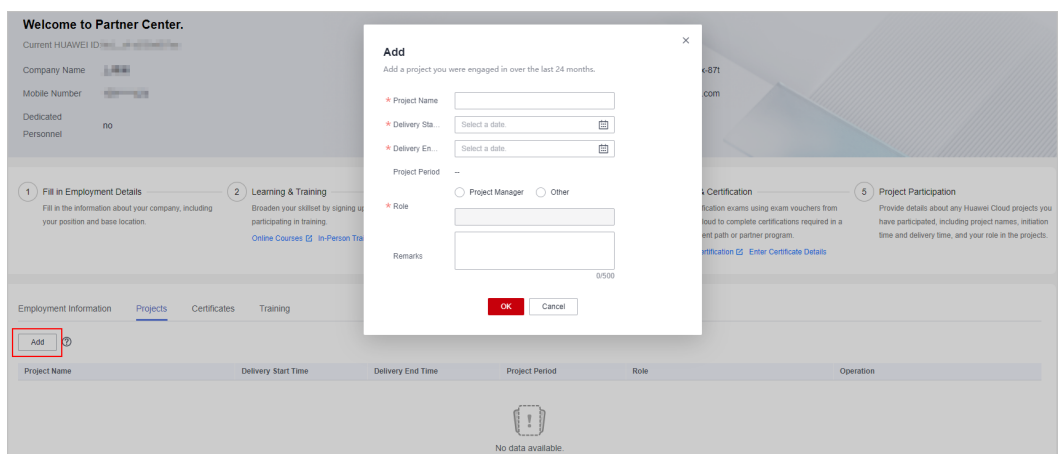
Step 2 Choose **Partners > More Support > Partner Center** in the menu on the top.



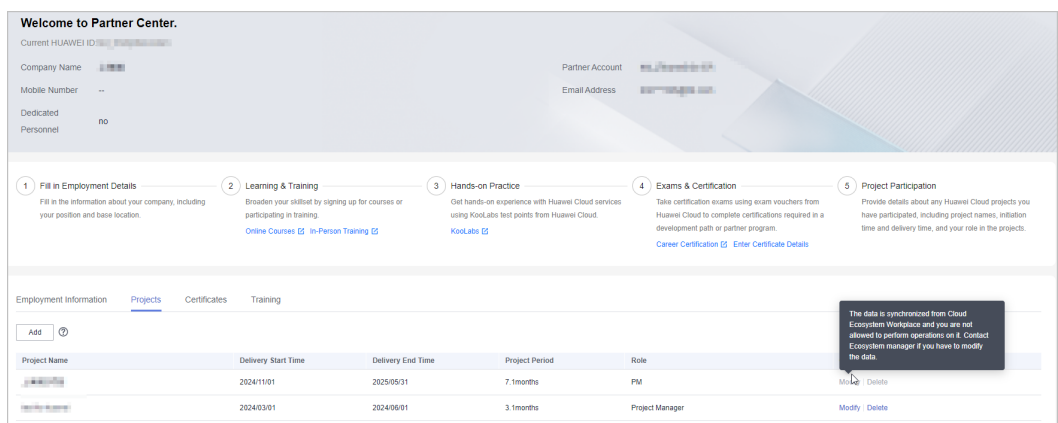
Step 3 Provide project details.



Step 4 Click **Add** in **Projects** tab and provide required project information.



Step 5 View the added project in the **Projects** tab.



NOTE

- You can modify or delete the project.
- You are not allowed to perform any operations on projects generated by Huawei. To modify the projects, contact the ecosystem manager.

----End

5.2.2.4 Entering Certificate Details

After associating your HUAWEI ID with the partner account, you can refer to the process flow in Partner Center to maintain your certificates to ensure the certificate information is authentic and valid.

NOTE

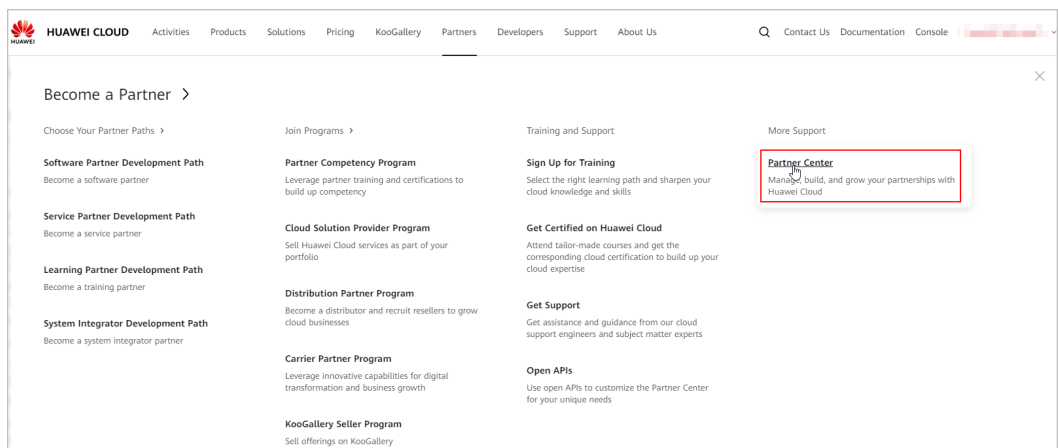
- Career certificates and other certificates need to be manually uploaded.
- The certificates you upload must be valid, and they will be review by Huawei. You can check the review status in the **Certificates** tab.
- You do not need to manually upload the developer certificate and professional certificate.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

Procedure

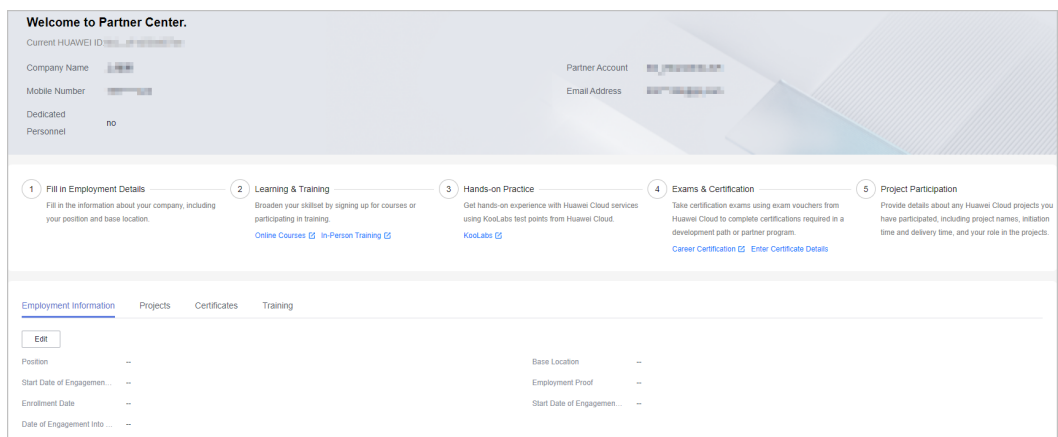
Use the HUAWEI IDs of your employees to perform the following operations.

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

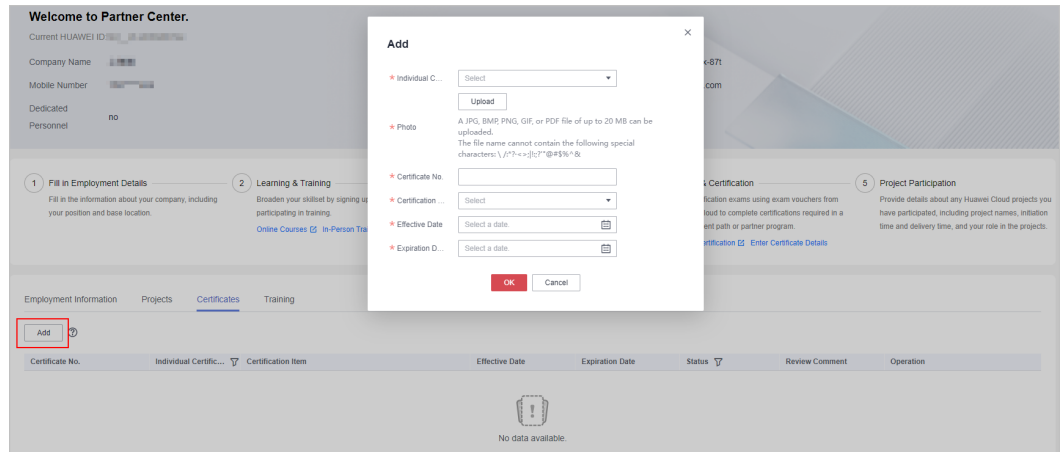
Step 2 Choose **Partners > More Support > Partner Center** in the menu on the top.



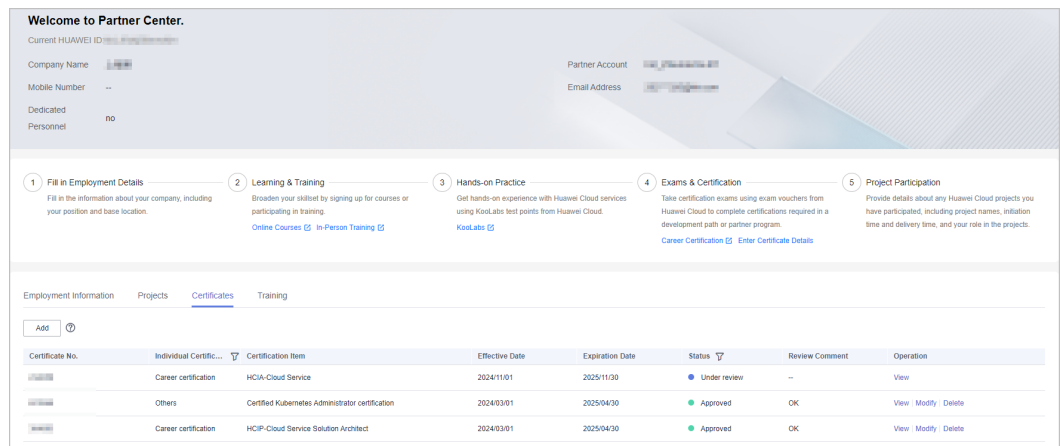
Step 3 Enter certificate details.



Step 4 Click **Add** in the **Certificates** tab and provide the certificate information.



Step 5 The certificate you added will be reviewed by Huawei. You can check the review status in this tab.



NOTE

Any modification to an approved certificate must be submitted for review.

----End

5.2.2.5 Viewing Training Details

After associating your HUAWEI ID with the partner account, you can refer to the process flow in Partner Center to maintain your training information to ensure the information is authentic and valid.

NOTE

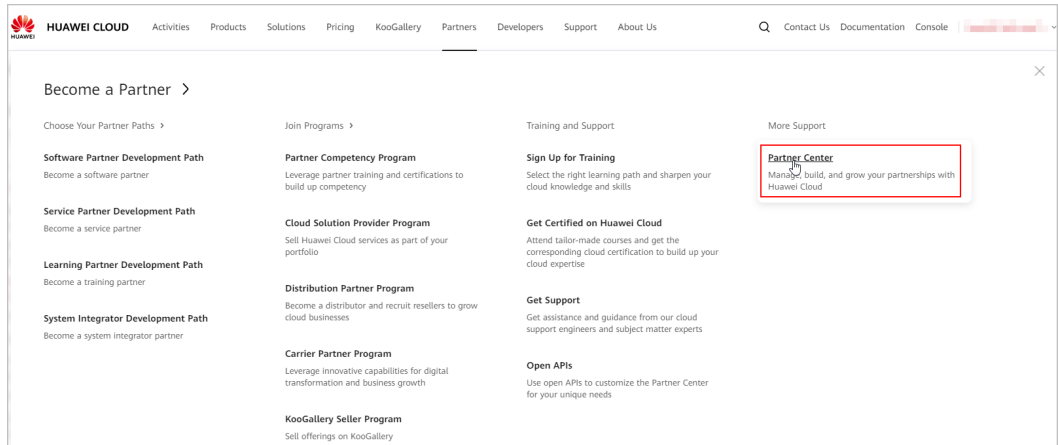
The training records (including course and exam records) generated in Developer Institute will be synchronized to and displayed in Partner Center on the following day. You can view the training details in the **Training** tab.

Procedure

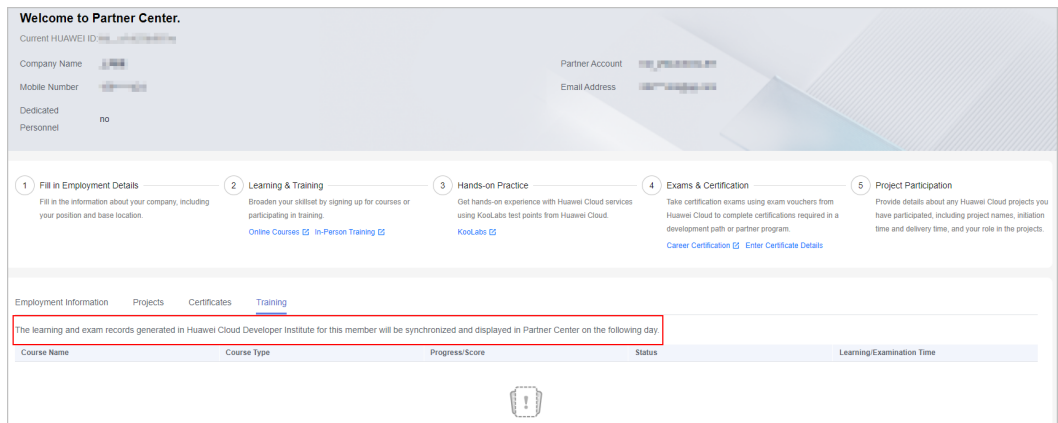
Use the HUAWEI IDs of your employees to perform the following operations.

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

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



Step 3 View the course and exam records in the Training tab.



----End

6 Partner Learning Management

6.1 Partner Training and Certification Guide

6.1.1 Overview

HCPN Partner Training and Certification helps you understand and master the capabilities of designing, deploying, and maintaining infrastructure and applications on HUAWEI CLOUD. We provide you free basic videos to learn basic knowledge and deepen technical capabilities. In addition, we also provide offline authoritative technology certifications and rich learning resources for you to get to learn about HUAWEI CLOUD.

6.1.1.1 Helpful Links

- Training and Certification website: <https://www.huaweicloud.com/intl/en-us/partners/training/>
- Career Certification Official Website: <https://edu.huaweicloud.com/intl/en-us/certifications/>
- Official website of the Global Certification Examination Center: <https://home.pearsonvue.com/huawei>

6.1.2 Role-Based Partner Learning and Professional Accreditation

You can master HUAWEI CLOUD services through the HCPN partner learning paths, no matter you are a business or technology professional. Learn about all partner training courses for different roles using the paths provided in the following passages.

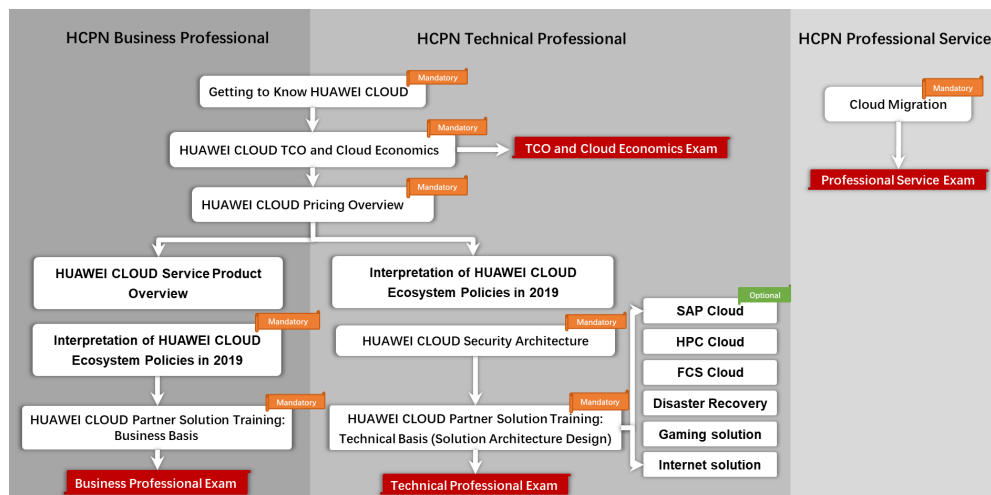
6.1.2.1 Target Audience

Training and certification plays an important role in building partner capabilities. The HUAWEI CLOUD training and certification system helps partners cultivate professionals required for deploying clouds, improving partner's skills.

Business Professional	Technical Professional	Professional Service
<ul style="list-style-type: none"> • Get to know HUAWEI CLOUD and its advantages, HUAWEI CLOUD TCO, basic cloud services and industry solutions. • Learn about how to build services based on HUAWEI CLOUD and how to use HCPN resources to suit customers' needs. 	<ul style="list-style-type: none"> • Get to know HUAWEI CLOUD features and core services, and SA responsibilities. • Learn how to design architectures and how to select HUAWEI CLOUD services suiting customers' needs. 	<ul style="list-style-type: none"> • Get to know HUAWEI CLOUD services and solutions. • Learn how to use HUAWEI CLOUD tools to improve efficiency of service delivery.

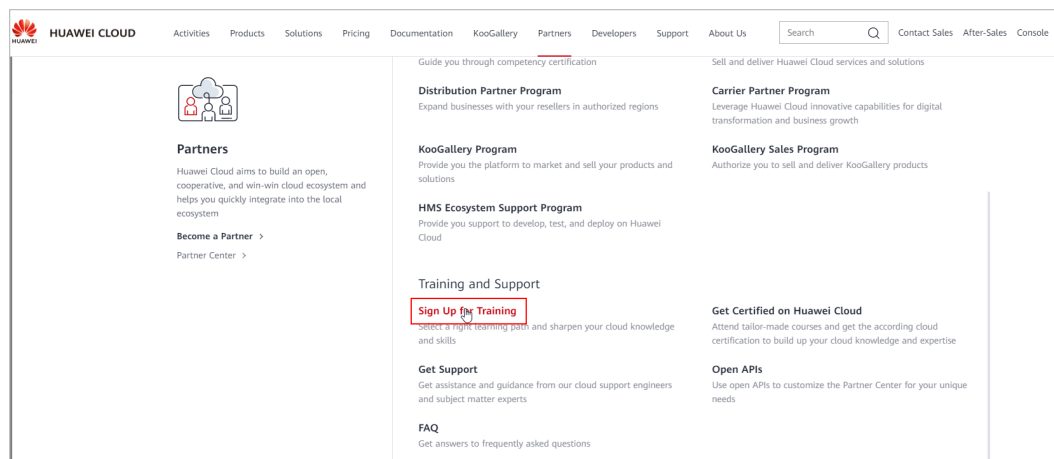
6.1.2.2 Learning Paths

HUAWEI CLOUD offers you three learning paths. You can pick one to learn about the training courses suitable for your role.



6.1.2.3 Online Learning and Exam

You can log in to [Huawei Cloud](https://www.huaweicloud.com) official website to learn online. The detailed operations are shown in the following figures.




Huawei Cloud Business Professional

Business Professional Accreditation TCO and Cloud Economics Accreditation HClA-Cloud Service Certification

Huawei Cloud Business Professional

This series of accreditations is for salespeople to understand the value propositions, advantages, TCO, cloud services, and industry-specific solutions of Huawei Cloud.

[Enroll Now](#)




Huawei Cloud Technical Professional

Technical Professional Accreditation TCO and Cloud Economics Accreditation HClA-Cloud Service Certification HClP-Cloud Service Solutions Architect Certification

Huawei Cloud Technical Professional

Learn the characteristics and core services of Huawei Cloud and the responsibilities of solution architects. You can also learn how to design architectures and choose Huawei Cloud services suitable for customer requirements. By exploring case studies, you will know the common problems arising during digital transformation.

[Enroll Now](#)



6.1.2.4 Taking Exams

Huawei Cloud has two professional accreditation exams: Business Professional Exam and Technical Professional Exam.

Entries of the exams corresponding to Huawei Cloud Business Professional and Huawei Cloud Technical Professional are provided at the bottom of each course page. The total score is 100 and the passing score is 80. Passing an exam indicates that you have passed the corresponding professional accreditation.

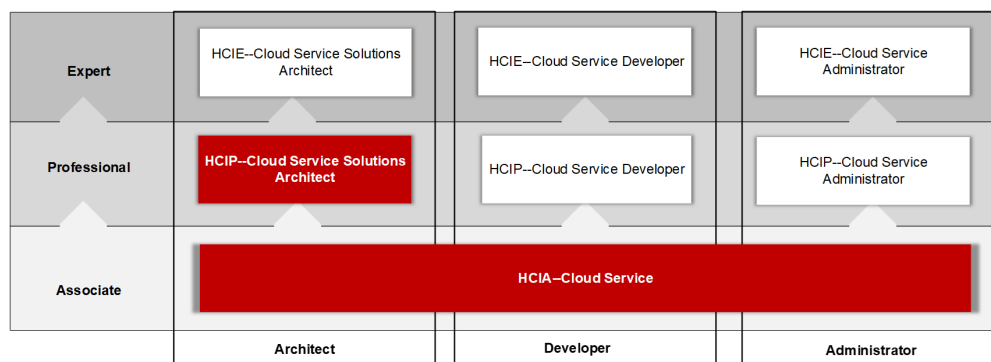
Links to the professional accreditation exams:

- [Business Professional Exam](#)
- [Technical Professional Exam](#)

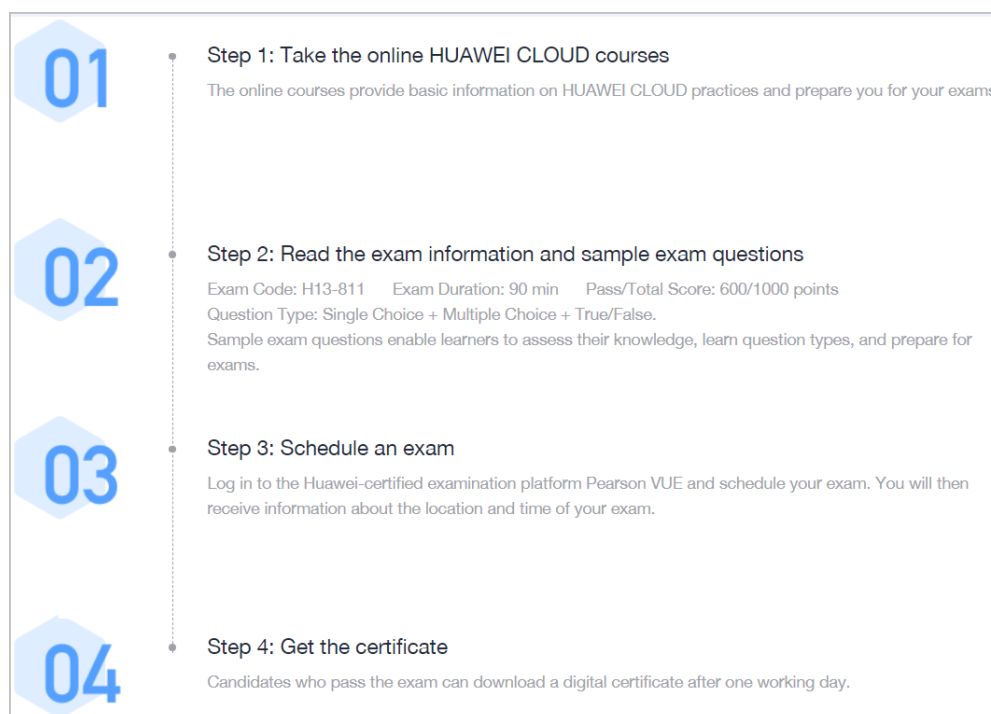
6.1.3 Career Certification

Huawei Cloud Certification will be granted to qualified Huawei Cloud business professionals to recognize their technical knowledge and skills required to design, deploy, and operate applications on Huawei Cloud infrastructure. Passing Huawei Cloud Certification proves that you have technical capabilities in a certain domain and are officially recognized by Huawei Cloud. In addition, you can improve your organization's skills in using Huawei Cloud services to meet the requirements on HCPN partners. [Learn more](#)

6.1.3.1 Certification System



6.1.3.2 Certification Paths

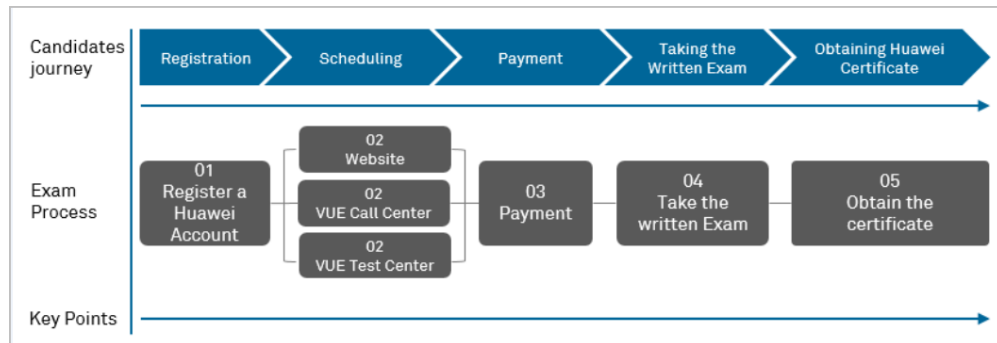


6.1.3.3 Online Learning

HUAWEI CLOUD provides hierarchical training and certification for different users and products, helping you improve professional skills and grab new opportunities. Currently, solution architect training courses are provided, and the courses targeted for developers and O&M personnel will be released later.

- [HCIA-Cloud Service](#)
- [HCIP-Cloud Service Solutions Architect](#)

6.1.3.4 Schedule and Take the Exam



6.1.3.4.1 Registering an Account (Skip This Section If You Already Have One)

Visit the Huawei official website and [register an account](#). This account is used to log in to the exam platform and obtain the e-certificate.

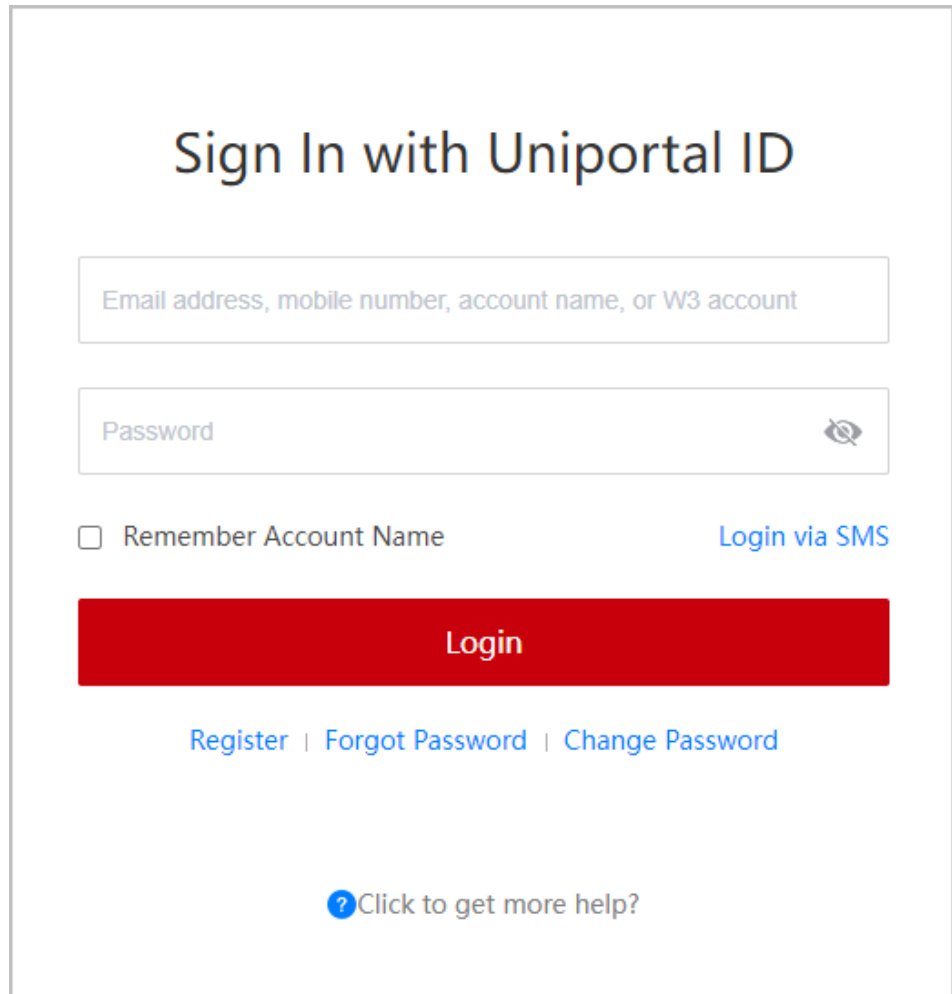
6.1.3.4.2 Scheduling an Exam

Before scheduling an exam, log in to Pearson VUE to complete your personal information. You can schedule an exam with either of the following methods:

1. Website

- a. Log in to [Pearson VUE](#) to make an exam appointment.

- b. After you click **Login**, the Huawei ID login page is displayed. Enter the username and password created in [Registering an Account \(Skip This Section If You Already Have One\)](#) (skip this step if you have an account) to log in to the Huawei website.



Sign In with Uniportal ID

Email address, mobile number, account name, or W3 account

Password

Remember Account Name [Login via SMS](#)

Login

[Register](#) | [Forgot Password](#) | [Change Password](#)

[? Click to get more help?](#)

- c. After login, you will be asked to confirm the information and then redirected to the Pearson VUE exam platform to schedule an exam and pay for the exam.

 **NOTE**

If your personal name is inconsistent with your identity certificate, click **Edit** and return to Huawei official website for modification. Otherwise, you cannot take the exam.

- d. Supplement other required information and click **Submit**.
This step is required only when you register on Pearson VUE for the first time. (Skip this step if you have completed additional information.)

HUAWEI Learning ▾ Certification ▾ ICT Academy ▾ Learning Partner ▾ More ▾ Search All 🔍

Home > Overview > **Schedule an exam**

Personal Information * Your ID NO. and name must be exactly the same as the one in the identification that is presented at the exam center, or you will not be able to take the exam. If you have submitted the exam registration before so that your name can't be edited online, please [Submit the Case](#) to deal it. Don't register the exam with Third-party accounts such as face book or linkedin account , otherwise you can't take the exam. Make sure the provided email address is available so that you can receive our notification email about downloading the electronic certificate. [Edit](#)

Huawei Certification Examination Appointment Guide: <https://forum.huawei.com/enterprise/en/huawei-certification-examination-appointment-guide/thread/789961-911>
Huawei Certification written exam is delivered by Pearson VUE, please click [Here](#) for the examination process. If you were invited by Huawei to take the exam and have an authorization Code .Please contact your invigilator or Huawei local training manager

* User ID * Last Name * First Name

* E-mail * Phone Number * Country of Resid...

* ID Type * ID NO. * Examee Identity

If you encounter difficulties during identity verification [Learn more](#) for help.

Exam Information

* Location * Exam * Exam Code

* Language

Available Coupon (No coupons available)

* As per the Huawei certification management regulations, Huawei shall verify the ID information for candidates taking Huawei certification exams. Therefore, to use the required services, please register your ID information when you apply for Huawei certification exam voucher, schedule Huawei certification exam, or bind Huawei certificate. **Please noted that you cannot modify the ID information after it has been submitted.** [Learn more](#) about Huawei's regulations about identity verification.

* I have read and agreed to Huawei [Privacy Policy](#) ,I know that my personal information will be stored on a server in China. After submission, you will enter the Pearson VUE exam platform and pay exam fee.
The information you provide is for the purpose of this exam and certificate issuance only. You hereby authorize Huawei Company to transfer your Huawei User ID, first name, last name, and email to Pearson VUE (is a business of NCS Pearson, Inc.) for the stated purpose of handling your registration, scheduling you for a test date and time, administering the test, processing your test results, and related services about Huawei Certification exams. The information may be transmitted outside your country, region or company and accessed, stored and processed outside the country.

[Cancel](#) [Submit](#)

NOTE

- The items marked with asterisks (*) are mandatory. Please enter correct information.
 - Use your name spelling the same as that on your identity certificate. Otherwise, you cannot take the exam. If the spellings are different, supplement the personal information and contact Pearson VUE customer service for modification.
 - Ensure that the provided email is available. Otherwise, you cannot receive the emails about exam confirmation and e-certificate download.
 - If you need to change your personal information after submitting it, log in to Pearson VUE and click **My Profile** for modification. If you need to change your name, contact Pearson VUE customer service.
- e. Read and agree to the Huawei certification policy.
- f. Select the nearest test center based on the search result on the displayed **Find a test center** page and click **Next**.

 NOTE

- The system displays the test centers by distance. You can view the location of each test center in the map on the right. If you want to search for other test centers, enter an address in the search bar. Click **Search**, and then test centers nearest to the address will be displayed in the sequence of distance.
 - Five test centers will be displayed on the page. If you want to view more test centers, click **Show more**. More test centers will be displayed in the sequence of distance. Click **Test Center Information** to view the phone number and transportation guide.
 - You can select three exam centers at the same time and check the opening date and time of each exam center.
- g. Select the exam date and time, and click **Book this appointment**.
- h. Confirm the payment of exam fees in **Cart** and click **Proceed to Checkout**.

 NOTE

- **After joining the HCPN, you can obtain a certain number of vouchers based on your HCPN partner tier. For details, contact the Huawei Cloud ecosystem manager.**
 - **Pay by Voucher:** Click **Add Voucher/Promo Code**, enter the voucher number, and click **Apply**. On the displayed page, the total order amount is USD 0.00. Click **Next**. The **Submit Order** page is displayed.
 - **Pay by Credit Card:** Enter your credit card information in the specified text boxes and ensure that you have enabled the online payment function for your credit card. You can find the required information on both front and rear sides of your card. The security code is the last three digits of the white signature on the rear side. The default billing address is the examinee's office or residential address. If the cardholder is not yourself, the billing address should be changed to the cardholder's office or residential address. After entering the above information, click **Next**.
2. **Customer service**
- Find contact information of **Pearson VUE customer service** of your region. Dial the phone number and ask a customer service representative to schedule an exam for you. Call the customer service center and ask the customer service representative to reserve the exam for you.

Customer service

We encourage you to schedule/purchase your exam online. Get started by logging in to your web account on the [Huawei](#) website. If you have any trouble, contact us or see our [frequently asked questions](#).

Contact us:

Americas region	<input type="checkbox"/>
Asia-Pacific region	<input type="checkbox"/>
Europe, Middle East, Africa (EMEA) region	<input type="checkbox"/>

3. **Test Center**

- a. Log in at <https://home.pearsonvue.com/huawei> and click **Find a test center**.
- b. In the search box, enter an address in English or Chinese and click **Search**. The test centers nearest to the address will be displayed in the sequence of distance. You can view the location of each test center in the map on the right. Select **Country/Region, Province, and City** from the drop-down menu. Click **Search** to view exam centers in the city.
- c. Five test centers will be displayed on the page. If you want to view more test centers, click **Show More**. More test centers will be displayed in the sequence of distance.
- d. Click **Test Center Information** to view the phone number and transportation guide.
- e. You can also contact the exam administrator, tell the administrator your scheduled exam and date, pay the exam fees, and ask the administrator to schedule the exam for you.
- f. To schedule an exam on the current day, you need to confirm with the exam administrator whether he/she can schedule it for you.

6.1.3.4.3 Take The Exam

After the appointment, you need to take the exam on the scheduled date at the selected test center.

6.1.3.4.4 Get The Certificate

If you pass Huawei Certification, you will receive an email informing you of downloading the electronic certificate one day after the exam date. To download the electronic certificate, log in to Huawei training and certification website using your personal account, choose **My Huawei > Training and Certification > My Certificates**, and click the name of the target certificate.

6.1.3.5 Validity Period of Certification

With the development of HUAWEI CLOUD technologies, Huawei Certification content will be updated and optimized irregularly. To ensure that the professional capabilities of certified personnel match the latest trend in the public cloud domain in real time, certified personnel need to receive re-certification within the validity period of the certificate. The re-certification requirements are as follows:

- The validity period of the certificate is 3 years.
- Your certificate validity period will be updated if you take a certification exam of the same or a higher level before the certificate expires.
- Your certificate will expire if you do not receive re-certification within the validity period. To obtain the certification again, you need to take an exam of the same effect as the expired certificate.

7 Partner Build Management

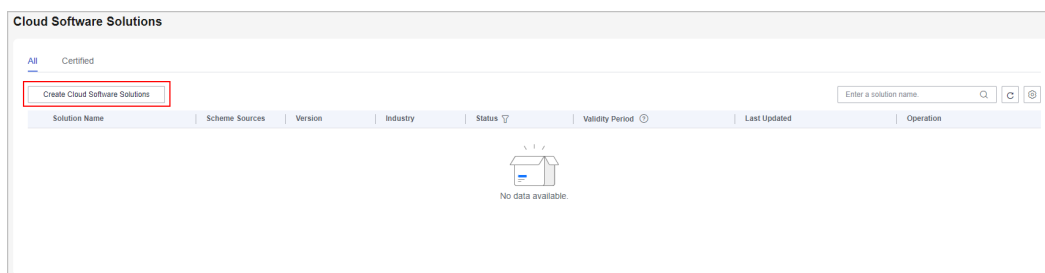
7.1 Creating a Cloud Software Solution

Prerequisites

You have joined the software partner development path.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Build > Cloud Software Solutions** in the menu on the top. Click **Create Cloud Software Solutions** on the page displayed by default.



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

Cloud Software Solutions / Create Cloud Software Solutions

1 Specify Solution Details — 2 Specify Contact Info

Solution Information

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

Materials

Upload Description ?

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

Remarks

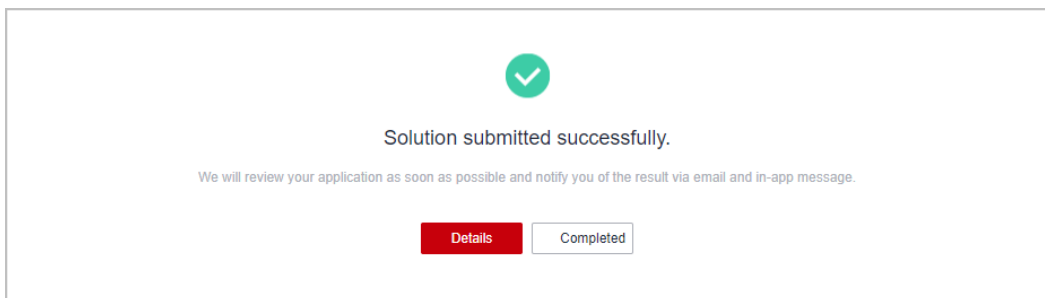
Step 5 Enter the contact information and click **Certify**.

Cloud Software Solutions / Create Cloud Software Solutions

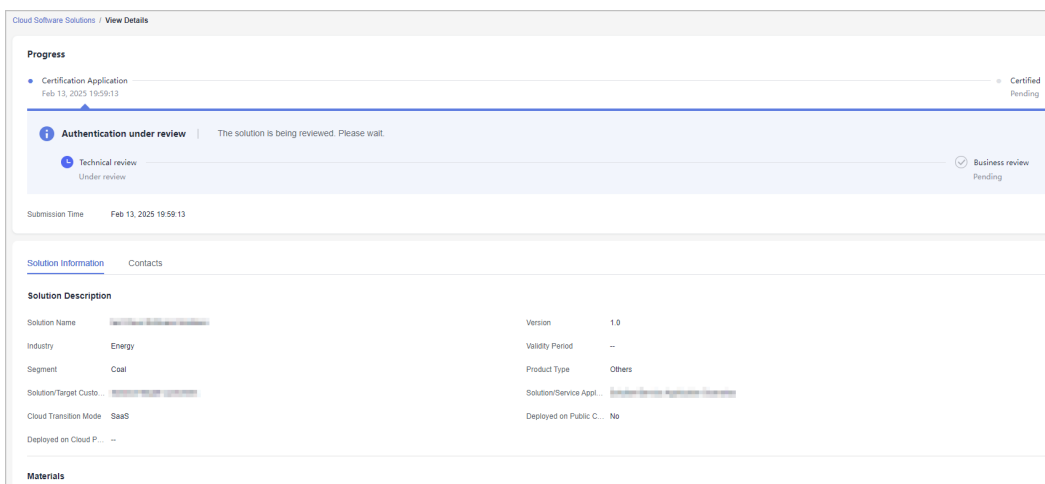
Specify Solution Details — 2 Specify Contact Info

- * Business Contact
- * Phone Number
- * Email Address
- Huawei Contact Available If you select Yes, provide a Huawei contact and corresponding phone number.

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



Step 7 After the solution has been submitted for certification, you can click **View Details** in the **Operation** column on the **Cloud Software Solutions** page to check the review progress.



NOTE

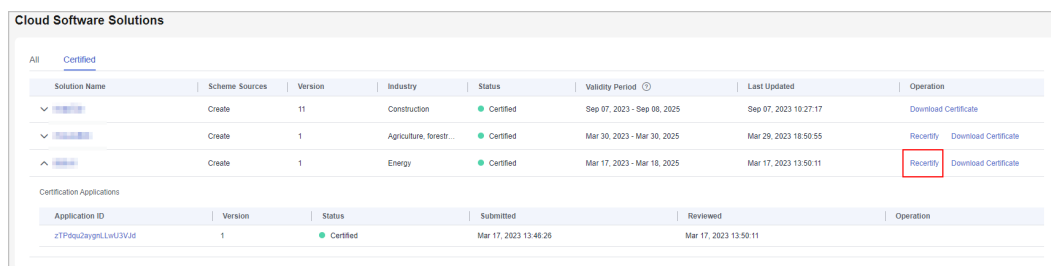
A cloud software solution will be valid for 12 months as of the date when this solution is validated and approved.

----End

Re-certifying a Cloud Software Solution

Partners can initiate the re-certification process for a cloud software solution 60 days before its expiration. The solution will be valid for an additional year from the date of successful re-certification.

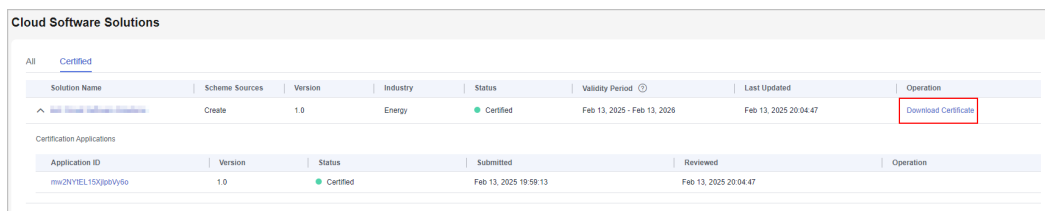
1. On the **Cloud Software Solutions** page, select a solution that is about to expire or has expired, and click **Recertify** in the **Operation** column.



2. On the displayed page, you are only allowed to modify the solution version and materials.
3. Enter the contact information and click **Certify**.

Downloading a Solution Certificate

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



Solution Name	Scheme Sources	Version	Industry	Status	Validity Period	Last Updated	Operation
Cloud Software Solutions	Create	1.0	Energy	Certified	Feb 13, 2025 - Feb 13, 2029	Feb 13, 2025 20:04:47	Download Certificate

Application ID	Version	Status	Submitted	Reviewed	Operation
mw2NYIEL15XjpbVY6o	1.0	Certified	Feb 13, 2025 19:59:13	Feb 13, 2025 20:04:47	

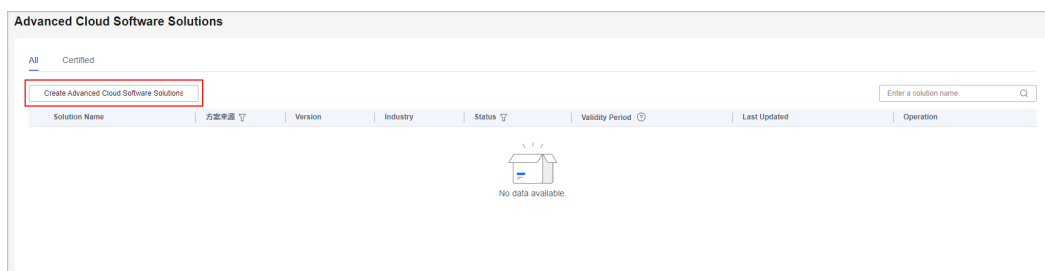
7.2 Creating an Advanced Cloud Software Solution

Prerequisites

You have joined the software partner development path.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Build > Advanced Cloud Software Solutions** in the menu on the top. Click **Create Advanced Cloud Software Solutions** on the page displayed by default.



- Step 4** On the displayed page, enter solution information, upload solution materials, and click **Next**.

Advanced Cloud Software Solutions / Create Advanced Cloud Software Solutions

1 Specify Solution Details — 2 Specify Contact Info

Solution Information

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

Materials

Upload Description [?]

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

Remarks

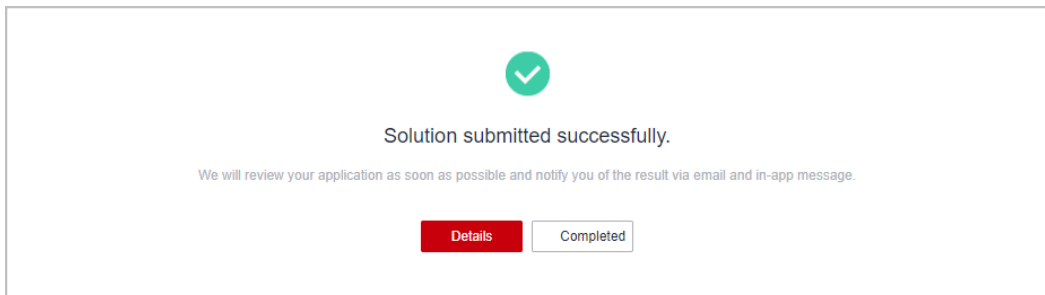
Step 5 Enter the contact information and click **Certify**.

Advanced Cloud Software Solutions / Create Advanced Cloud Software Solutions

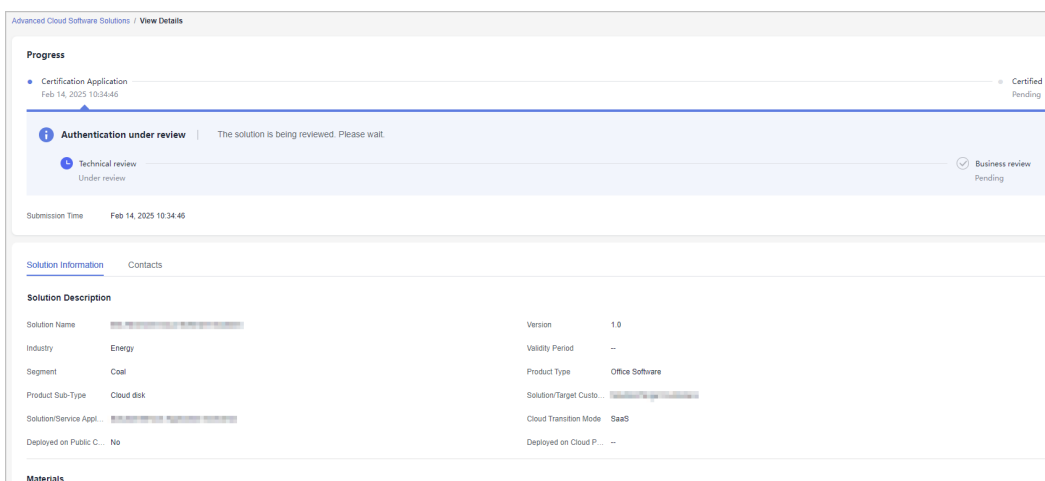
1 Specify Solution Details — 2 Specify Contact Info

- * Business Contact
- * Phone Number
- * Email Address
- Huawei Contact Available If you select Yes, provide a Huawei contact and corresponding phone number.

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



Step 7 After the solution has been submitted for certification, you can click **View Details** in the **Operation** column on the **Advanced Cloud Software Solutions** page to check the review progress.



NOTE

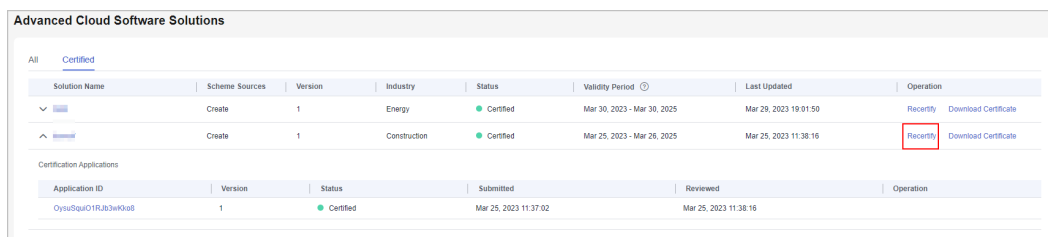
An advanced cloud software solution will be valid for 12 months as of the date when this solution is validated and approved.

----End

Re-certifying an Advanced Cloud Software Solution

Partners can initiate the re-certification process for an advanced cloud software solution 60 days before its expiration. The solution will be valid for an additional year from the date of successful re-certification.

1. On the **Advanced Cloud Software Solutions** page, select a solution that is about to expire or has expired, and click **Recertify** in the **Operation** column.



2. On the displayed page, you are only allowed to modify the solution version and materials.
3. Enter the contact information and click **Certify**.

Downloading a Solution Certificate

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

Solution Name	Scheme Sources	Version	Industry	Status	Validity Period	Last Updated	Operation
	Create	1.0	Energy	Certified	Feb 14, 2025 - Feb 14, 2026	Feb 14, 2025 11:05:15	Download Certificate

Application ID	Version	Status	Submitted	Reviewed	Operation
INHVERTH4puoS4LFC	1.0	Certified	Feb 14, 2025 10:34:46	Feb 14, 2025 11:05:15	

7.3 Baseline Solutions

Collaborate with Huawei Cloud to develop and promote solutions to the market.

7.3.1 Solution Building

7.3.1.1 Creating a Solution

Create a solution in Partner Center and specify the details about the solution.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Build > Baseline Solutions** in the menu on the top.
- Step 4** Click **Create** on the displayed page.

Process Flow

1. Create Solution: Specify the basic solution details.
2. Jointly Initiate Project: Receive solution feasibility check from Huawei.
3. Jointly Design and Verify Solution: Design and verify the solution on InnoStage Workbench.
4. Create Joint Sales Offering: Create the corresponding joint sales offering on InnoStage Workbench.
5. Develop Configurator: Develop a configurator based on the offering and on the business strategy.
6. Promote Solution GTM: Complete solution go-to-market (GTM) and view the released solution on the official website.

Solution Name	Baseline Solution ID	Solution Content	Status	Operation
	...	Software, Hardware	Initiation completed	
	...	Software	Initiation completed	
	...	Software, Hardware, Professional Services - Consult...	Initiation rejected	Re-initiate Project Delete

- Step 5** On the displayed page, specify the details, upload the project initiation report and feature list, and click **Save**.
 - If a solution is saved as a draft, you can view, edit, or delete it on the **Solution Building** page.

- If the solution information required is specified, and the feature list uploaded is verified, you can directly **submit a project initiation application**.

The screenshot shows the 'Create Solution' form with the following sections:

- Basic Information:** Includes 'Solution Name' (text input) and 'Solution Content' (dropdown menu).
- Target Markets/Customers:** Includes 'Key Region' (dropdown menu) and 'Target Customer' (text input).
- Deployment Information:** Includes 'Deployed on Public Cloud' (dropdown menu).
- Partner Business Contacts:** A table with columns for SN, Name, Email, Mobile (Optional), and Delete. It includes an 'Add' button.
- Huawei Contacts:** Includes 'Huawei Contact Available' (dropdown menu).
- Initiation Information:** Includes 'Report Materials' and 'Feature List', both with 'Upload Attachment' and 'Download Template' buttons.

NOTE

- **Solution Name**
 - Naming rule: Solution name = Partner brand + Core product name + Common name + Solution. You can refer to the partner-led baseline solutions in the Solution zone at <https://www.huaweicloud.com/intl/en-us/solution/industry-directory.html>.
 - Note that the common name can be a full name, abbreviation, or acronym, which directly describes the quality, functions, usage, and other characteristics of a solution, such as ERP, enterprise management, digital marketing, and energy consumption management.
 - The solution name must be the same as that in the project initiation materials.
- **Feature List**
 - Upload attachments based on the template. The attachment cannot contain non-public information assets (including but not limited to key source codes, compartmentalized codes, and full sets of product or platform source codes), unauthorized software or tools, or encrypted RMS files.
 - Once the feature list is uploaded, the system will automatically verify it. You can proceed to submit your solution once the verification is successful.

Step 6 The system displays a message indicating that the solution has been saved as a draft.

----End

7.3.1.2 Jointly Initiating a Project

After you submit a project initiation application in Partner Center, Huawei reviews the application. The review result and meeting information will be automatically synchronized to you.

Submitting an Application for Project Initiation

Step 1 Go to **Solutions > Baseline Solutions > Solution Building** page, select a solution in the **Initiation draft** state and click **Edit** in the **Operation** column.

The screenshot displays the 'Solution Building' interface. At the top, there is a 'Process Flow' section with six steps: 'Create Solution', 'Jointly Initiate Project', 'Jointly Design and Verify Solution', 'Create Joint Sales Offering', 'Develop Configurator', and 'Promote Solution GTM'. Below this is a table with columns for 'Solution Name', 'Baseline Solution ID', 'Solution Content', 'Status', and 'Operation'. The first row shows a solution in 'Initiation draft' status with an 'Edit' button highlighted in red in the 'Operation' column.

Solution Name	Baseline Solution ID	Solution Content	Status	Operation
[Redacted]	--	Delivery services,Operation and maintenance servic...	Initiation draft	Edit Delete
[Redacted]	--	Software,Hardware	Initiation completed	
[Redacted]	--	Software	Initiation completed	
[Redacted]	--	Software,Hardware,Professional Services - Consultin...	Initiation rejected	Re-initiate Project Delete

Step 2 On the displayed page, confirm the entered information, verify that the verification for the feature list uploaded is successful, and click **Submit**.

Solution / Modify Solution

Basic Information

* Solution Name Naming rule: Partner brand + The common name of a segmented scenario or the name of a core product + The common name of a segmented category + The solution name. Example: Enterprise Management International XingDou Enterprise Management Solution.

* Solution Content
 Delivery services Operation and maintenanc...

Target Markets/Customers

* Key Region
 China Southern Africa Region

* Target Customer
Enter one or more customer company names. Separate multiple customer company names with commas [,].

Deployment Information

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

* Cloud Platform AWS Azure GCP Alibaba Cloud Tencent Cloud Huawei Cloud Others

Partner Business Contacts

Specify at least one partner business contact.

SN	Name	Email	Mobile (Optional)	
1	<input type="text"/>	<input type="text"/>	+852(Hong K... 180****678	Delete

[Add](#)

Huawei Contacts

* Huawei Contact Available
Specify at least one Huawei contact if you choose "Yes".

SN	Name	Email (Optional)	Mobile (Optional)	
1	<input type="text"/>	<input type="text"/>	+852(Hong K... <input type="text"/>	Delete

[Add](#)

Initiation Information

* Report Materials [Upload Attachment](#) [Download Template](#)
Up to 10 files can be uploaded, with each file of up to 50 MB in the format of DOC, DOCK, XLSX, ZIP, JPG, BMP, PNG, GIF, PDF, PPT, and PPTX. The file name cannot contain the following special characters: !?*"#\$%^&*~+-|

* Feature List [Upload Attachment](#) [Download Template](#)
Supported format: XLSX. The attachment cannot contain non-public information assets (including but not limited to key source codes, compartmentalized codes, and full sets of product or platform source codes), unauthorized software or tools, or encrypted RMS files.

NOTE

The name cannot be edited for the solution in the **Initiation draft** state. To modify the solution name, delete the solution and create a new one.

Step 3 The system displays a message indicating that the solution has been successfully submitted.

Solution / Modify Solution

Solution submitted.

We will review the solution as soon as possible and notify you of the review result via email. You can check the review progress on the details page.

Solution Building Guide

You have created a solution and submitted a project initiation application. Please follow the instructions for any further action.

Create Solution **Jointly Initiate Project** Jointly Design and Verify Solution Create Joint Sales Offering Develop Configurator Promote Solution GTM

NOTE

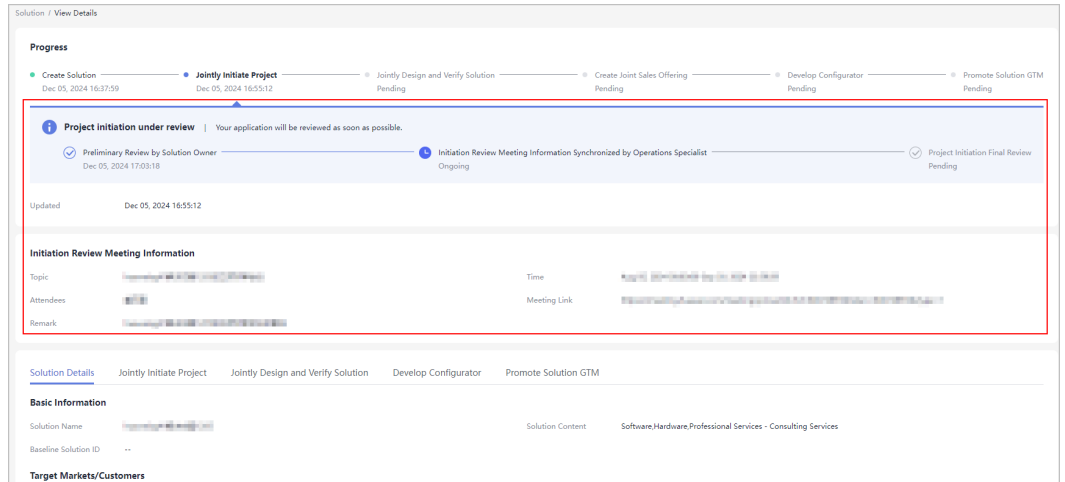
Once you have created and submitted a solution, you can easily access and view its details.

----End

Checking the Project Initiation Review Progress

- Initiation reviewing

On the **Solution Building** page, click the name of a solution in the **Initiation reviewing** state and check the review progress.

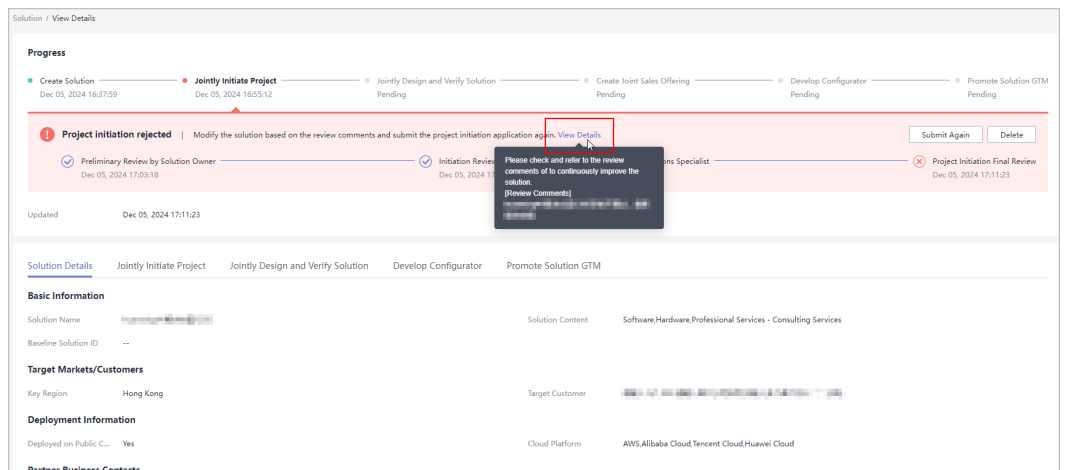


NOTE

The Huawei's operations specialist will synchronize the initiation review meeting information to you. Please check the information in time.

- Initiation rejected

If the project initiation application is rejected, you can check the review comments, modify the solution based on the comments, and submit the solution again.



- Initiation completed

Once the solution is approved, the project initiation process is considered complete.

Solution / View Details

Progress

● Create Solution
Oct 10, 2024 21:47:27

● **Jointly Initiate Project**
Oct 10, 2024 22:04:34

○ Jointly Design and Verify Solution
Pending

○ Create Joint Sales Offering
Pending

○ Develop Configurator
Pending

○ Promote Solution GTM
Pending

✔ **Initiation completed** | You have completed project initiation for your solution.

✔ Preliminary Review by Solution Owner
Oct 10, 2024 22:10:37

✔ Initiation Review Meeting Information Synchronized by Operations Specialist
Oct 10, 2024 22:10:58

✔ Project Initiation Final Review
Oct 10, 2024 22:11:20

Updated Oct 10, 2024 22:11:21

Solution Details [Jointly Initiate Project](#) Jointly Design and Verify Solution Develop Configurator Promote Solution GTM

Report Materials

Report Materials

Feature List

Initiation Review Meeting Information

Topic		Time	
Attendees		Remark	

8 Competency Certification

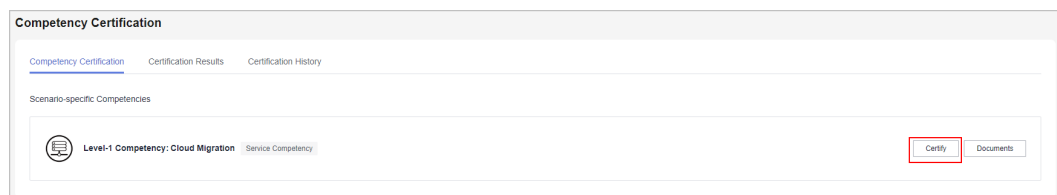
Huawei Cloud partner competency certification (referred to as competency certification) is a process in which partners perform self-check on their competencies and provide proofs based on Huawei Cloud competency standards, and earn the certification by the Huawei Cloud partner competency certification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

8.1 Requesting Competency Certification

You can request competency certification in the Partner Center.

Procedure

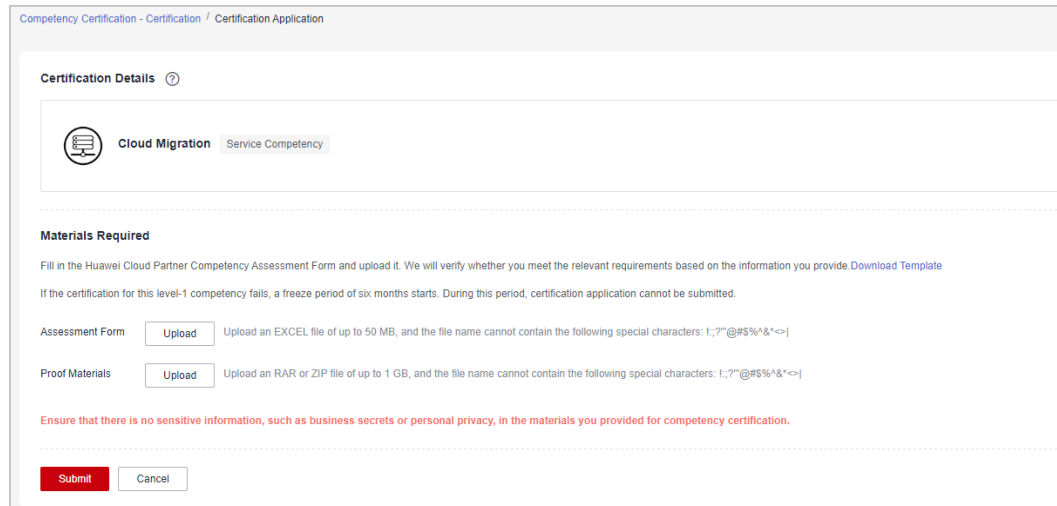
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Competencies > Competency Certification** in the menu on the top.
Select a competency and click **Certify** on the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



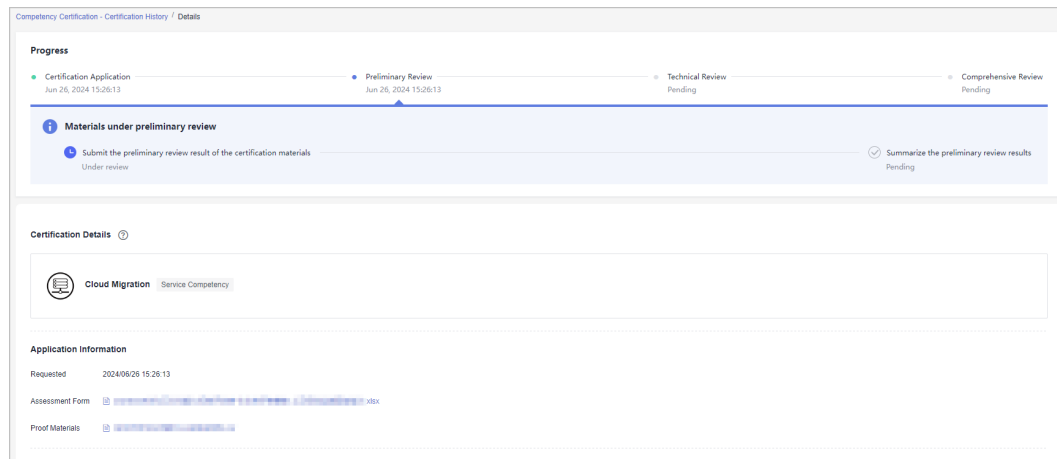
NOTE

Click **Documents** to view the competency certification guide.

- Step 4** Upload the *Huawei Cloud Partner Competency Assessment Form* and proof materials and click **Submit** on the displayed page.



Step 5 You can view the review progress of a certification application on the certification application details page in **Certification History**.



----End

NOTE

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

Updating Certification Materials


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

Step 1 Choose **Competencies > Competency Certification** in the menu on the top.

Step 2 Find the competency in the **Materials** to be updated state and click the name of competency.

Competency Certification

Badge [Download](#)



Competency Certification Certification Results Certification History

Enter a competency name

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

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


Competency Certification - Certification History / Details

Progress

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

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

Certification Details


Cloud Migration Service Competency

Application Information

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

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

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

NOTE

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

Step 4 Modify the materials based on the review comments.

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

Competency Certification - Certification / Certification Application

Certification Details ⓘ

Cloud Migration Service Competency

Materials Required

Fill in the Huawei Cloud Partner Competency Assessment Form and upload it. We will verify whether you meet the relevant requirements based on the information you provide. [Download Template](#)

If the certification for this level-1 competency fails, a freeze period of six months starts. During this period, certification application cannot be submitted.

Assessment Form Upload an EXCEL file of up to 50 MB, and the file name cannot contain the following special characters: !,?*"#\$%&^*~<>|

Huawei Cloud+Cloud+Migration+Competency+Self-Assessment.xlsx X

Proof Materials Upload an RAR or ZIP file of up to 1 GB, and the file name cannot contain the following special characters: !,?*"#\$%&^*~<>|

XXXXXXXXXXXXXXXXXXXX.rar X

Ensure that there is no sensitive information, such as business secrets or personal privacy, in the materials you provided for competency certification.

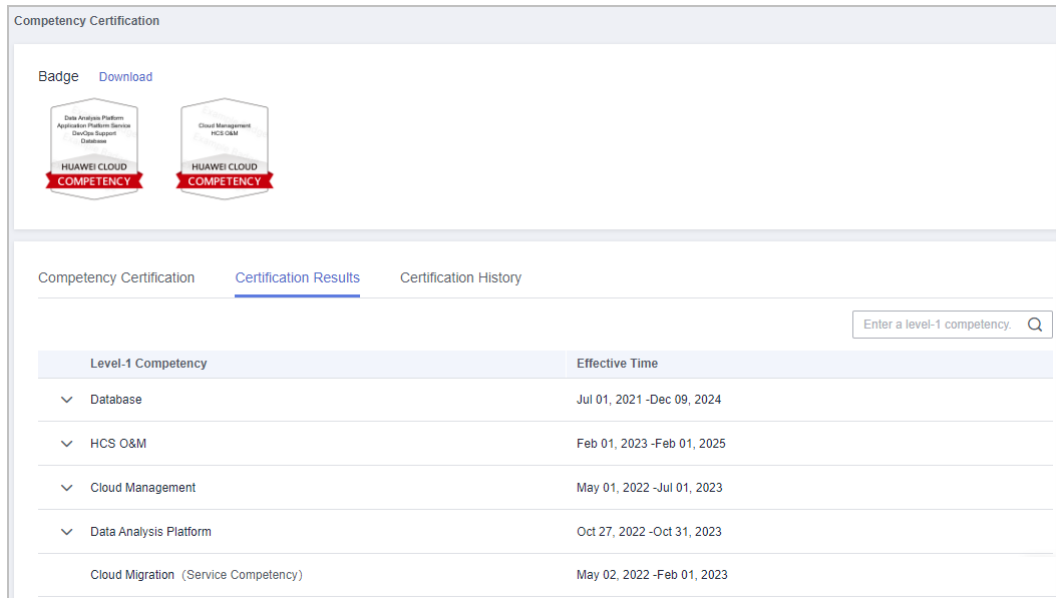
----End

8.2 Querying Competencies Certified

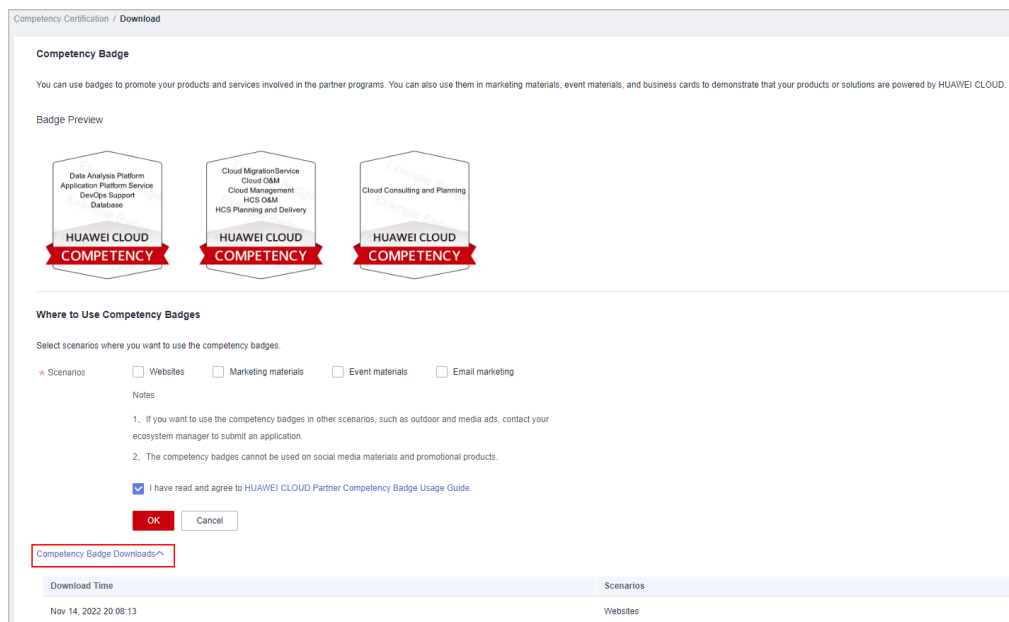
You can query the competencies certified and the competency badges obtained and download the badges.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Competencies > Competency Certification** in the menu on the top.
The **Competency Certification** page is displayed.
- Step 4** Select the **Certification Results** tab and view the results of your certification for level-1 competencies (including the level-2 competencies) and the validity period of the certified competencies.




- Click **Download**. On the displayed page, you can download the badges and view the downloads.



- Step 5** Select the **Certification History** tab and view the certification history of all level-1 competencies and according level-2 competencies included.

Competency Certification

Badge [Download](#)



Competency Certification Certification Results Certification History

Enter a competency name

Level-1 Competency	Requested	Result	Validity Period	Approved
▼ HCS Planning and Delivery	Oct 27, 2022	● Approved	Nov 01, 2022 - Nov 01, 2024	Oct 27, 2022
▼ Cloud Migration/Service Competency	Jan 02, 2022	● Approved	May 02, 2022 - Feb 01, 2023	May 02, 2022
▼ DevOps Support	Oct 27, 2022	● Approved	Oct 23, 2022 - Oct 31, 2023	Oct 27, 2022
▼ Cloud Management	Jan 01, 2022	● Approved	May 01, 2022 - Jan 31, 2023	May 01, 2022
▼ Data Analysis Platform	Oct 27, 2022	● Approved	Oct 27, 2022 - Oct 31, 2023	Oct 27, 2022
▼ HCS O&M	Oct 27, 2022	● Approved	Nov 01, 2022 - Nov 01, 2024	Oct 27, 2022
▼ Cloud Consulting and Planning	Oct 27, 2022	● Approved	Nov 01, 2022 - Nov 01, 2024	Oct 27, 2022
▼ Database	Oct 01, 2022	● Approved	Oct 20, 2022 - Jul 30, 2023	Oct 01, 2022
▼ Application Platform Service	Oct 27, 2022	● Approved	Oct 27, 2022 - Oct 31, 2023	Oct 27, 2022
▼ Cloud O&M	Jan 01, 2022	● Approved	May 11, 2022 - Jan 31, 2023	May 01, 2022

----End

9 Partner Benefit Request

9.1 Test Coupons

The test coupons are issued to partners for the purpose of training as well as solution and tool building, testing, verification, and migration. The upper limit of this benefit shown in the table on the official website is specific for partners. If a partner has multiple service solutions or application and software solutions, the partner can request this benefit multiple times, but the total amount must not exceed the specified limit for this benefit.

Prerequisites

- Test coupons for software partners:
Partners have joined [Software Partner Development Path](#) and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.
- Test coupons for service partners:
Partners have joined [Service Partner Development Path](#) and meet the relevant requirements of the role validation or competency differentiation phase.
- Test coupons for system integrator (SI) partners:
Partners have joined [System Integrator Development Path](#) and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Test Coupons** in the menu on the top.
- Step 4** On the **Coupons Request** page that is displayed by default, select the desired test coupon and click **Request** in the **Operation** column.

Test Coupons

- You may want to know: [FAQs About Test Coupons](#), [Operation Guide on Test Coupons](#)
- You can only apply for benefits that fall within the quota range of the current phase.
- Test coupons are valid for three months after they are issued. For details about other restrictions, go to [Billing Center-Coupons](#).

Coupons Request Request History [Show Overview](#)

Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
Software Partner					
Test Coupons(Role Selection)	3,000.00	3,000.00	Multiple requests are allowed within the quota	Jan 01, 2025-Dec 31, 2025	Request
Test Coupons(Role Validation)	15,000.00	15,000.00	Multiple requests are allowed within the quota	Jan 01, 2025-Dec 31, 2025	Request
Test Coupons(Differentiation)	50,000.00	50,000.00	Multiple requests are allowed within the quota	Jan 01, 2025-Dec 31, 2025	Request
Service Partner					
Test Coupons(Role Validation)	5,000.00	5,000.00	Multiple requests are allowed within the quota	Jan 01, 2025-Dec 31, 2025	Request
Test Coupons(Differentiation)	10,000.00	10,000.00	Multiple requests are allowed within the quota	Jan 01, 2025-Dec 31, 2025	Request
System Integrator					
Test Coupons(Role Selection)	3,000.00	3,000.00	Multiple requests are allowed within the quota	Jan 01, 2025-Dec 31, 2025	Request
Test Coupons(Role Validation)	15,000.00	15,000.00	Multiple requests are allowed within the quota	Jan 01, 2025-Dec 31, 2025	Request
Test Coupons(Differentiation)	50,000.00	50,000.00	Multiple requests are allowed within the quota	Jan 01, 2025-Dec 31, 2025	Request

NOTE

You can only request test coupons within the corresponding quota of the current certification phase.

Step 5 On the displayed page, select the solution used for the request, specify the required information, read and select the **Notes**, and click **Submit**.

Test Coupons / System Integrator-Test Coupons(Role Selection) / Request

Specify the following details and submit the request.

Basic Information

Benefit Quota(USD) 3,000.00

Issued Amount(USD) 0.00

Remaining Amount(USD) 3,000.00

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

* Description 0/1,024

* Introductory Materials
 1. Up to 10 files can be uploaded. Maximum individual file size: 50 M;
 2. Supported formats: ppt,pptx,doc,docx,xls,xlsx,zip,rar,mp,mp3,png,gif,pdf;
 3. The file name cannot contain the following characters: !, ", * @ # % ^ & * - + =

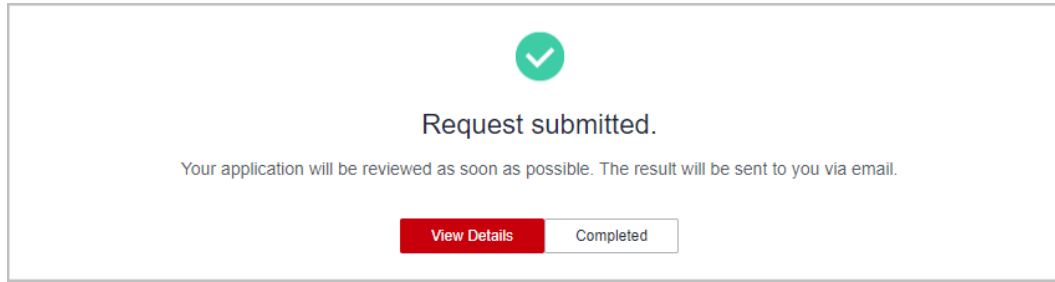
* Resource Configuration
 Paste the shareable link here. Otherwise, your request may be rejected. 0/1,000

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

NOTE

Resource configuration: Configure the required resources using the price calculator on the official website. Save and share the generated price list and paste the shareable link in the text box. For details, see [How Do I Obtain the Resource Configuration List?](#)

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



NOTE

- You can view the request status in **Request History**.
- If your request has been rejected, modify the request based on the comments and submit it again.

Step 7 View the issued test coupons.

Test coupons are valid for three months of when they are issued. For details about other usage restrictions, access **Billing Center > Promotions > Coupons** on the Huawei Cloud official website.

----End

Other Operations

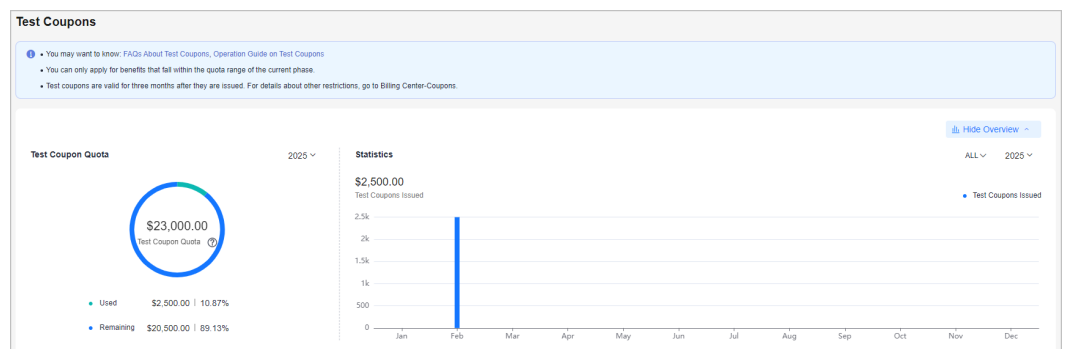
- Viewing request history
 - a. Check the request history of a test coupon on the **Request History** tab page.

Request ID	Benefit	Development Path/Partner Pro...	Amount Requested(USD)	Status	Requested @	Operation
BfTAAhWaaYUjY3ZJX	Test Coupons(Role Validation)	Service Partner	2,000.00	Pending approval	Feb 14, 2025 15:12:40	
YpwhY0h7V0v48L0K	Test Coupons(Role Selection)	System Integrator	1,500.00	Rejected	Feb 14, 2025 11:53:43	Resubmit
W0elmFRAXX0HESPpY3V	Test Coupons(Role Validation)	Software Partner	2,500.00	Approved	Feb 14, 2025 11:51:41	View Issuance History

- b. If your request has been rejected, modify the request based on the review comments and submit it again.

- Viewing the statistics of test coupons

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



9.2 Exam Vouchers

Exam vouchers are provided by Huawei Cloud to partners and can be used to offset the costs of Huawei Cloud certification exams. Partner employees can enhance their abilities in developing, practicing, and building applications based on Huawei Cloud services and tools through certification learning and exams, keeping pace with cloud technology advancements.

Prerequisites

- Exam vouchers for software partners:
Partners have joined [Software Partner Development Path](#) and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.
- Exam vouchers for service partners:
Partners have joined [Service Partner Development Path](#) and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.
- Exam vouchers SI partners:
Partners have joined [System Integrator Development Path](#) and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.
- Exam vouchers for learning partners:
Partners have joined [Learning Partner Development Path](#) and meet the relevant requirements of the role selection, role validation, or competency differentiation phase.
- Exam vouchers for cloud solution providers:
Partners have joined [Cloud Solution Provider Program](#).
- Exam vouchers for distributors:
Partners have joined [Distribution Partner Program \(Distributor\)](#).

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Exam Vouchers** in the menu on the top.
- Step 4** On the **Exam Vouchers** tab page, select the exam voucher you want to request and click **Request** in the **Operation** column.

Exam Vouchers

- You may want to know: [FAQs About Exam Vouchers, Operation Guide on Exam Vouchers](#)
- You can only apply for benefits that fall within the quota range of the current phase.
- After the HCCDP exam vouchers are issued, remind voucher users to view the vouchers on the Billing Center-Promotions-Coupons page and redeem the vouchers within seven calendar days. Once redeemed, they are valid for one year.
- After the HCIX exam vouchers are issued, remind the voucher users to view the vouchers on the Huawei Talent-User Center-My Voucher page. The vouchers are valid for one year.

Exam Vouchers | Request History Show Overview

Enter a benefit name

Benefit	Quota	Remaining	Multiple Requests	Validity Period	Operation
Software Partner					
HCCDP exam vouchers (Role Validation)	6	6	Multiple requests are allowed within the quota	Jan 07, 2025–Dec 31, 2025	Request
HCCDE exam vouchers (Role Validation)	2	2	Multiple requests are allowed within the quota	Jan 07, 2025–Dec 31, 2025	Request
Service Partner					
HCCDE exam vouchers (Role Validation)	2	2	Multiple requests are allowed within the quota	Feb 14, 2025–Dec 31, 2025	Request
HCCDP exam vouchers (Role Validation)	8	8	Multiple requests are allowed within the quota	Feb 14, 2025–Dec 31, 2025	Request
System Integrator					
HCCDP exam vouchers (Role Selection)	10	10	Multiple requests are allowed within the quota	Feb 14, 2025–Dec 31, 2025	Request

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

Exam Vouchers / Request

Specify the voucher user information first.

Basic Information

Phase: Role Validation Quota: 8
 Remaining: 8 Vouchers Issued This Year: 0

Voucher Users

Notes:
 1. A voucher user must associate its HUAWEI ID with your partner account. [How Do I Invite a Member for Association?](#)
 2. The HUAWEI ID of a voucher user must be linked to an email. [What is the Process for Linking a HUAWEI ID to an Email?](#)
 3. If you have any questions about the voucher type, contact your ecosystem manager. The voucher type can be HCIA, HCIP, or HCIE. A voucher user must provide the Huawei uniportal account(authenticated with the real name).

No.	Voucher Type	Voucher Name	Personal Name/Huawei ID	Huawei ID	Mobile Number	Email	Uniportal Account	Operation
1	--Select--	--Select--	--Select--	--	--	--	<input type="text"/>	Delete

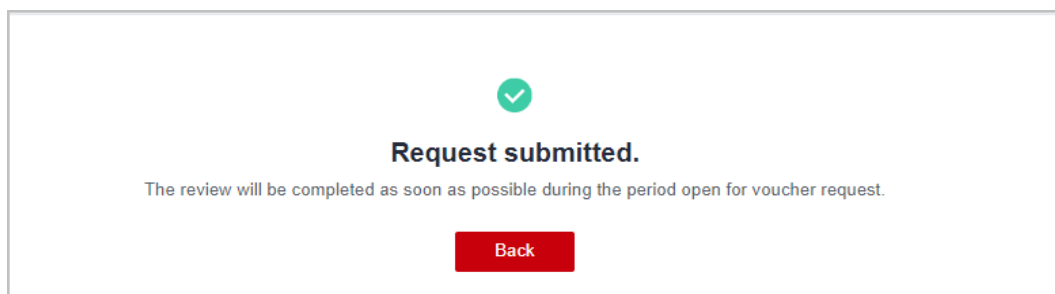
Add

I promise that the voucher users added here are employees of my company and that all information provided is authentic; and I understand that the information provided will be only used for requesting exam vouchers for career certification and developer certification.

NOTE

- If the name of a person selected during exam voucher application cannot be found, ask the person to maintain its information in **My Account > Basic Information > HUAWEI CLOUD Tenant Information** on the Huawei Cloud management console by referring to the operations in [Maintaining Exam Voucher User Information](#).
- The voucher user must be a member who has already associated its HUAWEI ID with your partner account and linked an email to its HUAWEI ID. For details, see [Dedicated Personnel](#).
- HCIA, HCIP, or HCIE exam voucher users must register a uniportal account in [Huawei Talent](#) and complete real-name authentication.
- HCCDA, HCCDP, or HCCDE exam voucher users do not need to enter uniportal accounts.

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



 **NOTE**

- You can view the request status in **Request History**.
- If your request has been rejected, modify the request based on the comments and submit it again.

Step 7 View the issued exam vouchers.

The partner administrator account applies for exam vouchers, and the exam vouchers will be distributed to voucher users' personal accounts after the applications are approved. The way to view the vouchers varies depending on the voucher type.

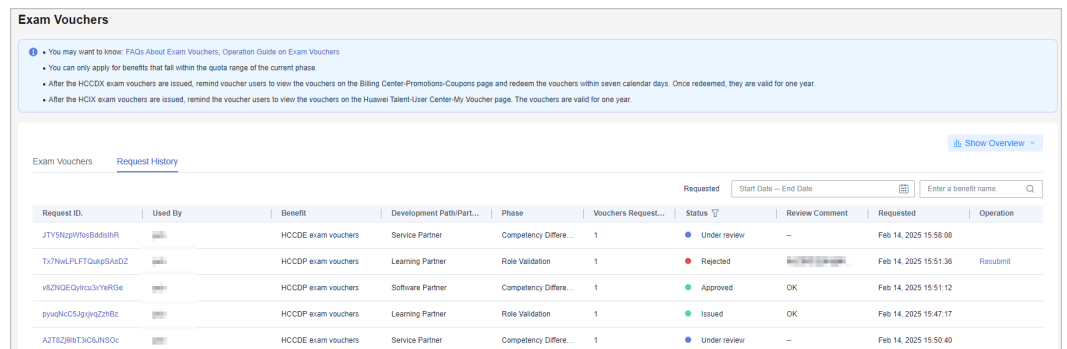
- **HCIX:** Voucher users use a uniportal account to log in to the Huawei Talent platform and access **My Voucher > Coded voucher** to view the exam vouchers and corresponding usage methods.
HCIX exam vouchers will be valid for one year of when they are issued.
- **HCCDX:** Voucher users can use their HUAWEI IDs to log in to the Huawei Cloud management console, access **Billing Center > Promotions > Coupons** to view the exam vouchers.
HCCDX exam vouchers must be redeemed within seven days. Once redeemed, they are valid for one year.

----End

Other Operations

- Viewing Request History

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

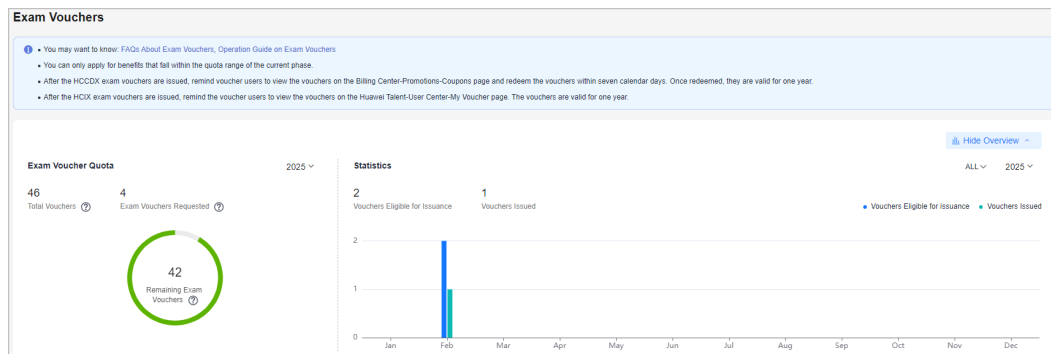


The screenshot shows the 'Exam Vouchers' page with the 'Request History' tab selected. It displays a table with columns for Request ID, Used By, Benefit, Development Path/Part..., Phase, Vouchers Request..., Status, Review Comment, Requested, and Operation. The table contains five rows of data representing different voucher requests.

Request ID	Used By	Benefit	Development Path/Part...	Phase	Vouchers Request...	Status	Review Comment	Requested	Operation
JTYSNzpwfMsiB4dshR		HCCDE exam vouchers	Service Partner	Competency Differ...	1	Under review	-	Feb 14, 2025 15:58:08	
Tx7NwLPLFTQuapS4dZ		HCCDP exam vouchers	Learning Partner	Role Validation	1	Rejected		Feb 14, 2025 15:51:36	Resubmit
v8ZNGEQyrcu3rHr0e		HCCDP exam vouchers	Software Partner	Competency Differ...	1	Approved	OK	Feb 14, 2025 15:51:12	
pywNCSjyqzZnRz		HCCDP exam vouchers	Learning Partner	Role Validation	1	Issued	OK	Feb 14, 2025 15:47:17	
AZTRZ@t3C6ANSoc		HCCDE exam vouchers	Service Partner	Competency Differ...	1	Under review	-	Feb 14, 2025 15:50:40	

- Viewing the statistics of exam vouchers

Click **Show Overview** on the **Exam Vouchers** page to show the statistics of the exam vouchers in the current account.



9.3 Market Development Fund (MDF)

Market Development Fund (MDF) is a special fund only for marketing activities to help partners achieve sales and market goals.

HCPN partners who have completed **business information authentication** can apply for an MDF quota corresponding to their partner tiers. For details about the MDF quota, see **How Much MDF Can I Get?**

MDF application prerequisites:

- Software Partner
Partners have joined **Software Partner Development Path** and meet the requirements of the role validation phase.
- Service Partner
Partners have joined **Service Partner Development Path** and meet the requirements of the role validation phase.
- SI Partner
Partners have joined **System Integrator Development Path** and meet the relevant requirements of role validation phase.
- Learning Partner
Partners have joined **Learning Partner Development Path** and meet the relevant requirements of the competency differentiation phase.
- Cloud Solution Provider
Partners have joined **Cloud Solution Provider Program**.
- Distributor
Partners have joined **Distribution Partner Program (Distributor)**.

9.3.1 Submitting an MDF Application

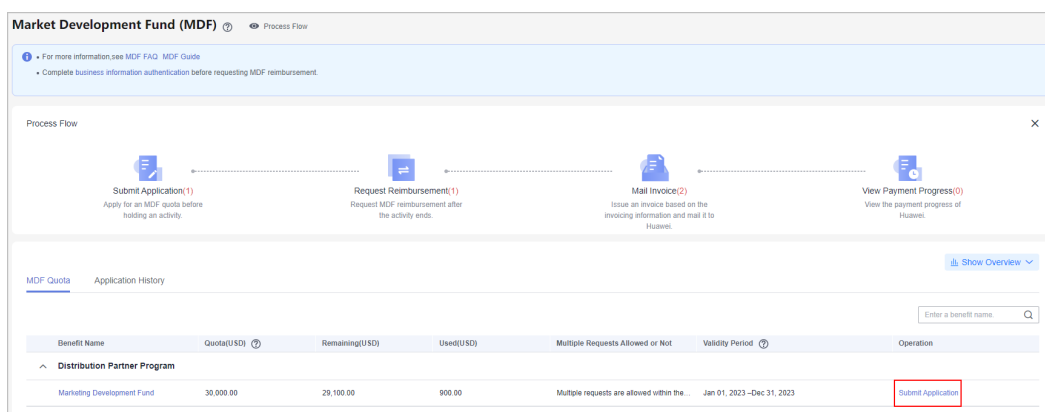
Partners can apply for MDF before activities.

NOTE

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

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Market Development Fund (MDF)** in the menu on the top.
- Step 4** On the MDF Quota tab page that is displayed by default, click **Submit Application**.



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

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

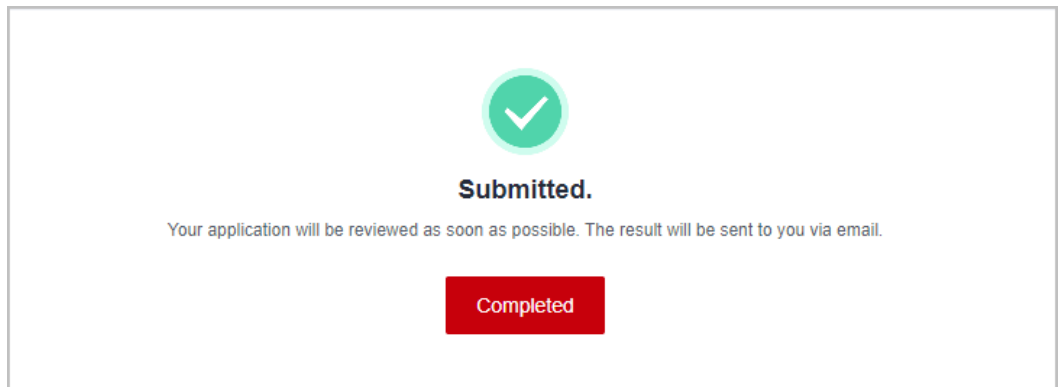
Step 7 Enter the activity budget and click **Submit**.

NOTE

- If **Amount with MDF Used (Tax Included)** exceeds the MDF quota, you cannot submit the application. Contact the ecosystem manager to increase the quota and try again.
- If the activity specified in the current application is similar to that in an application already submitted, review it carefully to avoid submitting a duplicate application.

Step 8 A message confirming whether to submit the application is displayed. Click **OK**.

Step 9 A message, indicating the application has been submitted, is displayed.



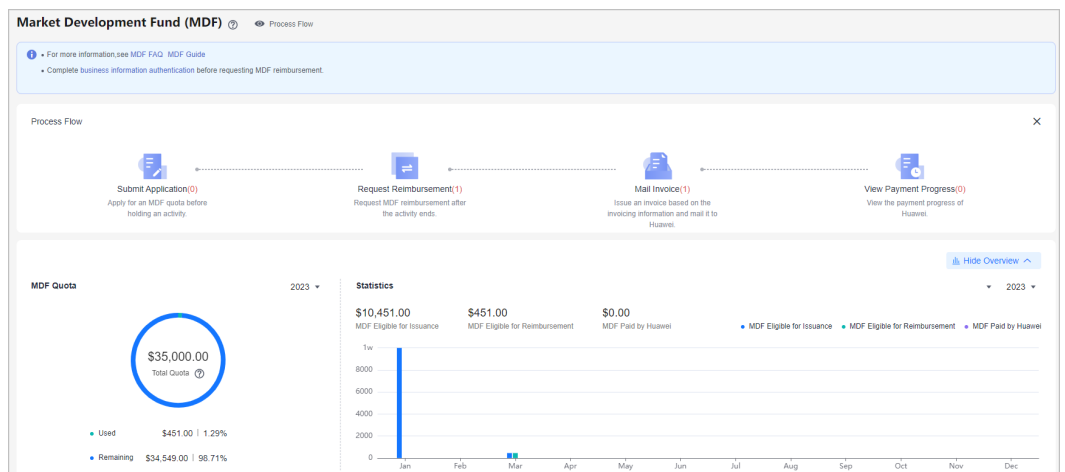
 NOTE

If your application is rejected, modify the required information based on the comments and submit it again.

----End

Other Operations

- **Canceling an Application**
You can cancel the MDF applications in the **MDF application being reviewed** or **MDF application approved** state. Then, you can modify or delete the application.
- **Viewing MDF Application Details**
Click the name of an activity on the **Application History** tab page to view the application details including review status and activity details.
- **Viewing the statistics of MDF**
Click **Show Overview** on the **Market Development Fund (MDF)** page to view the MDF statistics of the current account.



9.3.2 Applying for MDF Reimbursement

You can apply for MDF reimbursement after activities.

 NOTE

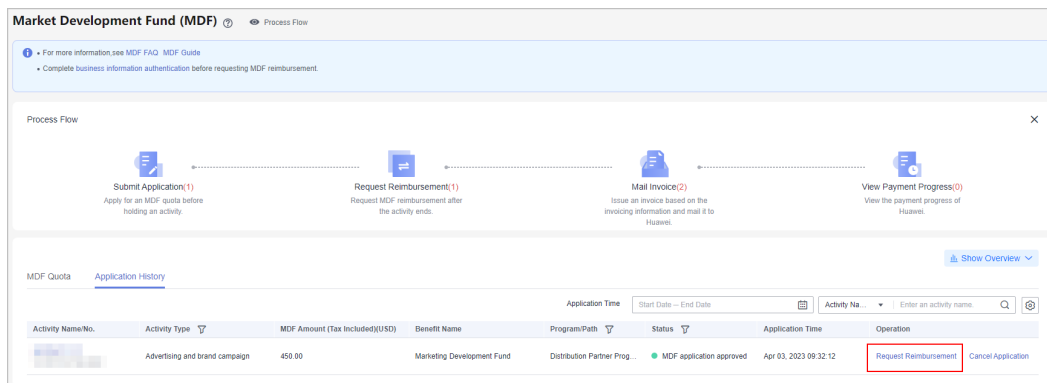
- You must complete **business information authentication** before submitting an application for MDF reimbursement.
- The bills of partners have been associated with benefit distribution, and payment requests cannot be made until the bills are fully paid. Applying for MDF reimbursement is supported only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

Procedure

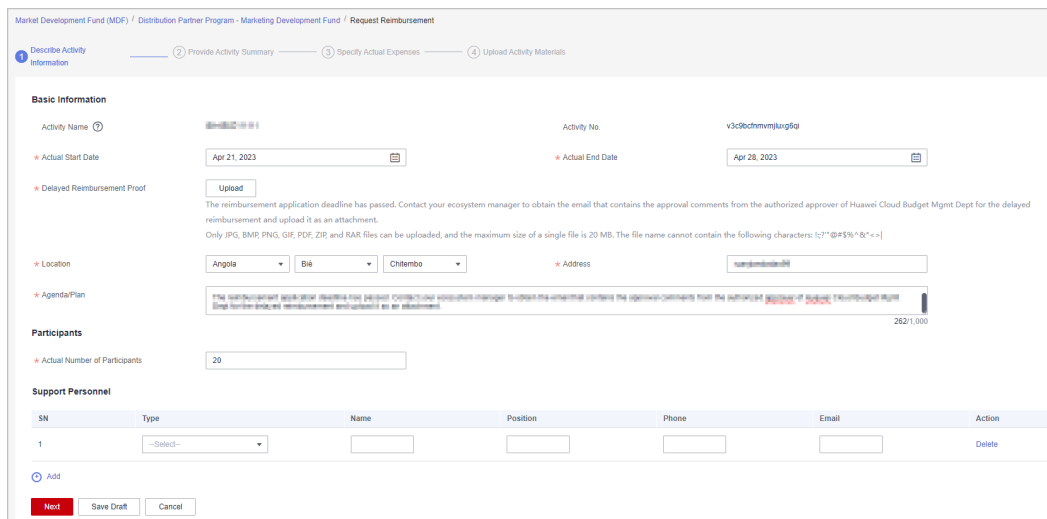
- Step 1** Use your account to log in to **Huawei Cloud**.
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.

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

Step 4 Select the **Application History** tab, select an activity in the **MDF application approved** state, and click **Request Reimbursement** in the **Operation** column.



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



NOTE

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

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

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

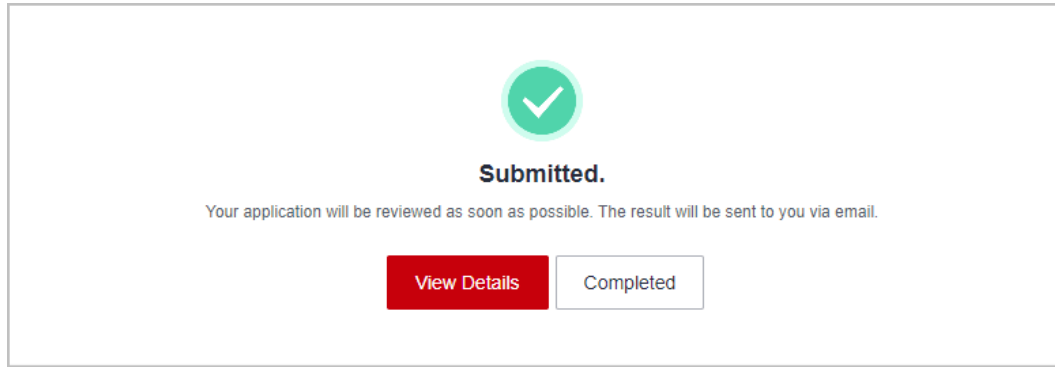
NOTE

If **Amount with MDF Used (Tax Included)** exceeds **MDF Quota**, you cannot submit the application. Contact the ecosystem manager to increase the quota and try again.

Step 8 Upload activity materials and click **Submit**.

Step 9 A message confirming whether to submit the application is displayed. Click **OK**.

Step 10 A message indicating that the application has been submitted successfully is displayed.

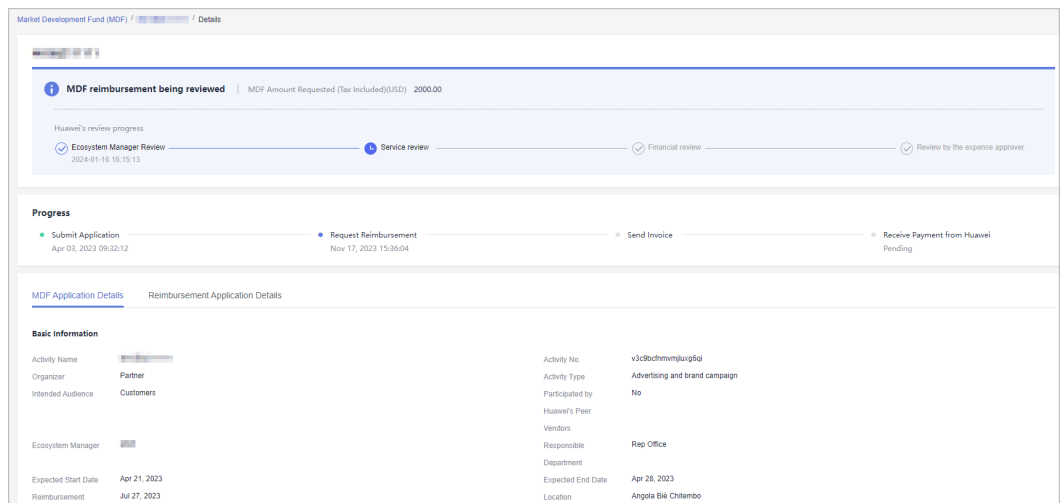


NOTE

- Click **View Details** to view the review progress and activity details.
- If your reimbursement application is rejected, modify the application based on the comments and submit it again.
- You must issue an invoice and mail it to Huawei within 15 days after your reimbursement application is approved.

Step 11 View the review progress of the reimbursement application.

- Click an activity name or ID on the **Application History** tab page and view the review progress on the displayed page.



----End

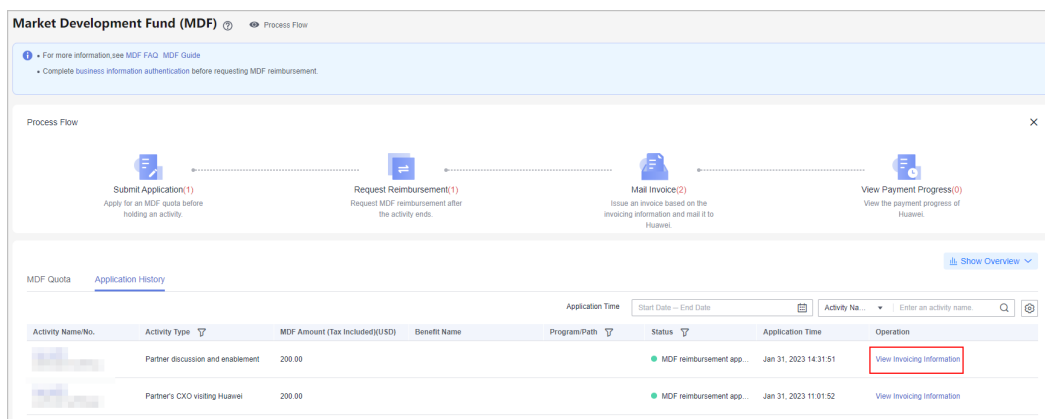
9.3.3 Mailing Invoice

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

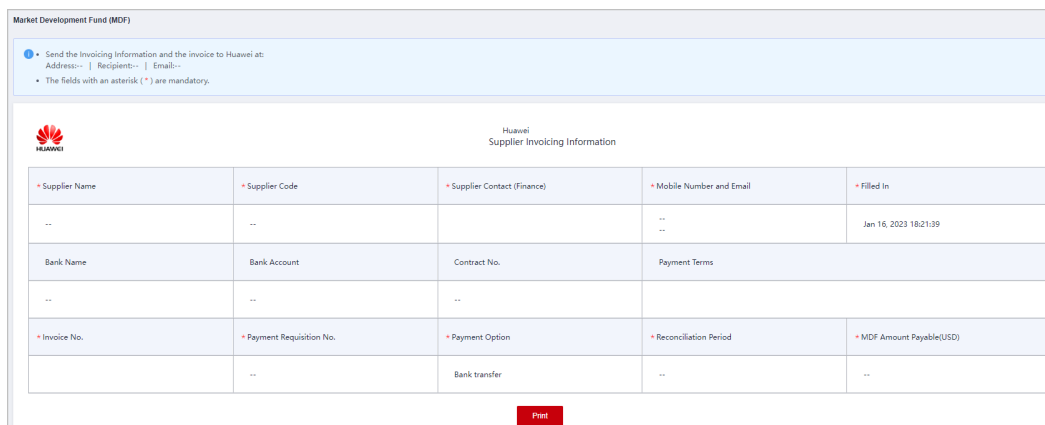
Procedure

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

Step 4 Select the **Application History** tab, select an activity in the **MDF reimbursement approved** state, and click **View Invoicing Information** in the **Operation** column.



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



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

----End

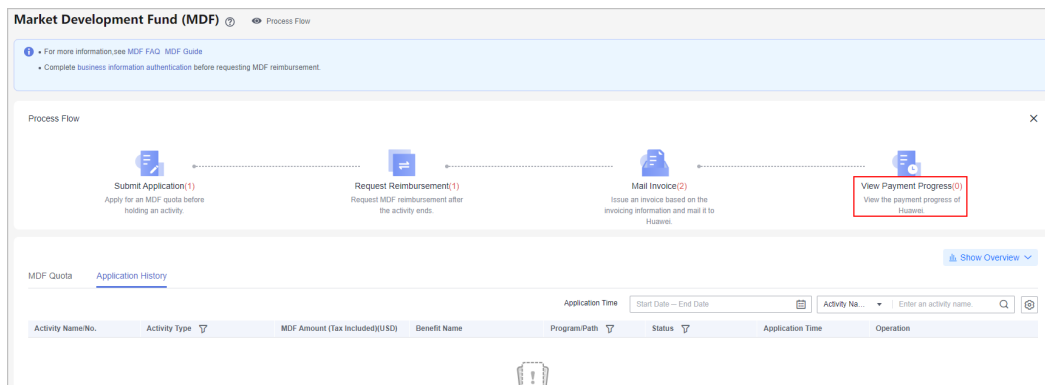
9.3.4 Viewing Payment Progress

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

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Market Development Fund (MDF)** in the menu on the top.
- Step 4** Click **View Payment Progress** in **Process Flow**.

Click the activity name or number on the displayed **Application History** tab page.



Step 5 On the displayed page, you can view the payment progress.

----End

9.4 Funding Head (FH)

Funding Head (FH) is a subsidy Huawei Cloud provides to partners for their efforts in the achievement of specific business goals. It is implemented according to the agreements between the two parties.

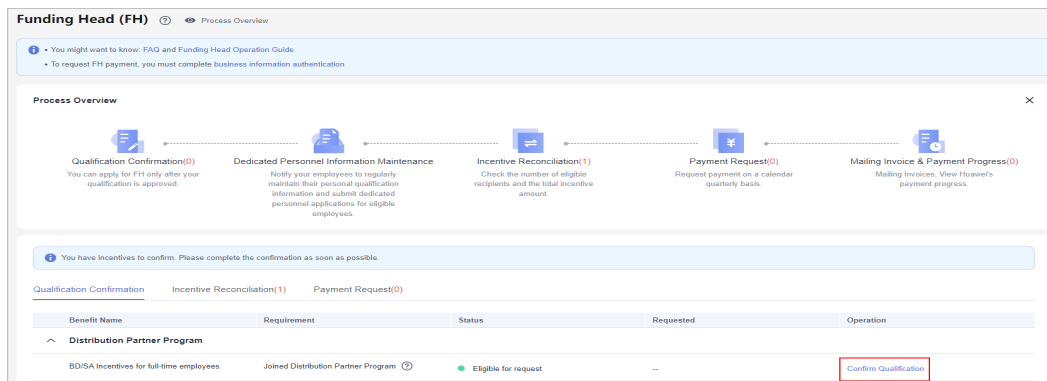
9.4.1 Cloud Solution Provider Program/Distribution Partner Program (Distributor) – FH for BD/SA

9.4.1.1 Qualification Confirmation

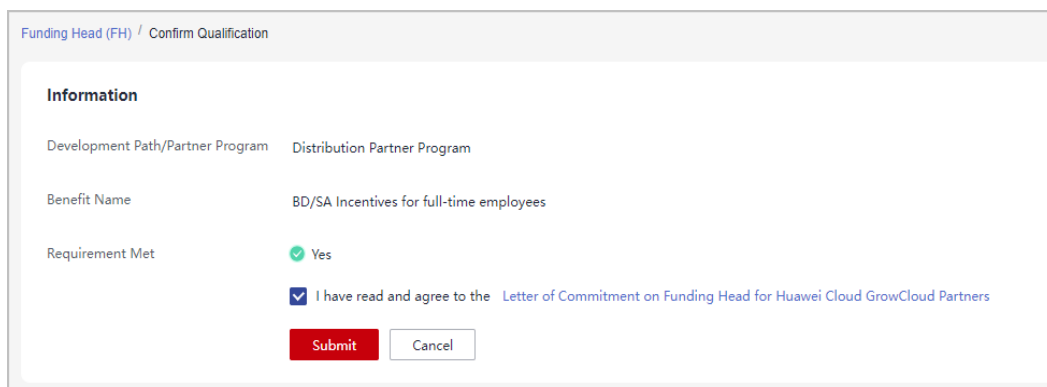
You can apply for FH only after your qualification is approved and related agreement is signed.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Funding Head (FH)** in the menu on the top.
- Step 4** On the **Qualification Confirmation** tab, select the benefit and click **Confirm Qualification**.

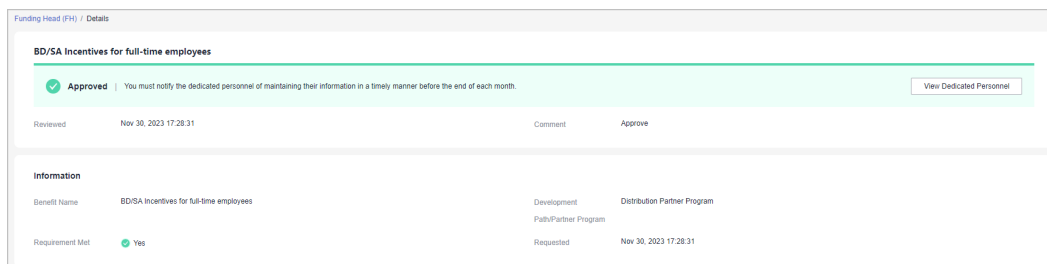


Step 5 Read and agree the FH agreement and click **Submit**.



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

Step 7 Click **View Dedicated Personnel** and maintain their personal qualification information to ensure the accuracy of the incentives.



NOTE

- After your qualification is approved, you must notify the dedicated personnel of maintaining their personal qualification information in a timely manner before the end of each month.
- The personal qualification information includes position, employment information, and certificates. For details about how to maintain the information, see **Dedicated Personnel**.

----End

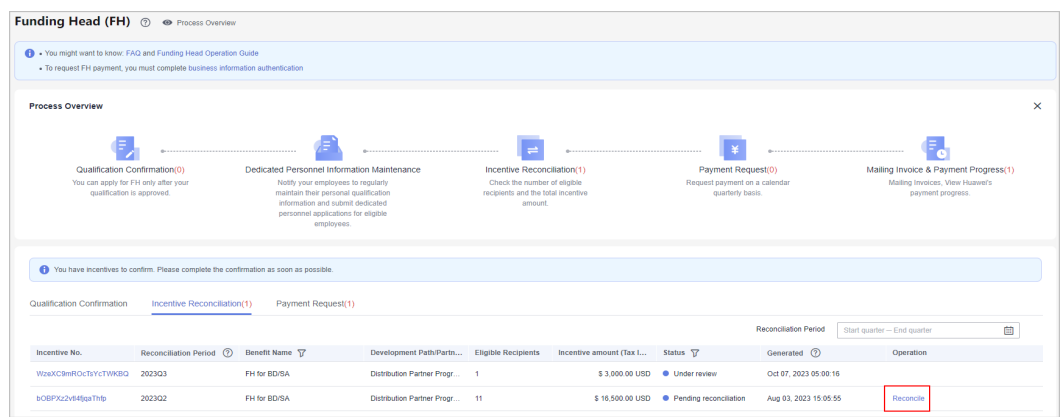
9.4.1.2 Incentive Reconciliation

At the beginning of each quarter, Huawei Cloud will generate incentives based on the number of eligible recipients and relevant requirements. And you will receive

an email notification of incentive reconciliation. You have to check and confirm the incentives and number of recipients and provide required proof materials.

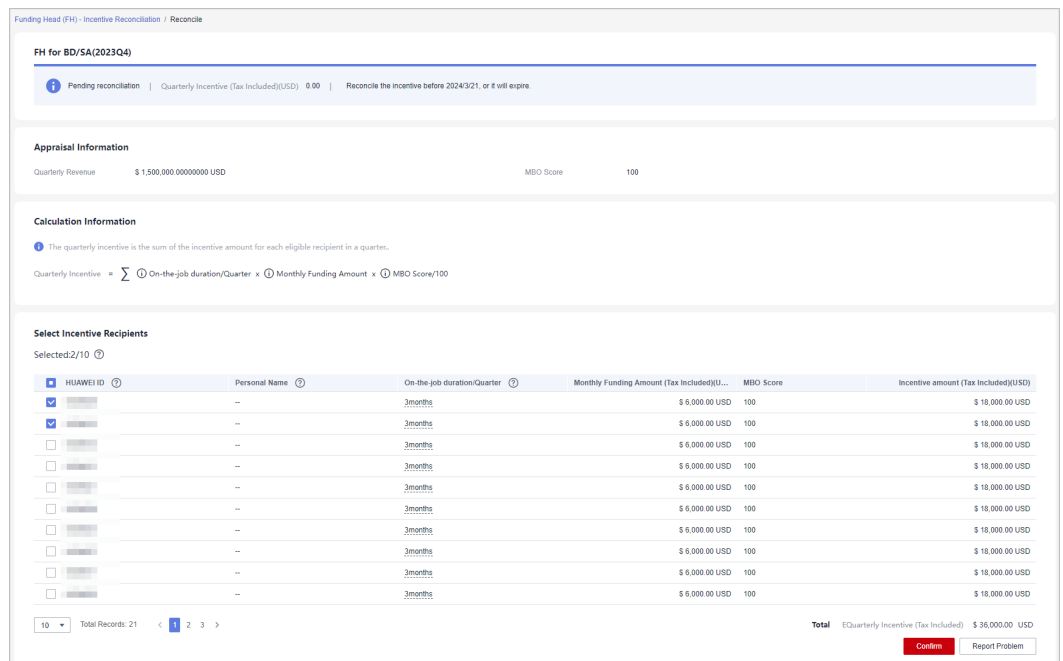
Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Funding Head (FH)** in the menu on the top.
- Step 4** On the **Incentive Reconciliation** tab, select the incentive and click **Reconcile**.



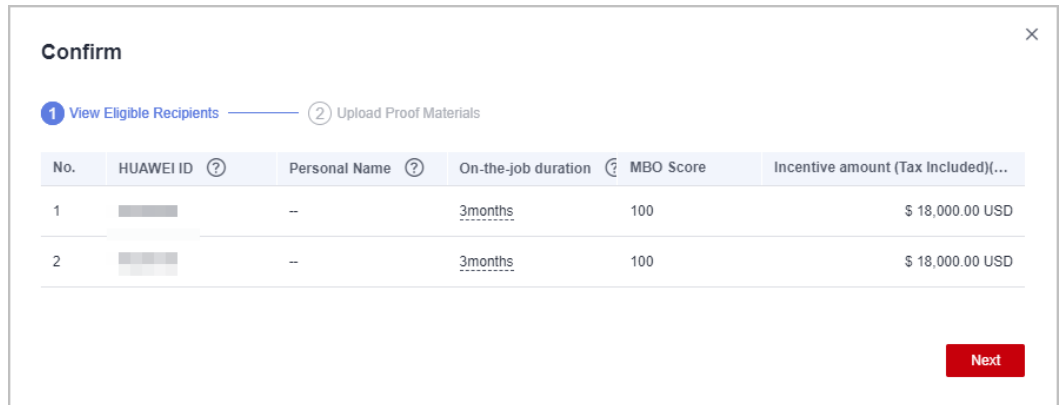
Step 5 Check the incentives on the incentive details page.

- **Confirm incentives.**
 - a. Check the information, select the incentive recipients, and click **Confirm**.



 NOTE

- The number of recipients selected cannot exceed half the number of dedicated personnel invested.
- b. In the displayed dialog box, confirm the eligible recipients and click **Next**.



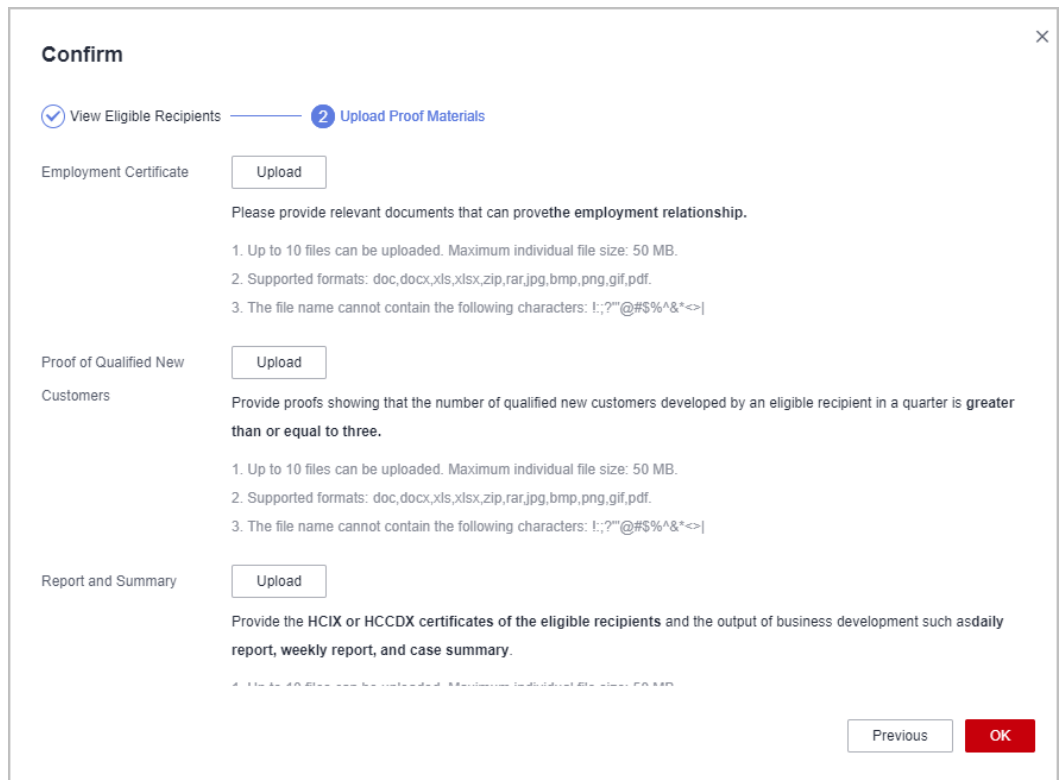
Confirm

1 View Eligible Recipients — 2 Upload Proof Materials

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

Next

- c. Upload the required proof materials and click **OK**.



Confirm

✓ View Eligible Recipients — 2 Upload Proof Materials

Employment Certificate

Please provide relevant documents that can provethe employment relationship.

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

Proof of Qualified New Customers

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

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

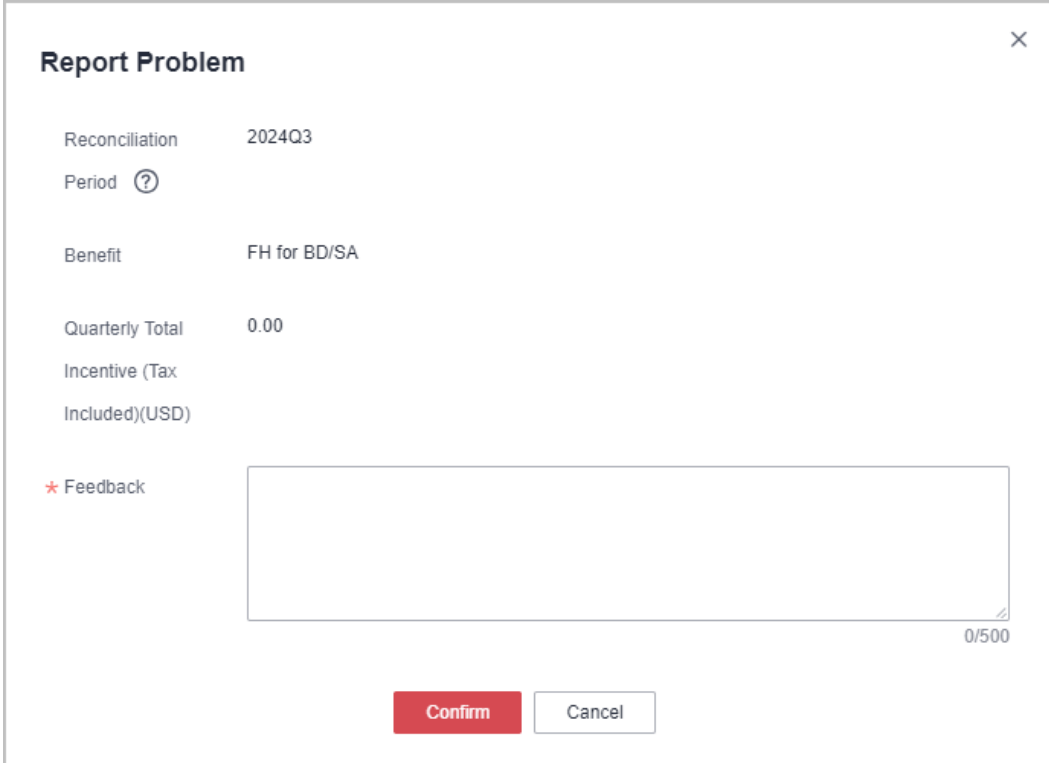
Report and Summary

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

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

 NOTE

1. **Employment Certificate:** Provide proof of documents clearly showing the employment relationships.
 2. **Proof of Qualified New Customers:** Provide proof materials showing that the number of qualified new customers developed by each incentive recipient in a quarter is greater than or equal to three.
 1. Qualified new customers of a Huawei Cloud distributor refer to qualified new customers associated with all Huawei Cloud resellers managed by this distributor.
 2. Qualified new customers of a Huawei Cloud solution provider refer to their associated qualified new customers.
 3. A customer whose monthly expenditure reaches \$1,000 USD for the first time will be considered a qualified new customer.
 4. The identity of the qualified new customer takes effect as of the month when the monthly expenditure reaches \$1,000 USD for the first time and remains valid for 12 calendar months.
 3. **Report and Summary:** Provide the HCIX or HCCDX certificates of the eligible recipients and the output of business development such as daily report, weekly report, and case summary.
- **Report a problem.**
 - a. If you have any questions about the incentives, you can click **Report Problem** to submit your feedback to Huawei and wait for Huawei to handle it.



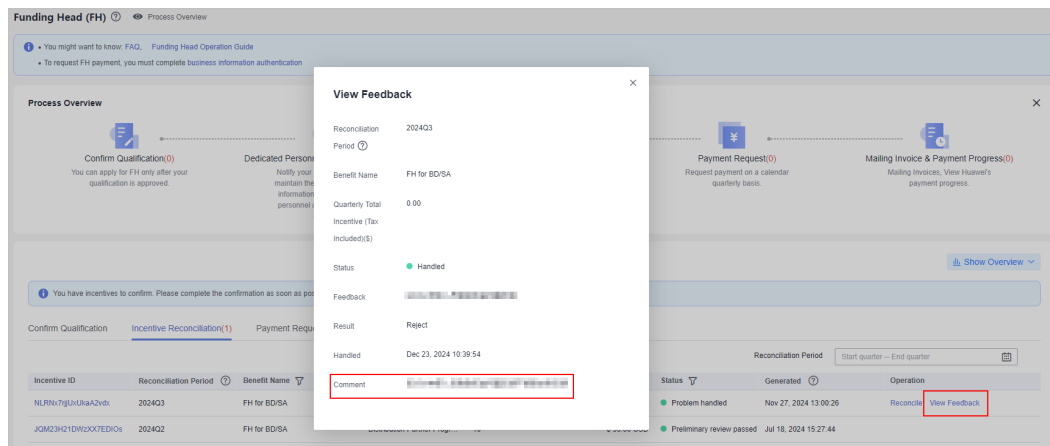
Reconciliation	2024Q3
Period	?
Benefit	FH for BD/SA
Quarterly Total	0.00
Incentive (Tax Included)(USD)	

* Feedback

0/500

Confirm Cancel

- b. After your feedback has been handled, you can click **View Feedback** on the **Incentive Reconciliation** tab page to check the handling result.



Step 6 After you have confirmed the incentives, Huawei will review the incentives and notify you of the result via email.

NOTE

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

----End

9.4.1.3 Payment Request

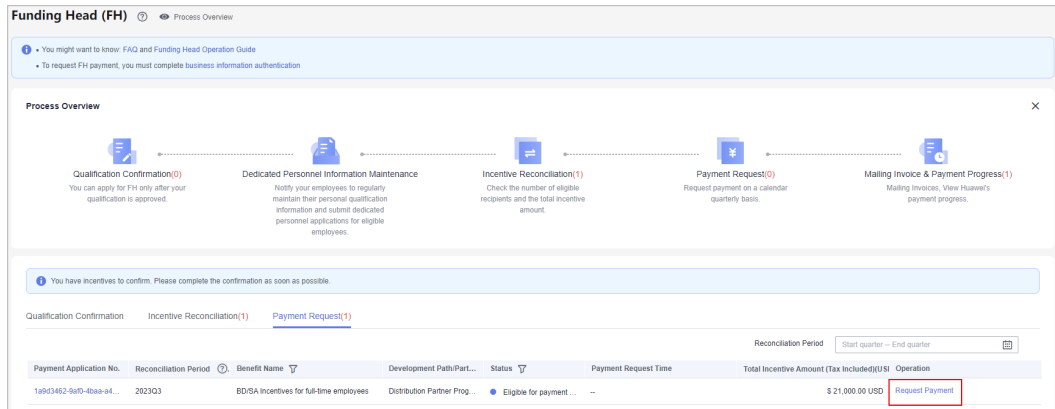
Request payment on a calendar quarterly basis after the incentives of a quarter are finalized.

Prerequisites

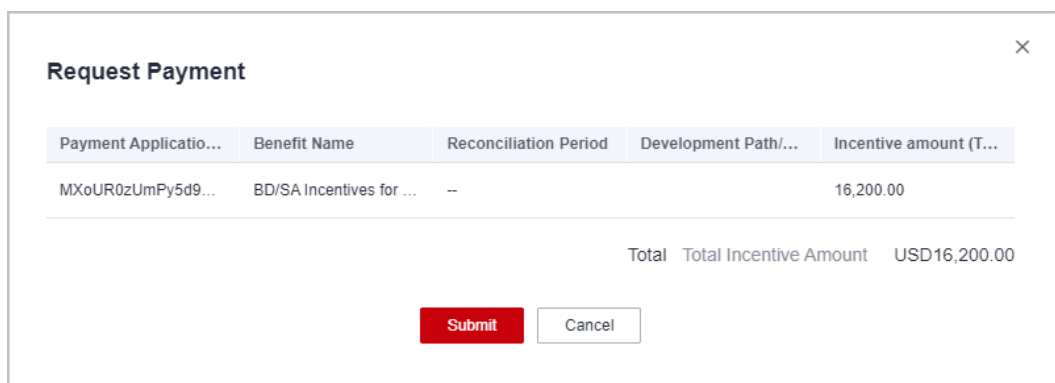
- To request FH payment, you must complete **business information authentication**.
- The bills of partners have been associated with benefit distribution, and payment requests cannot be made until the bills are fully paid. Applying for FH payment is supported only when the bills are fully paid. For details, see **Payment**.

Procedure

- Step 1** Use your account to log in to **Huawei Cloud**.
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Funding Head (FH)** in the menu on the top.
- Step 4** On the **Payment Request** tab, select the reconciliation period and click **Request Payment**.

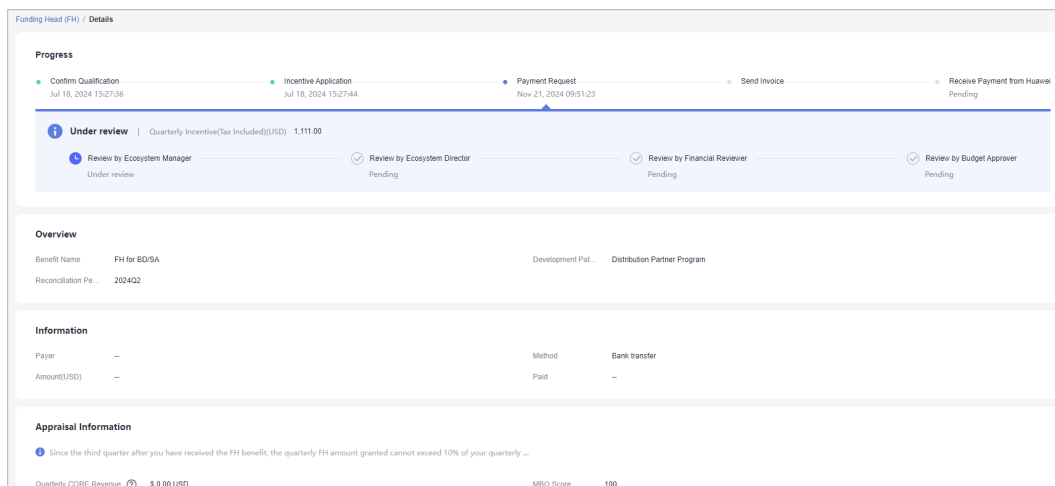


Step 5 In the displayed dialog box, confirm the information and click **Submit**.



Step 6 Your request will be reviewed by Huawei. The review result will be sent to you via email.

Step 7 On the **Payment Request** tab page, click the payment application number to switch to the application details page and view the application details and review progress.



 NOTE

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

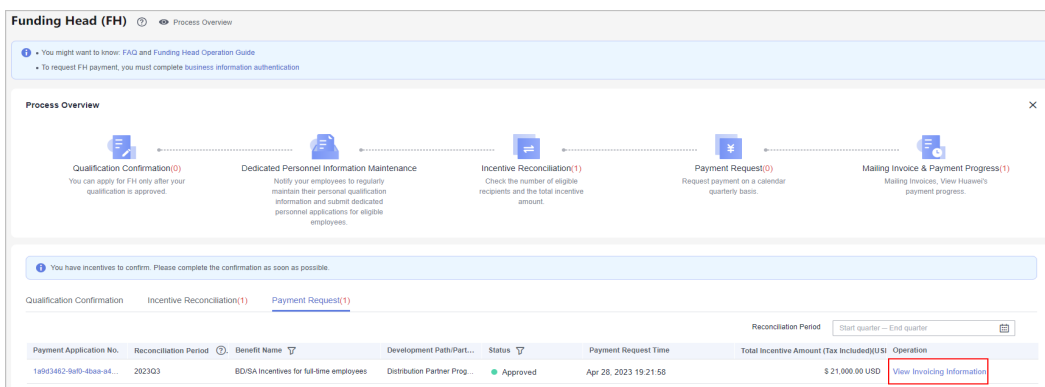
----End

9.4.1.4 Mailing Invoice and Viewing Payment Progress

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

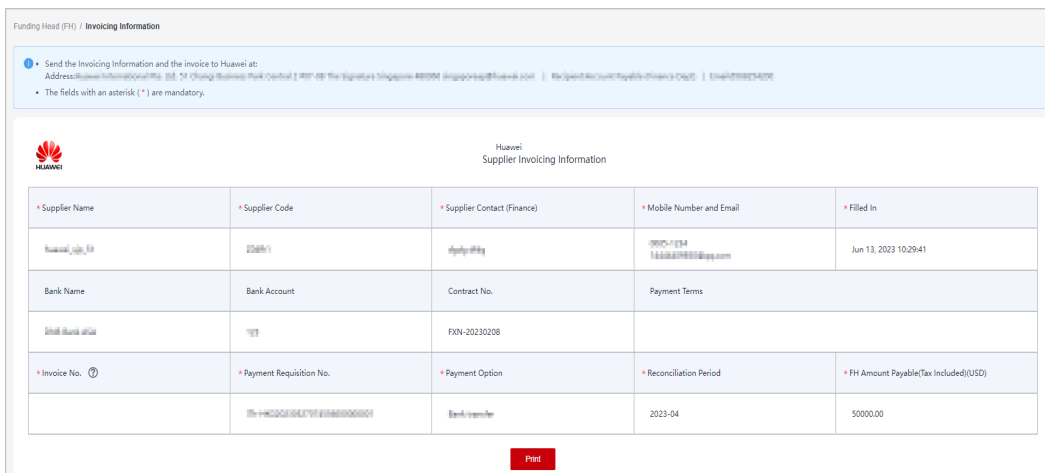
Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Funding Head (FH)** in the menu on the top.
- Step 4** On the **Payment Request** tab, select an approved payment request and click **View Invoicing Information** in the **Operation** column.



Step 5 Mail the invoice.

On the displayed page, check the information, and click **Print**.
Mail the invoicing information form and the invoice to Huawei.



 NOTE

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

Step 6 View payment progress.

Click **Mailing Invoice & Payment Progress** in **Process Overview** to check the payment progress.

----End

9.4.2 System Integrator (SI)-FH for pre-sales engineers

9.4.2.1 Qualification Confirmation

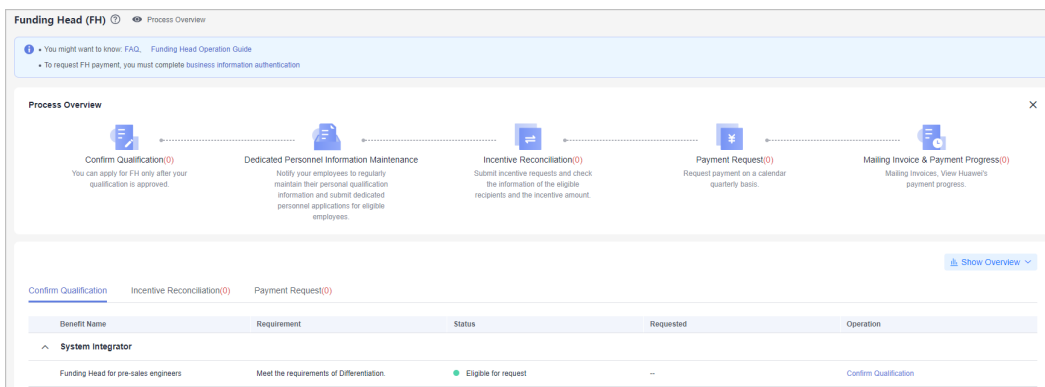
You can apply for FH only after your qualification is approved and related agreement is signed.

Prerequisites

You have joined Huawei Cloud Partner Network (HCPN) and System Integrator Development Path and completed competency differentiation certification.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Funding Head (FH)** in the menu on the top.
- Step 4** On the **Qualification Confirmation** tab page, find **System Integrator** in the **Benefit Name** column, click the drop-down arrow, locate **Funding Head for pre-sales engineers**, and click **Confirm Qualification** in the **Operation** column.



- Step 5** Read and agree the FH agreement, select the commitment checkbox, and click **Submit**.

Step 6 A message indicating that the qualification confirmation request has been submitted is displayed. Click **View Details** to view the details of the request.

Step 7 Click **View Dedicated Personnel** and notify the dedicated personnel to maintain their personal qualification information to ensure the accuracy of the incentives.

NOTE

After your qualification is approved, you must notify the dedicated personnel of maintaining their personal qualification information on a monthly basis. For details, see **Dedicated Personnel**.

----End

9.4.2.2 Maintaining Information of Dedicated Personnel

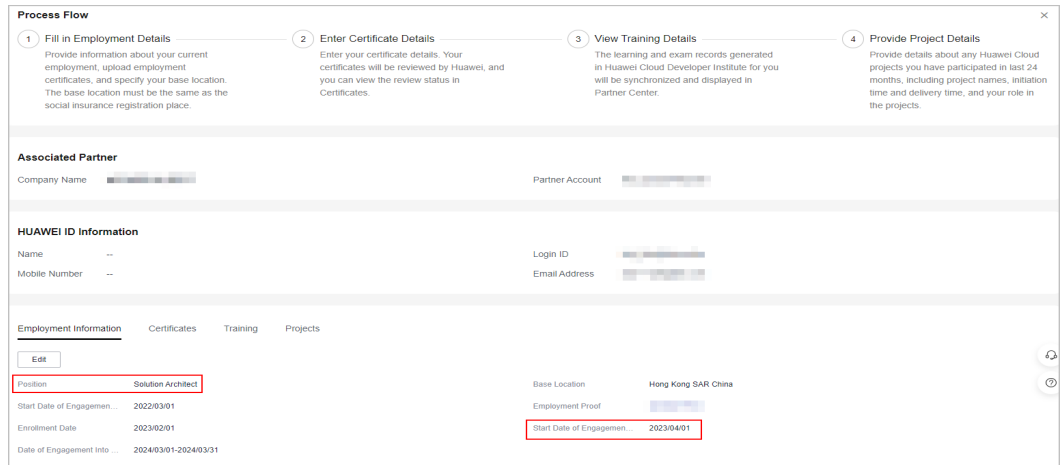
The personnel whom Funding Head for pre-sales engineers is applied for must be dedicated personnel of an SI partner, and their information must be maintained on a regular basis.

Procedure

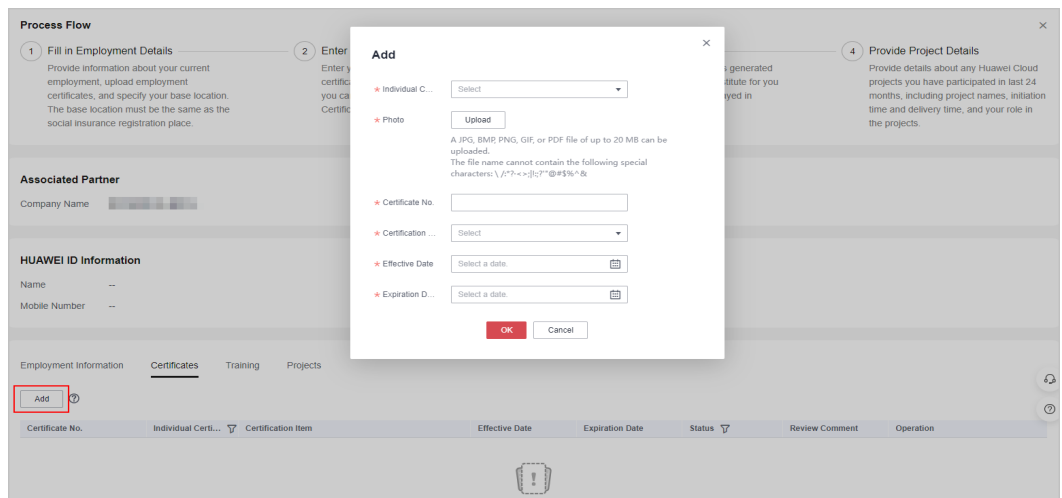
Step 1 Invite members to associate their personal HUAWEI IDs with your partner account. For details, see **Inviting a Member** and **Accepting the Invitation from a Partner**.

Step 2 Maintain the information of the members.

- Maintain the employment information, such as position and start date of engagement into Huawei Cloud businesses. For details, see **Filling in Employment Details**.



- Maintain certificate information. For details, see [Entering Certificate Details](#).



Step 3 Submit a dedicated personnel application. For details, see [Submitting a Dedicated Personnel Application](#).

----End

9.4.2.3 Submitting an FH Request

After your qualification is approved and your pre-sales engineers meet required conditions, you can apply for the incentive **Funding Head for pre-sales engineers**.

Application Conditions for Pre-sales Engineers

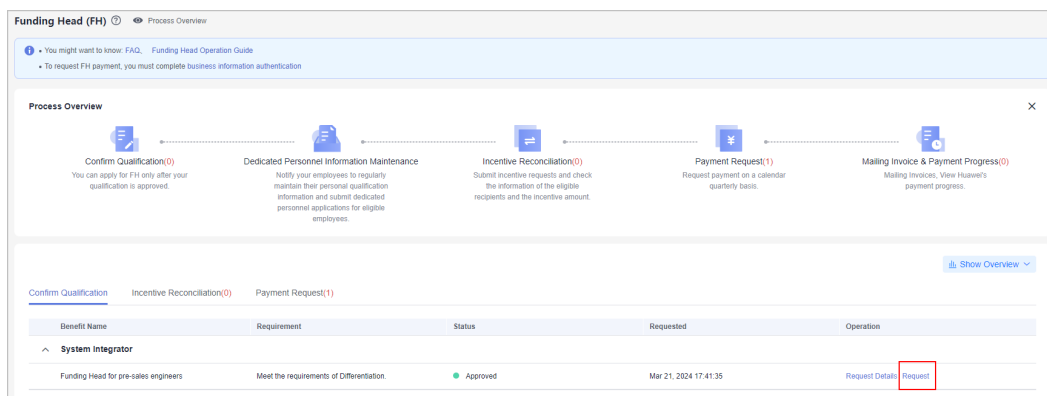
- They have become dedicated personnel of System Integrator Development Path, and their position is Solution Architect.
- They have earned valid certificates for Huawei Cloud Business Professional and HCCDP – Solution Architectures, HCCDE – Solution Architectures, HCIP-Cloud Service Solutions Architect, or HCIE-Cloud Service Solutions Architect certifications.
- They have been working on Huawei Cloud services for more than half a year.
- The FH incentive for a pre-sales engineer has been requested no more than two times within the corresponding funding period.

 **NOTE**

The **funding period** lasts one year starting from the date when a dedicated personnel starts working on Huawei Cloud services.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Funding Head (FH)** in the menu on the top.
- Step 4** On the **Qualification Confirmation** tab page, find **System Integrator** in the **Benefit Name** column, click the drop-down arrow, locate **Funding Head for pre-sales engineers**, and click **Request** in the **Operation** column.



 **NOTE**

- You cannot submit the application again for the monthly incentives that failed to pass the preliminary review because you have already submitted a quarterly payment application.
- You must submit the application again for the monthly incentives that failed to pass the preliminary review in the same month as when you submitted the application for preliminary review the first time.

- Step 5** Select pre-sales engineers, upload proof materials, and click **Confirm**.

Funding Head (FH) / Request

Basic Information

Benefit Name: Funding Head for pre-sales engineers Development Path/Partner Program: System Integrator

Incentive Calculation

Total Incentive = Number of pre-sales engineers x Incentive amount for each engineer

Select Pre-sales Engineers

The eligible pre-sales engineers are listed below.
You can only submit an FH application once a month. You can request the FH incentive for a pre-sales engineer twice within the corresponding funding period.
Before applying for FH, ensure that the funding periods of the eligible pre-sales engineers you selected are correct. If there is a change to any of the funding periods, modify the information in [orgManagement](#).

Selected:0/1

<input type="checkbox"/>	Name	Account	Requests Submitted	Funding Period ⓘ	Incentive Amount (Tax Included)
<input type="checkbox"/>			0	Sep - Sep	\$15,000.00 USD
Total					Incentive Amount (Tax Included) \$0.00 USD

Upload Proof Materials

Employment Certificate

Provide proof of documents clearly showing the employment relationships with pre-sales engineers.

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

Project Materials

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

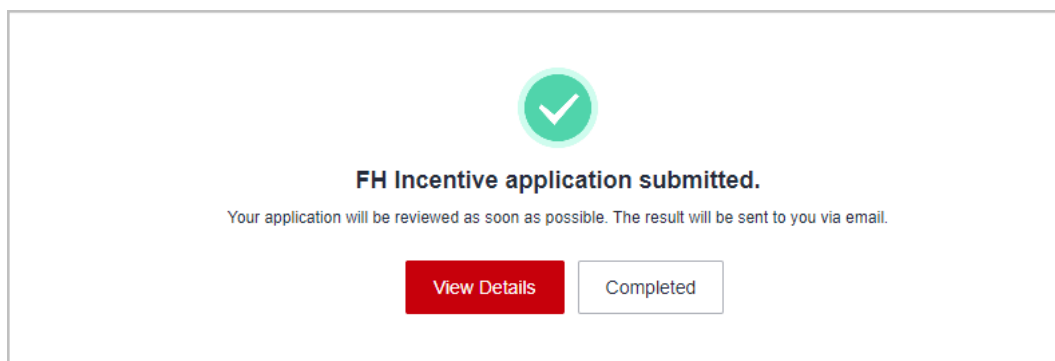
I agree to provide proof of employment, such as a social security certificate, in order to apply for Funding Head.

NOTE

- You can only submit an FH application once a month. You can request the FH incentive for a pre-sales engineer twice within the corresponding funding period.
- Before applying for FH, ensure that the funding periods of the eligible pre-sales engineers you selected are correct. If there is a change to any of the funding periods, modify the information for submitting FH applications. For details, see [Dedicated Personnel](#).
- The required proof materials include:
 1. Employment certificate: Using the template to upload the employment certificates that clearly showing the employment relationships with pre-sales engineers.
 2. Project materials

Step 6 Confirm and submit the incentive request.

Step 7 A message is displayed indicating that the FH incentive application has been submitted successfully.

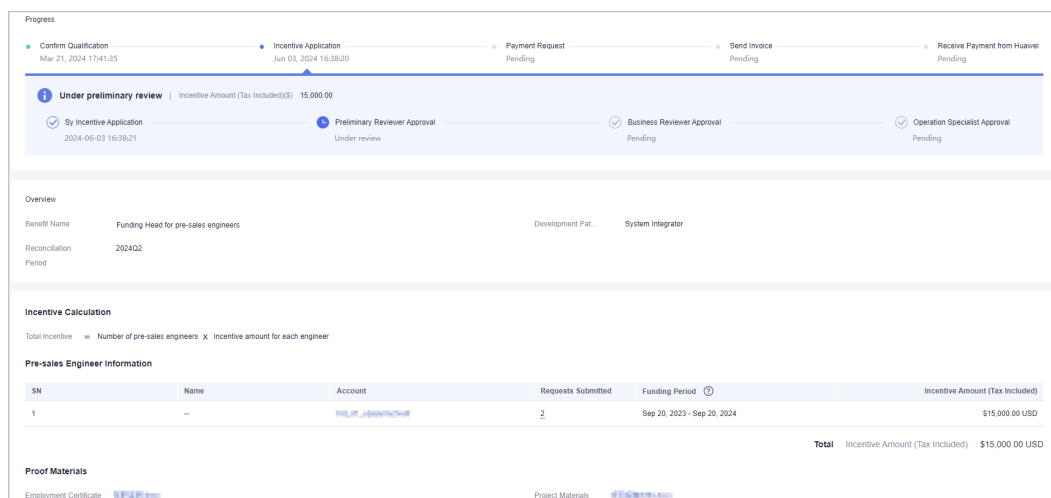


NOTE

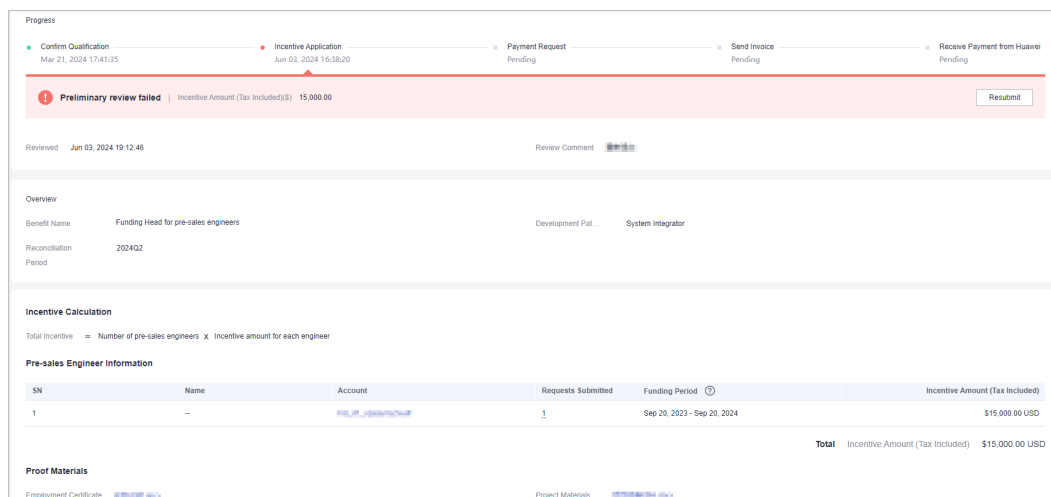
After the incentive application is submitted, Huawei Cloud will review it as soon as possible. The review result will be sent to you by email.

Step 8 View the review status of the incentive application.

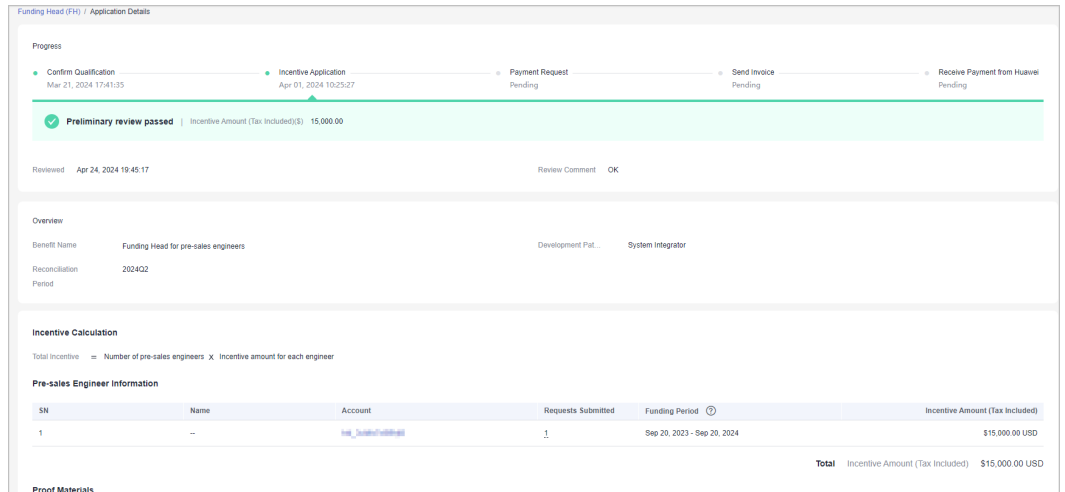
- Click the incentive number on the **Incentive Reconciliation** tab page to switch to the details page and check the application details and review status.



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



- After your application is approved, click the incentive number on **Incentive Reconciliation** tab page to view the details.



----End

9.4.2.4 Submitting a Payment Request

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

Prerequisites

To request FH payment, you must complete [business information authentication](#).

NOTE

Payment request for incentives of a quarter will not be supported in the following scenarios:

- There are still incentives eligible for being requested in months of this quarter. Submit incentive applications and request payment after the preliminary review. If you do not want to request these incentives, you can request payment on the first day of the following quarter.
- Some of your monthly incentives in this quarter are still under preliminary review.
- The monthly incentives you requested in this quarter failed to pass the preliminary review.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Funding Head (FH)** in the menu on the top.
- Step 4** On the **Payment Request** tab page, select the quarter (reconciliation period) and click **Request Payment** in the **Operation** column.

Funding Head (FH) Process Overview

You might want to know: FAQ, Funding Head Operation Guide
To request FH payment, you must complete business information authentication

Process Overview

- Confirm Qualification(0)**: You can apply for FH only after your qualification is approved.
- Dedicated Personnel Information Maintenance**: Notify your employees to regularly maintain their personal qualification information and submit dedicated personnel applications for eligible employees.
- Incentive Reconciliation(1)**: Submit incentive requests and check the information of the eligible recipients and the incentive amount.
- Payment Request(0)**: Request payment on a calendar quarterly basis.
- Mailing Invoice & Payment Progress(1)**: Mailing Invoices, View Huawei's payment progress.

You have incentives to confirm. Please complete the confirmation as soon as possible.

Confirm Qualification Incentive Reconciliation(1) **Payment Request(0)**

Reconciliation Period: Start quarter -- End quarter

Payment Application No.	Reconciliation Period	Benefit Name	Development Path/Partner ...	Status	Payment Request Time	Total Incentive Amount (Tax Included)(USD)	Operation
0aXcSdhwuUBq1m6	2024Q2	Funding Head for pre-sales e...	System Integrator	Eligible for payment ...	--	15,000.00	Request Payment

Incentive No.	Reconciliation Period	Eligible Recipients	Status	Generated	Incentive amount (Tax Included)(USD)	Operation
EOii3uYFJzhu53TGB	2024M4	1	Preliminary review passed	Apr 07, 2024 17:01:12	15,000.00	

Step 5 Confirm the quarterly incentives and click **Submit**.

Funding Head for pre-sales engineers(2024Q1)Request Payment

Only the monthly incentives that have passed the preliminary review will be counted towards your payment application.

Incentive No.	Reconciliation Period	Development Path/...	Status	Incentive amount (T...
Abj1GeiVtbbBUc6tVKN	2024M3	System Integrator	Preliminary review pas	\$ 15,000.00 USD

Total Total Incentive Amount (Tax Included) \$15,000.00 USD

Submit Cancel

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

Huawei Cloud will complete the review as soon as possible. The review result will be sent to you by email.

Payment request submitted.

Your application will be reviewed as soon as possible. The result will be sent to you via email.

View Details Completed

Step 7 View the payment application review progress.

- On the **Payment Request** tab page, click the incentive application number to switch to the application details page and view the application details and review progress.

Progress

- Confirm Qualification (Apr 01, 2024 10:25:29)
- Incentive Application (Jun 03, 2024 19:19:16)
- Payment Request (Jun 03, 2024 19:21:40)**
- Send Invoice
- Receive Payment from Huawei (Pending)

Under review | Quarterly Incentive(Tax Included)(USD) 30,000.00

By Payment Request (2024-06-03 19:21:39) | Business Approval (Under review) | Expense Authorization Approval (Pending)

Overview

Benefit Name: Funding Head for pre-sales engineers | Development Pat...: System Integrator

Reconciliation Pe...: 2024Q2

Information

Payer: Huawei Cloud Computing Technologies Co., Ltd. | Method: Bank transfer

Amount(USD): -- | Paid: --

Calculation Information

Quarterly incentive amount is a sum of amounts for each month in a quarter.

Incentive No.	Reconciliation Period	Development Path/Partne...	Eligible Recipients	Status	Incentive amount (Tax Included)
088Pw74urT7Wg29Qy	2024M6	System Integrator	1	Preliminary review passed	\$15,000.00 USD

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

Progress

- Confirm Qualification (Apr 01, 2024 10:25:29)
- Incentive Application (Jun 03, 2024 19:19:16)
- Payment Request (Jun 03, 2024 19:21:40)**
- Send Invoice
- Receive Payment from Huawei (Pending)

Rejected | Quarterly Incentive(Tax Included)(USD) 30,000.00

Approval Time: Jun 03, 2024 19:28:48 | Comment: [REDACTED]

Overview

Benefit Name: Funding Head for pre-sales engineers | Development Pat...: System Integrator

Reconciliation Pe...: 2024Q2

Information

Payer: Huawei Cloud Computing Technologies Co., Ltd. | Method: Bank transfer

Amount(USD): -- | Paid: --

Calculation Information

Quarterly incentive amount is a sum of amounts for each month in a quarter.

Incentive No.	Reconciliation Period	Development Path/Partne...	Eligible Recipients	Status	Incentive amount (Tax Included)
088Pw74urT7Wg29Qy	2024M6	System Integrator	1	Preliminary review passed	\$15,000.00 USD

- After your application is approved, click the incentive application number on the **Payment Request** tab page to view details.

Progress

- Confirm Qualification (Mar 26, 2024 19:21:27)
- Incentive Application (Mar 26, 2024 19:21:26)
- Payment Request (Apr 01, 2024 10:45:33)**
- Send Invoice
- Receive Payment from Huawei (Pending)

Approved | Quarterly Incentive(Tax Included)(USD) 15,000.00

Approval Time: Apr 01, 2024 10:59:58 | Comment: OK

Overview

Benefit Name: Funding Head for pre-sales engineers | Development Pat...: System Integrator

Reconciliation Pe...: 2024Q1

Information

Payer: Huawei Cloud Computing Technologies Co., Ltd. | Method: Bank transfer

Amount(USD): -- | Paid: --

Calculation Information

Quarterly incentive amount is a sum of amounts for each month in a quarter.

Incentive No.	Reconciliation Period	Development Path/Partne...	Eligible Recipients	Status	Incentive amount (Tax Included)
Aky1QerYb8BUc9VKN	2024M3	System Integrator	1	Preliminary review passed	\$15,000.00 USD

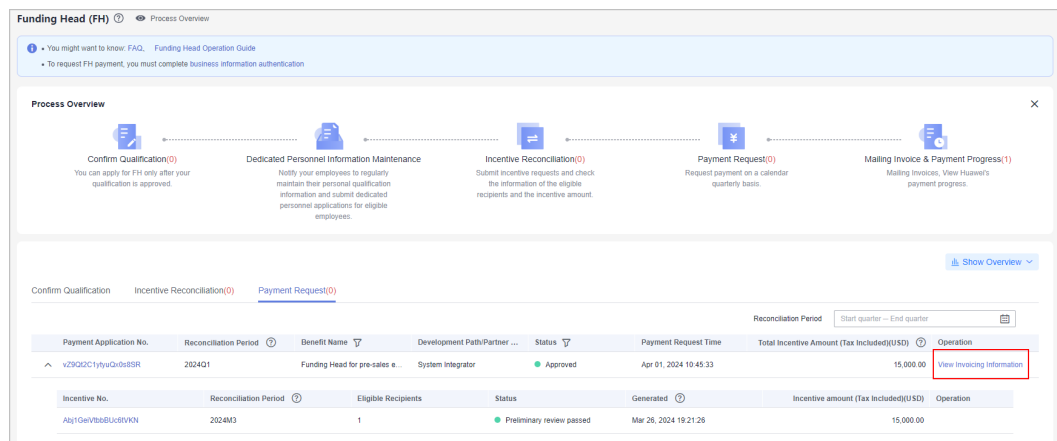
----End

9.4.2.5 Mailing Invoice and Viewing Payment Progress

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

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Funding Head (FH)** in the menu on the top.
- Step 4** On the **Payment Request** tab, select an approved payment request and click **View Invoicing Information** in the **Operation** column.

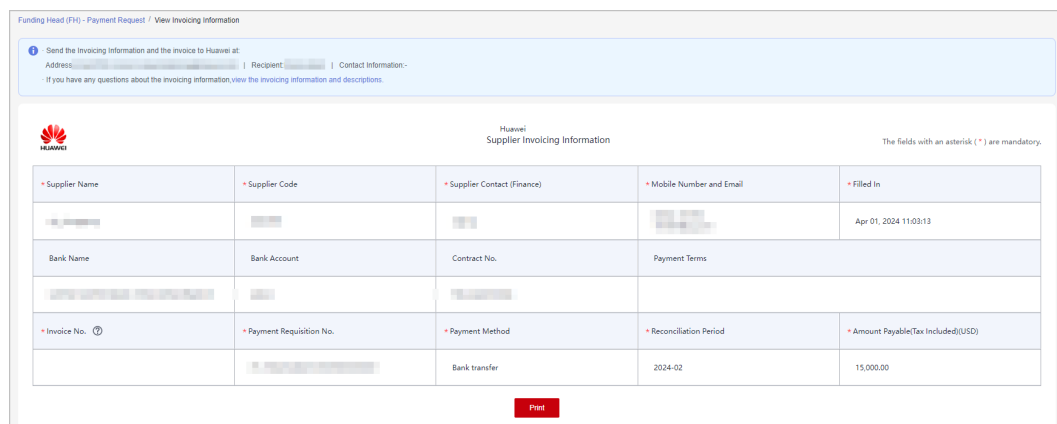


Step 5 Mailing Invoice

After your payment request is approved, you can view the invoice details.

On the **View Invoicing Information** page, check the invoice information, enter the invoice number, and click **Print**.

Mail the invoicing information form and the invoice to Huawei.



 NOTE

- The settlement currency is the one you entered during business information authentication.
- If your invoice is rejected by Huawei Cloud, modify the invoice based on the review comments and submit it again.

Step 6 Viewing Payment Progress

In **Process Overview**, click **Mailing Invoice & Payment Progress** to view Huawei payment details.

----End

9.5 Sales Performance Incentive Fund (SPIF)

SPIF is a fund created to motivate partner employees to actively promote the sales of Huawei Cloud products and solutions.

9.5.1 Submitting an Application

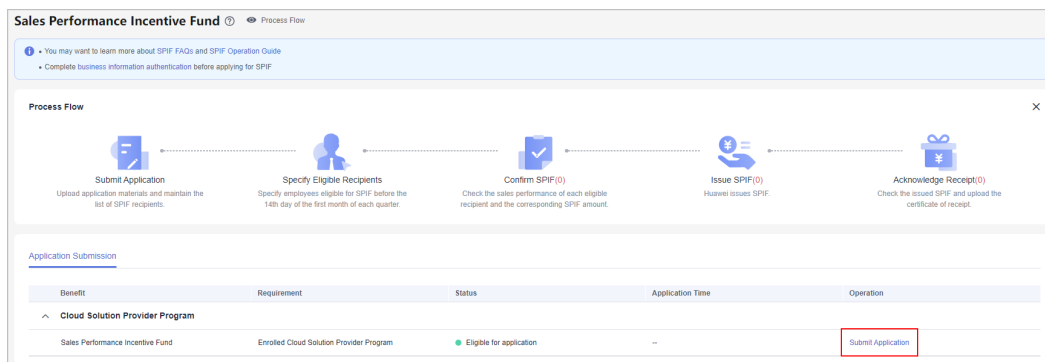
Submit an application and upload the signed and sealed commitment letter.

Prerequisites

Before applying for this benefit, contact your partner sales manager and sign the SPIF commitment letter offline.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Sales Performance Incentive Fund** in the menu on the top.
- Step 4** On the **Application Submission** tab page that is displayed by default, find the SPIF benefit and click **Submit Application** in the **Operation** column.



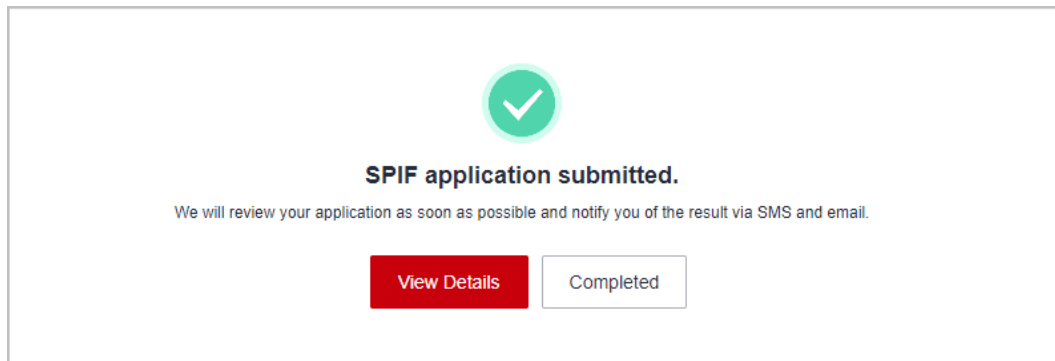
- Step 5** On the displayed page, upload the signed and sealed *Registration Form and Letter of Commitment for Huawei Cloud Partner SPIF Program* and click **Submit**.

NOTE

The way SPIF is issued depends on which Huawei rep office you are working with. If you have any questions, please reach out to your Huawei contact.

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

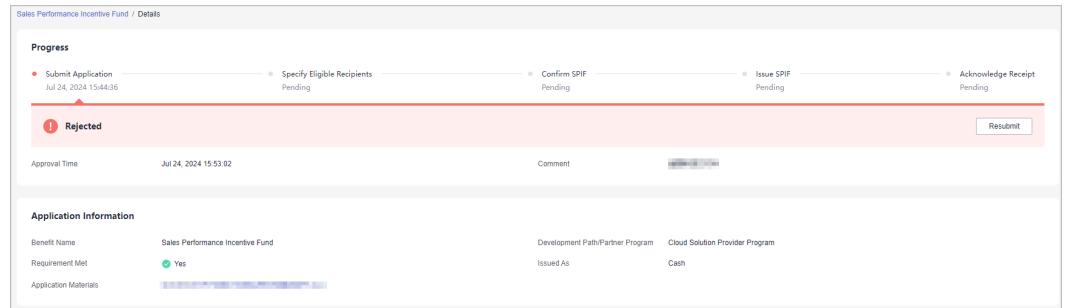
We will review your application as soon as possible and notify you of the result via SMS and email.



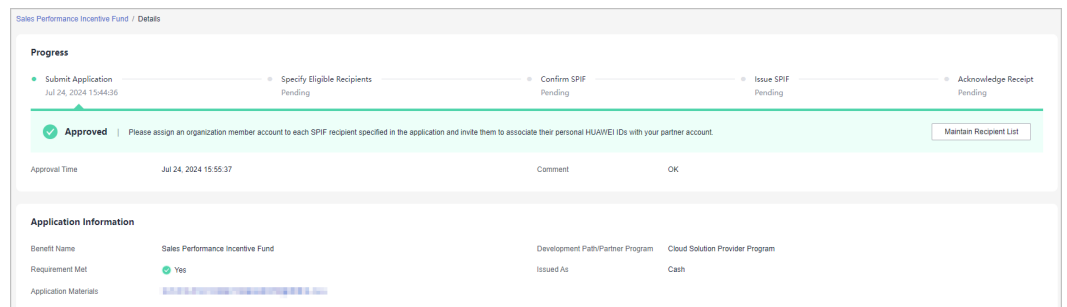
Step 7 View the application details.

- **Under review:** You can view the review progress on the application details page.

- **Rejected:** If your application has been rejected, modify the application based on the review comments and submit the application again.



- **Approved:** After your application has been approved, you need to **maintain the list of SPIF recipients**.



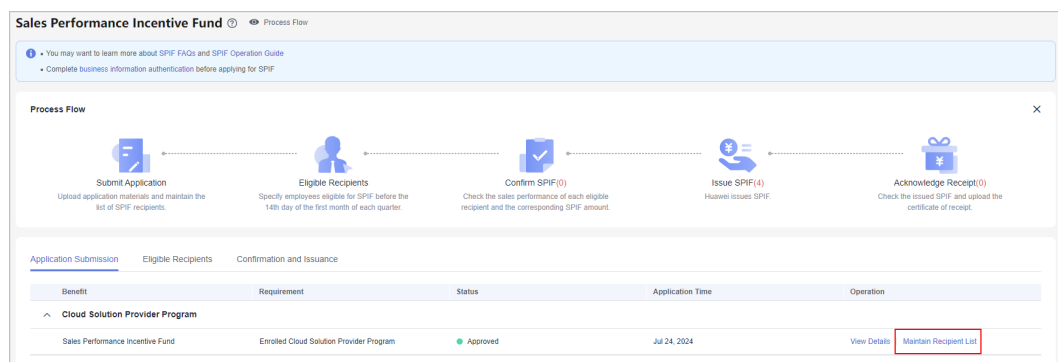
----End

9.5.2 Maintaining Recipient List

After your application is approved, you need to maintain the list of SPIF recipients online for the subsequent SPIF applications in each quarter.

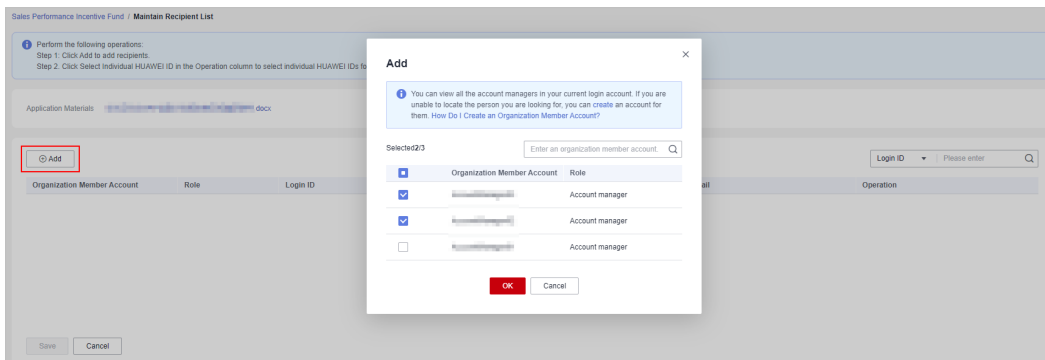
Procedure

- Step 1** Use your account to log in to **Huawei Cloud**.
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Sales Performance Incentive Fund** in the menu on the top.
- Step 4** On the **Application Submission** tab page that is displayed by default, find the SPIF benefit and click **Maintain Recipient List** in the **Operation** column.



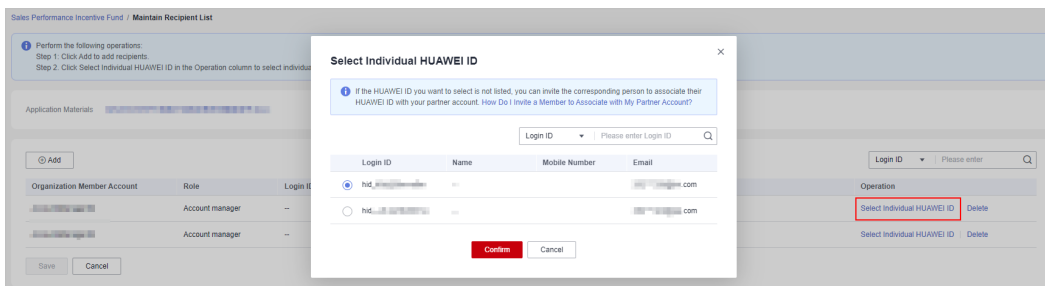
- Step 5** Click **Add** on the displayed page. In the displayed **Add** dialog box, select the accounts of desired account managers and click **OK**.

If you are unable to locate the person you are looking for, you can **create an account** for them in **Organization > Member Management**.

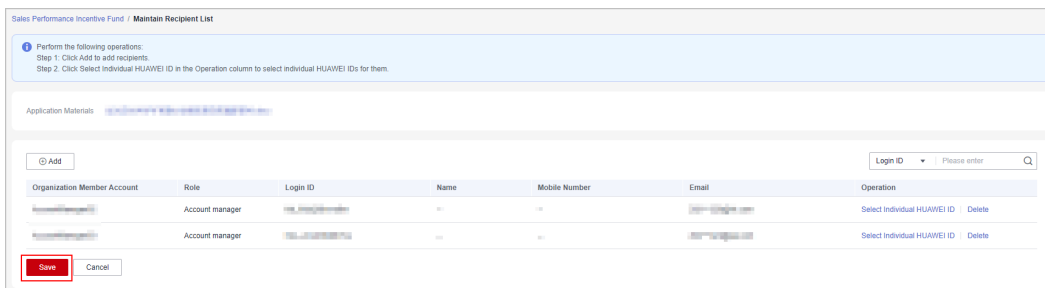


Step 6 Click **Select Individual HUAWEI ID** in the **Operation** column to select individual HUAWEI IDs for the accounts selected in the previous step.

If the HUAWEI ID you want to select is not listed, you can **invite the corresponding person to associate their HUAWEI ID with your partner account** in **Organization > Dedicated Personnel**.

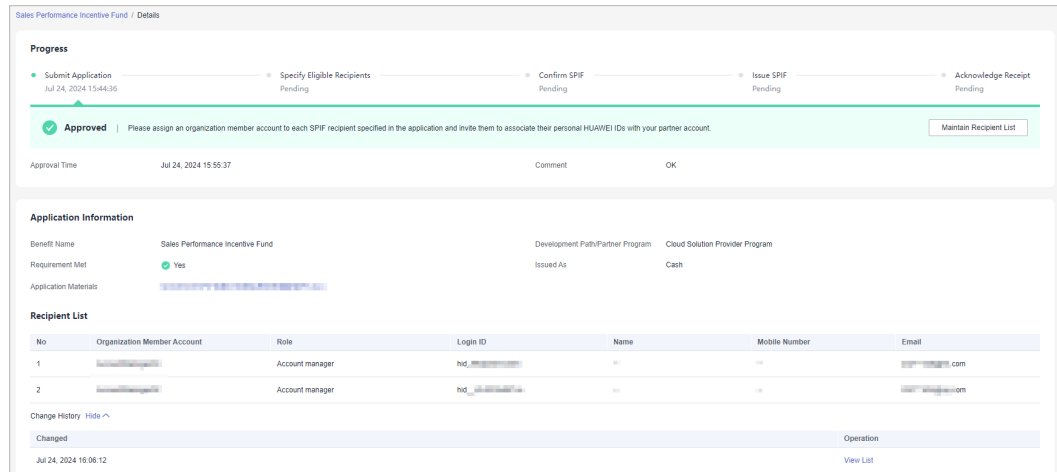


Step 7 After the SPIF recipients have been added and the corresponding HUAWEI IDs have been selected for them, click **Save**. A message is displayed indicating that the recipient list has been updated successfully.



Step 8 On the **Application Submission** tab page, click **View Details** in the **Operation** column to view the list of recipients and the change records.

If there is any change to the list, click **Maintain Recipient List** and update the list.



----End

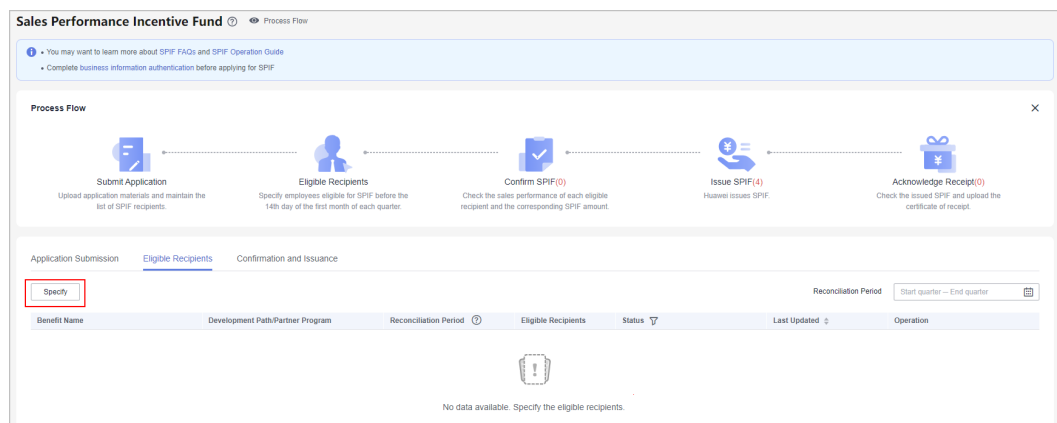
9.5.3 Specifying Eligible Recipients

You need to specify the eligible SPIF recipients for this quarter.

If your first SPIF application gets approved in a quarter, you can specify or modify the eligible recipients throughout the quarter. Otherwise, you have to specify or modify eligible recipients for this quarter during the period from the 1st day to the 14th day in the first month of this quarter.

Procedure

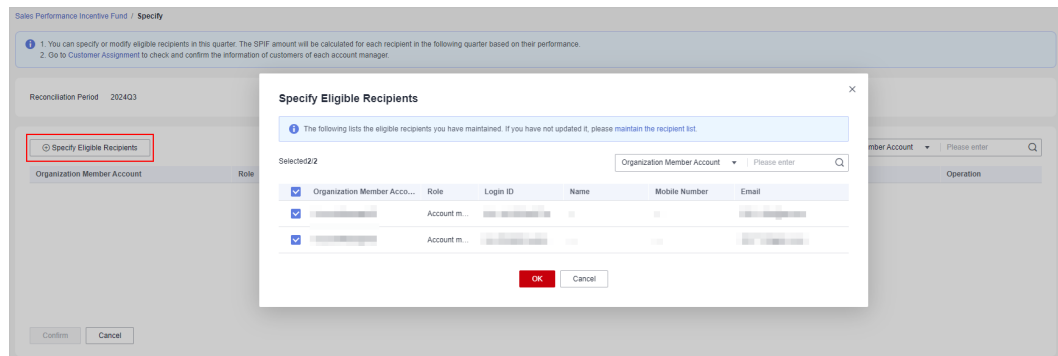
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Sales Performance Incentive Fund** in the menu on the top.
- Step 4** Switch to the **Eligible Recipients** tab page and click **Specify**.



 **NOTE**

- If there are no recipients available for selection, **maintain the list of recipients**.
- If you do not specify the eligible recipients at the beginning of a quarter, you will be deemed to have given up the SPIF for this quarter, and the system will not generate any SPIF data.

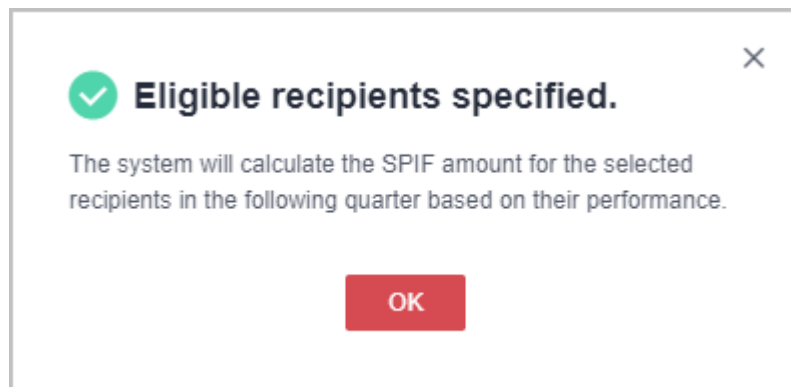
Step 5 On the displayed page, click **Specify Eligible Recipients**. In the displayed dialog box, select the recipients and click **OK**.



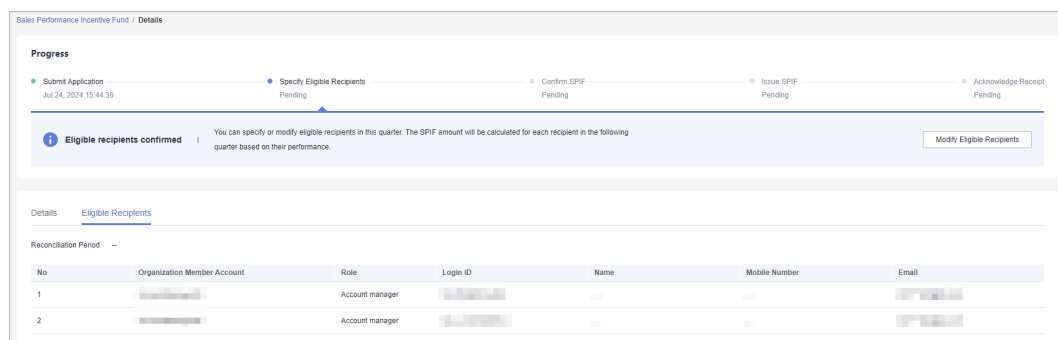
 **NOTE**

After you have specified eligible recipients for this quarter, the SPIF amount will be calculated for each recipient in the following quarter based on their performance.

Step 6 Confirm the selected recipients. The system will display a message indicating that the recipients have been successfully specified.



Step 7 In the application details, you can see the eligible recipients you specified.



----End

9.5.4 Fund Information Confirmation

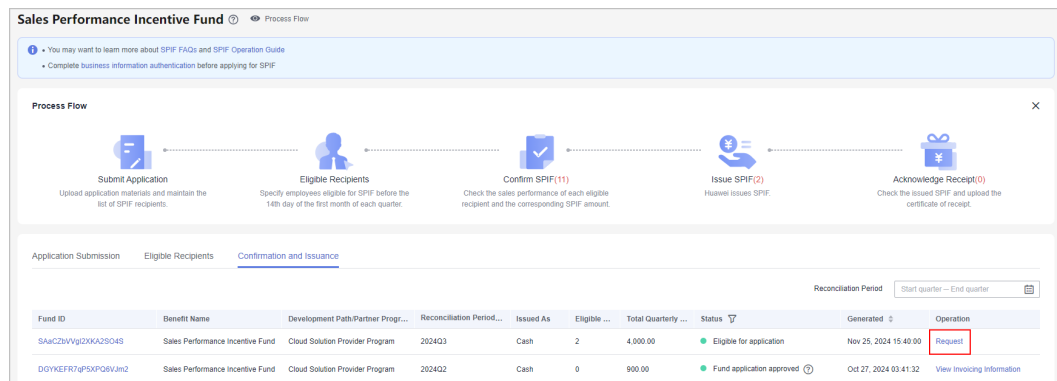
At the beginning of each quarter, Huawei Cloud will generate corresponding fund information for the eligible recipients you selected and their sales revenue. You need to verify the personnel information and fund amount, and submit the necessary materials to request the fund.

NOTE

You must complete **business information authentication** before submitting a fund request.

Procedure

- Step 1** Use your account to log in to **Huawei Cloud**.
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Sales Performance Incentive Fund** in the menu on the top.
- Step 4** On the **Confirmation and Issuance** tab page, select a fund and click **Request** in the **Operation** column.



The screenshot displays the 'Sales Performance Incentive Fund' interface. At the top, there is a notification: 'You may want to learn more about SPIF FAQs and SPIF Operation Guide' with a link to 'Complete business information authentication before applying for SPIF'. Below this is a 'Process Flow' diagram with five steps: 1. Submit Application (Upload application materials and maintain the list of SPIF recipients), 2. Eligible Recipients (Specify employees eligible for SPIF before the 14th day of the first month of each quarter), 3. Confirm SPIF(1) (Check the sales performance of each eligible recipient and the corresponding SPIF amount), 4. Issue SPIF(2) (Huawei issues SPIF), and 5. Acknowledge Receipt(0) (Check the issued SPIF and upload the certificate of receipt). Below the flow is a navigation bar with tabs: 'Application Submission', 'Eligible Recipients', and 'Confirmation and Issuance'. The 'Confirmation and Issuance' tab is active, showing a table of fund details. The table has columns: Fund ID, Benefit Name, Development Path/Partner Progr..., Reconciliation Period..., Issued As, Eligible ..., Total Quarterly ..., Status, Generated, and Operation. Two rows are visible. The first row has Fund ID 'SAAGZVV9j2XXK2804S', Benefit Name 'Sales Performance Incentive Fund', Development Path 'Cloud Solution Provider Program', Reconciliation Period '2024Q3', Issued As 'Cash', Eligible '2', Total Quarterly '4,000.00', Status 'Eligible for application', Generated 'Nov 25, 2024 15:40:00', and Operation 'Request' (highlighted with a red box). The second row has Fund ID 'DOYKEFR7qPSXPQ6VJm2', Benefit Name 'Sales Performance Incentive Fund', Development Path 'Cloud Solution Provider Program', Reconciliation Period '2024Q2', Issued As 'Cash', Eligible '0', Total Quarterly '900.00', Status 'Fund application approved', Generated 'Oct 27, 2024 03:41:32', and Operation 'View Invoicing Information'.

Fund ID	Benefit Name	Development Path/Partner Progr...	Reconciliation Period...	Issued As	Eligible ...	Total Quarterly ...	Status	Generated	Operation
SAAGZVV9j2XXK2804S	Sales Performance Incentive Fund	Cloud Solution Provider Program	2024Q3	Cash	2	4,000.00	Eligible for application	Nov 25, 2024 15:40:00	Request
DOYKEFR7qPSXPQ6VJm2	Sales Performance Incentive Fund	Cloud Solution Provider Program	2024Q2	Cash	0	900.00	Fund application approved	Oct 27, 2024 03:41:32	View Invoicing Information

- Step 5** On the displayed page, confirm the fund information, upload required proof materials, and click **Submit**.

Sales Performance Incentive Fund / Confirm SPIF

Huawei has confirmed the quarterly incremental sales revenues and total fund amount that have been generated. Please request the fund as soon as possible.

Basic Information

Benefit Name: Sales Performance Incentive Fund Development Path/Par...: Cloud Solution Provider Program
 Reconciliation Period: 2024Q3 Issued As: Cash

Calculation

The maximum fund amount for a single salesperson in a single quarter cannot exceed \$6,000 USD, and that for a single partner in a single quarter cannot exceed \$60,000 USD. The actual fund amount will be capped at the maximum allowed.

Total quarterly fund amount for a sales person = \sum Quarterly incremental sales revenue of the sales person \times Rebate(10%)

Fund Details

Organization Member Account	Role	Login ID	Name	Mobile Number	Email Address	Revenue T...	Revenue Pr...	Quarterly I...	Rebate	Fund Amount (Incl. Tax) (USD)
	Account manager					50,000.00	40,000.00	10,000.00	10%	1,000.00
	Account manager					60,000.00	30,000.00	30,000.00	10%	3,000.00
Total										Total Fund Amount (Incl. Tax): \$4,000.00 USD Total Quarterly Fund Amount (Incl. Tax): \$4,000.00 USD

Proof

Employment:

Certificates: Provide proof of documents clearly showing the employment relationships and positions of employees.
 Up to 10 files can be uploaded, with each file of up to 50 MB in the format of doc, docx, xls, xlsx, ppt, pptx, pdf, png, jpg, bmp, gif, ppt, pptx, msg. The file name cannot contain the following special characters: !, ", @, #, %, ^, & * ~ - + =

Project Materials:

Provide proof of documents demonstrating the employees' leading role in developing the project.
 Up to 10 files can be uploaded, with each file of up to 50 MB in the format of doc, docx, xls, xlsx, ppt, pptx, pdf, png, jpg, bmp, gif, ppt, pptx, msg. The file name cannot contain the following special characters: !, ", @, #, %, ^, & * ~ - + =

NOTE

Proof materials include:

- Employment Certificates: Provide proof of documents clearly showing the employment relationships and positions of employees.
- Project Materials: Provide proof of documents demonstrating the employees' leading role in developing the project.

Step 6 Your request will be reviewed by Huawei. The review result will be sent to you via email.

Step 7 Check the review status of the fund request.

- Fund application under review:

Click the ID of the fund in the **Fund application under review** state on the **Confirmation and Issuance** tab page to switch to the details page and check the request details and review status.

Sales Performance Incentive Fund / Details

Progress

Submit Application: Jul 23, 2024 20:00:12 Eligible Recipients: Nov 26, 2024 17:21:55 Confirm SPIF: Nov 27, 2024 19:27:14 Issue SPIF: Pending Acknowledge Receipt: Pending

Fund application under review | Total Quarterly Fund Amount (Incl. Tax) (USD): 7,000.00

Preliminary Review of SPIF Amount: Under review Recheck of SPIF Amount: Pending Review by Financial Reviewer: Pending Review by Budget Approver: Pending

Details Eligible Recipients Fund Application and Receipt Acknowledgment

Basic Information

Benefit Name: Sales Performance Incentive Fund Development Path/Par...: Cloud Solution Provider Program
 Reconciliation Period: 2024Q2 Issued As: Cash

Calculation

The maximum fund amount for a single salesperson in a single quarter cannot exceed \$6,000 USD, and that for a single partner in a single quarter cannot exceed \$60,000 USD. The actual fund amount will be capped at the maximum allowed.

Total quarterly fund amount for a sales person = \sum Quarterly incremental sales revenue of the sales person \times Rebate(10%)

Fund Details

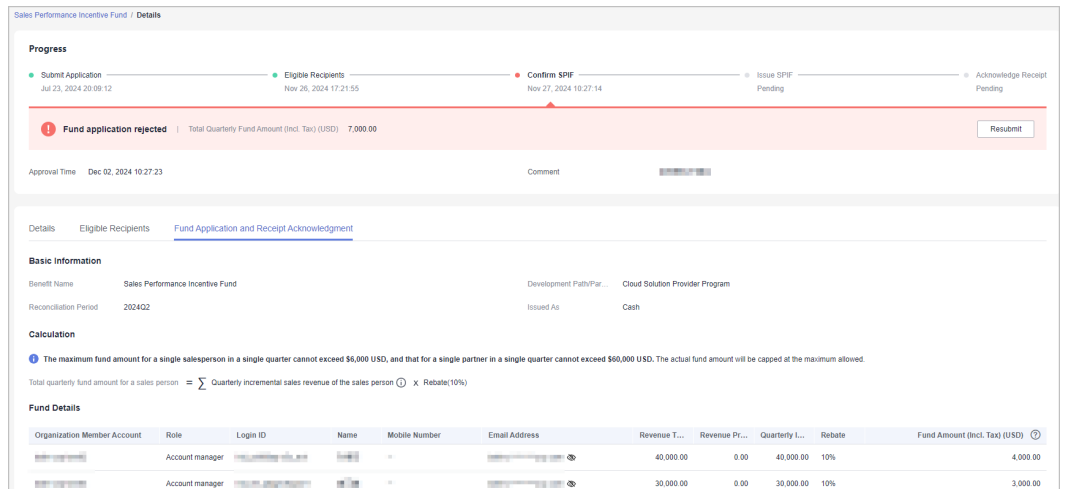
Organization Member Acco...	Role	Login ID	Name	Mobile Number	Email Address	Revenue This Quart...	Revenue Previous ...	Quarterly Incremen...	Rebate	Fund Amount (Incl. Tax) (USD) ...
	Account man...					30,000.00	0.00	30,000.00	10%	3,000.00
	Account man...					40,000.00	0.00	40,000.00	10%	4,000.00
Total										Total Fund Amount (Incl. Tax): \$7,000.00 USD Total Quarterly Fund Amount (Incl. Tax): \$7,000.00 USD

Supporting Document

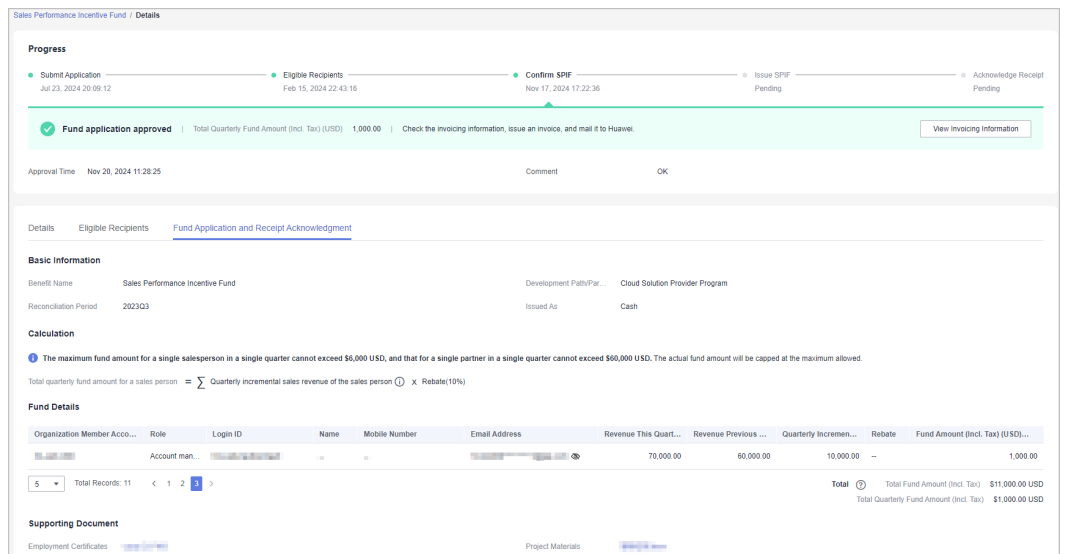
Employment Certificates:

Project Materials:

- **Fund application rejected:**
If your request has been rejected, modify the request information based on the review comments and submit it again.



- **Fund application approved:**
After your request is approved, click the fund ID on the **Confirmation and Issuance** tab page to view the details.



----End

9.5.5 Fund Issuance

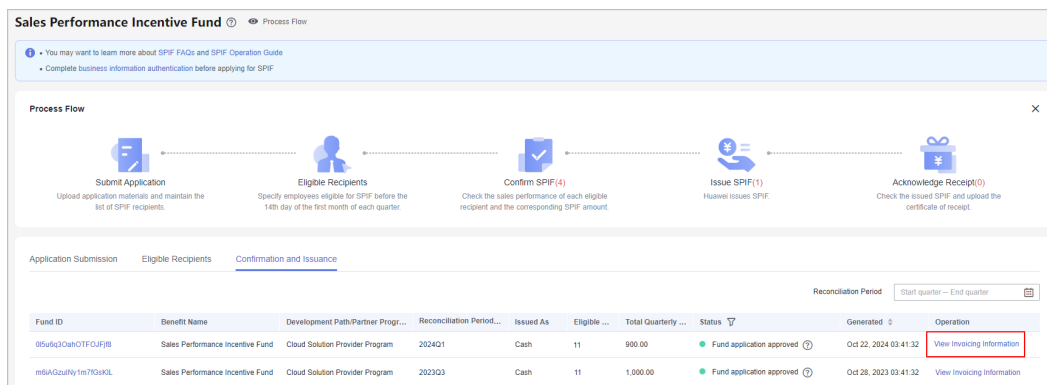
After the fund request is approved, you need to issue an invoice based on the invoicing information provided and mail the invoice to Huawei.

After Huawei completes the payment, you need to distribute the fund of the current quarter to the corresponding eligible recipients.

Procedure

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

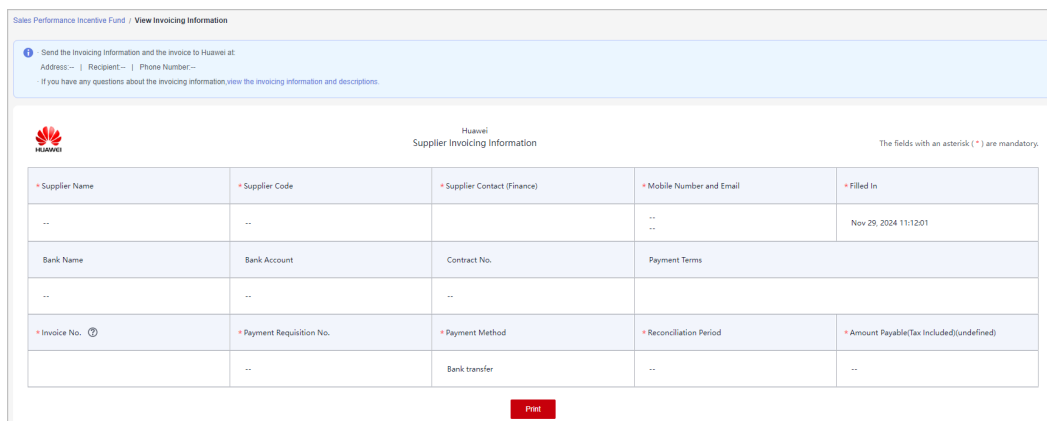
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Sales Performance Incentive Fund** in the menu on the top.
- Step 4** On the **Confirmation and Issuance** tab page, select a fund in the **Fund application approved** state and click **View Invoicing Information** in the **Operation** column.



Step 5 Mail the invoice.

On the displayed page, check the information and click **Print**.

Fill in the invoice number and mail the invoicing information form and the invoice to Huawei.

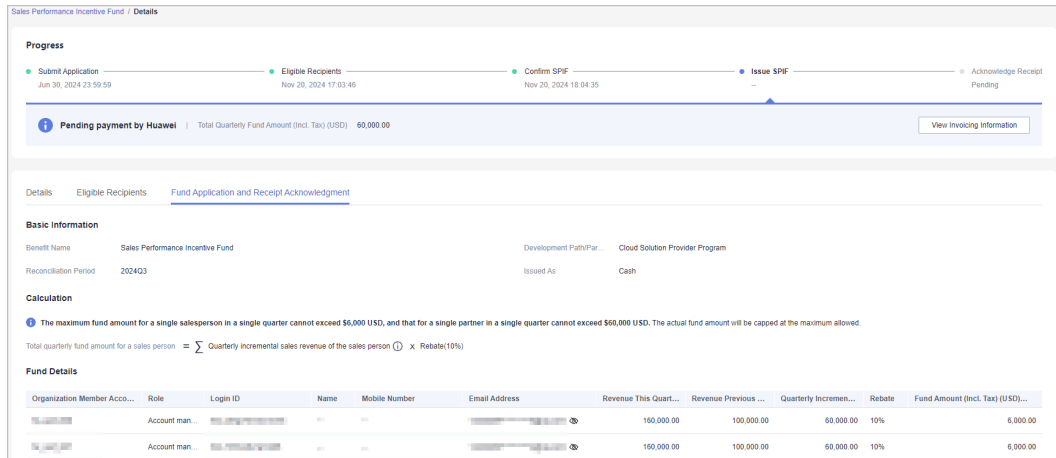


NOTE

- The settlement currency is the one you entered during business information authentication.
- If your invoice is rejected by Huawei Cloud, modify the invoice based on the review comments and submit it again.

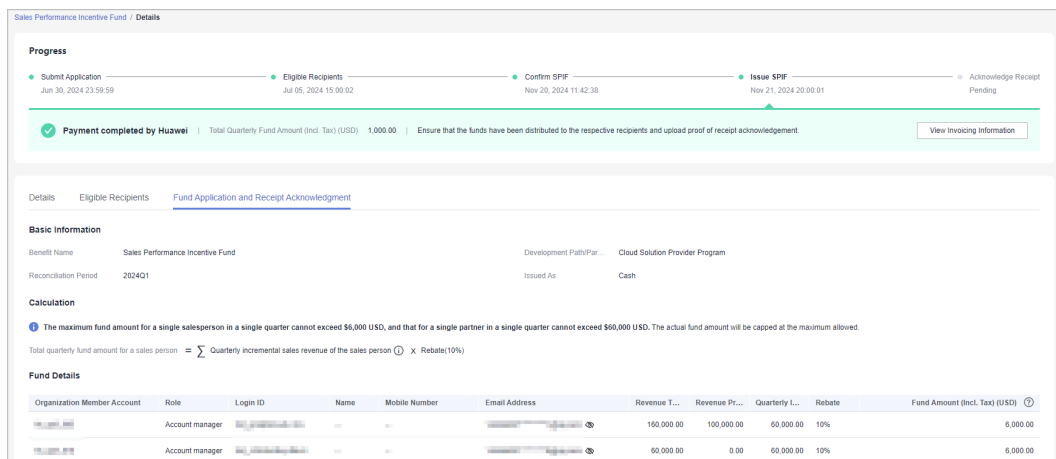
Step 6 View payment progress.

On the **Confirmation and Issuance** tab page, select a fund in the **Pending payment by Huawei** state, click the fund ID, and check the payment progress on the details page.



Step 7 The payment is completed.

After Huawei completes the payment, you need to distribute the fund of the current quarter to the corresponding eligible recipients and upload the receipt acknowledgement.



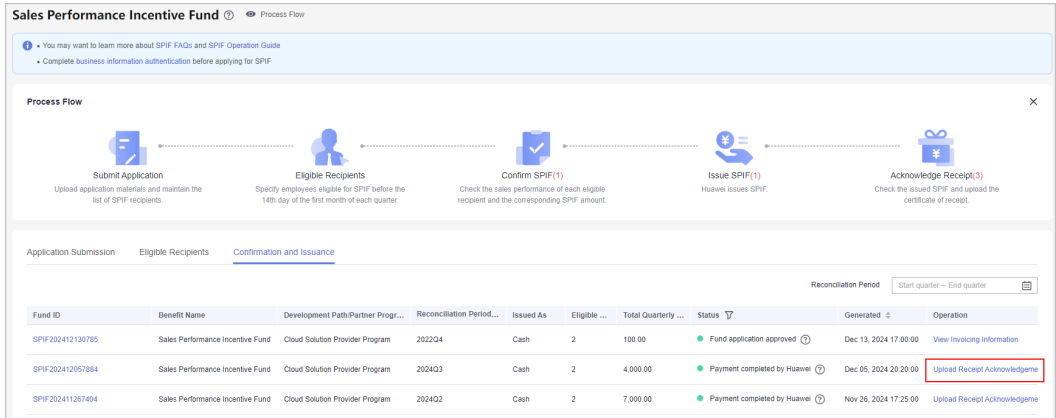
----End

9.5.6 Uploading Receipt Acknowledgement

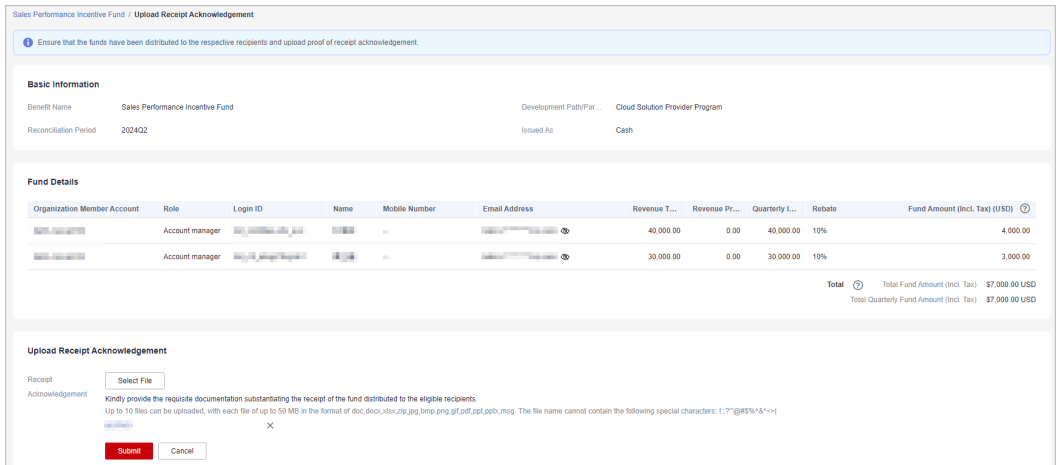
After receiving the fund from Huawei, you need to distribute the fund to the corresponding recipients and upload the receipt acknowledgment.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Sales Performance Incentive Fund** in the menu on the top.
- Step 4** On **Confirmation and Issuance** tab page, select the fund already paid by Huawei and click **Uploading Receipt Acknowledgement** in the **Operation** column.



Step 5 On the displayed page, confirm the fund information, upload the receipt acknowledgement, and click **Submit**.



Step 6 Your uploaded receipt acknowledgement will be reviewed by Huawei. The review result will be sent to you via email.

Step 7 View the review status of the uploaded receipt acknowledgement.

- Receipt acknowledgement under review:
Click the ID of the fund in the **Fund application under review** state on the **Confirmation and Issuance** tab page to switch to the details page and check the receipt acknowledgement uploaded and review status.

Progress

- Submit Application (Jul 23, 2024 20:09:12)
- Eligible Recipients (Nov 25, 2024 15:31:24)
- Confirm SPIF (Dec 06, 2024 16:14:01)
- Issue SPIF (Nov 21, 2024 20:00:01)
- Acknowledge Receipt (Dec 18, 2024 14:18:28)

Receipt acknowledgement under review | Total Quarterly Fund Amount (incl. Tax) (USD) 4,000.00

Review by Ecosystem Manager (Under review) | Review by Business Reviewer (Pending)

Details | Eligible Recipients | **Fund Application and Receipt Acknowledgment**

Basic Information

Benefit Name: Sales Performance Incentive Fund | Development Path/Par: Cloud Solution Provider Program
 Reconciliation Period: 2024Q3 | Issued As: Cash

Calculation

The maximum fund amount for a single salesperson in a single quarter cannot exceed \$6,000 USD, and that for a single partner in a single quarter cannot exceed \$60,000 USD. The actual fund amount will be capped at the maximum allowed.

Total quarterly fund amount for a sales person = \sum Quarterly incremental sales revenue of the sales person \times Rebate(10%)

Fund Details

Organization Member Account	Role	Login ID	Name	Mobile Number	Email Address	Revenue T...	Revenue Pr...	Quarterly L...	Rebate	Fund Amount (incl. Tax) (USD)
[Account ID]	Account manager	[Login ID]	[Name]	[Mobile Number]	[Email Address]	60,000.00	30,000.00	30,000.00	10%	3,000.00
[Account ID]	Account manager	[Login ID]	[Name]	[Mobile Number]	[Email Address]	50,000.00	40,000.00	10,000.00	10%	1,000.00
Total										Total Fund Amount (incl. Tax) \$4,000.00 USD Total Quarterly Fund Amount (incl. Tax) \$4,000.00 USD

Supporting Document

Employment Certificates [Link] | Project Materials [Link]

Acknowledge Receipt

Receipt Acknowledge... [Link]

- **Receipt acknowledgement rejected:**
If your receipt acknowledgement has been rejected, modify the information based on the review comments and submit it again.

Progress

- Submit Application (Jul 23, 2024 20:09:12)
- Eligible Recipients (Feb 15, 2024 22:43:16)
- Confirm SPIF (Nov 17, 2024 17:22:36)
- Issue SPIF (Pending)
- Acknowledge Receipt (Pending)

Receipt acknowledgement rejected | Total Quarterly Fund Amount (incl. Tax) (USD) 1,000.00

Resubmit

Approval Time: Dec 16, 2024 15:39:26

Comment: The actual fund amount is not updated in the system.

Details | Eligible Recipients | **Fund Application and Receipt Acknowledgment**

Basic Information

Benefit Name: Sales Performance Incentive Fund | Development Path/Par: Cloud Solution Provider Program
 Reconciliation Period: 2023Q3 | Issued As: Cash

Calculation

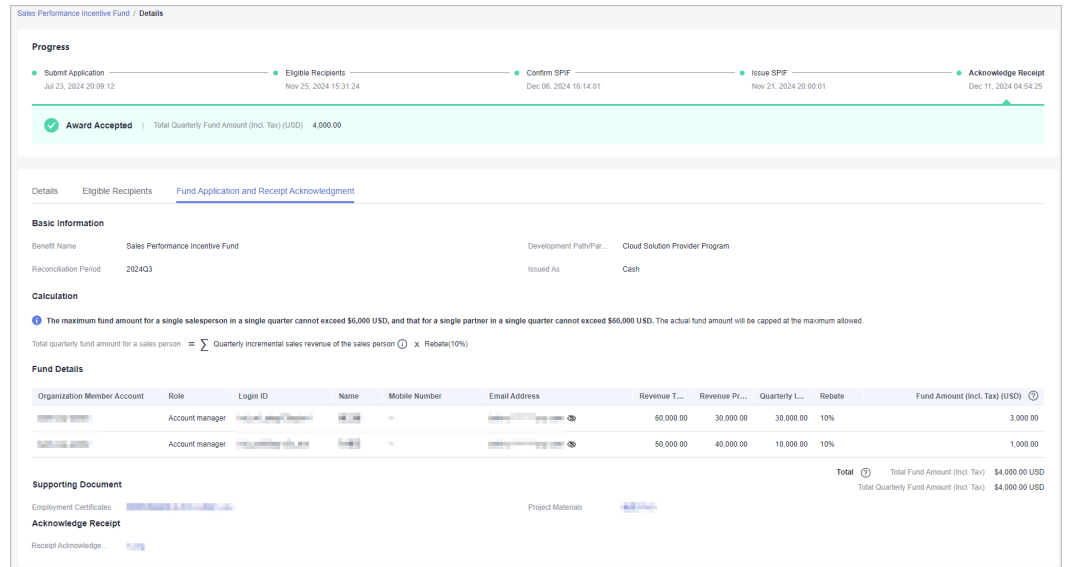
The maximum fund amount for a single salesperson in a single quarter cannot exceed \$6,000 USD, and that for a single partner in a single quarter cannot exceed \$60,000 USD. The actual fund amount will be capped at the maximum allowed.

Total quarterly fund amount for a sales person = \sum Quarterly incremental sales revenue of the sales person \times Rebate(10%)

Fund Details

Organization Member Account	Role	Login ID	Name	Mobile Number	Email Address	Revenue T...	Revenue Pr...	Quarterly L...	Rebate	Fund Amount (incl. Tax) (USD)
[Account ID]	Account manager	[Login ID]	[Name]	[Mobile Number]	[Email Address]	79,999.99	69,999.99	10,000.00	--	1,000.00
[Account ID]	Account manager	[Login ID]	[Name]	[Mobile Number]	[Email Address]	70,000.00	60,000.00	10,000.00	--	1,000.00

- **Fund accepted:**
After your receipt acknowledgement is approved, click the fund ID on the **Confirmation and Issuance** tab page to view the details.



----End

9.6 Competency Improvement Incentive

The competency improvement incentive is provided to improve partners' competencies in providing Huawei Cloud services.

9.6.1 Requesting the Competency Improvement Incentive

As a service partner, once you have completed the role validation and certified an **eligible level-1 competency** in the current year, you can request the competency improvement incentive.

Prerequisites

You have joined the **Service Partner Competency Improvement Incentive Program**.

Procedure

- Step 1** Use your account to log in to **Huawei Cloud**.
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Benefits > Competency Improvement Incentive** in the menu on the top.
- Step 4** On the **Benefit Request** tab page that is displayed by default, select the benefit you want to request and click **Request** in the **Operation** column.

The screenshot shows the 'Competency Improvement Incentive' page. At the top, there is a 'Process Flow' diagram with four steps: 1. Enrolled (You have already enrolled in the program), 2. Submit (1) (Select a certified competency to apply for incentives), 3. Mail Invoice (0) (Issue an invoice based on the invoicing information and mail it to Huawei), and 4. View Payment Progress (0) (View the payment progress of Huawei). Below the flow is a table with columns: Benefit Name, Level-1 Competency, Quota(USD), Multiple Requests Allowed or Not, Status, Effective Time, and Operation. The table contains one row for 'Competency Improvement Incentive' with a 'Request' button highlighted in red.

Benefit Name	Level-1 Competency	Quota(USD)	Multiple Requests Allowed or Not	Status	Effective Time	Operation
Competency Improvement Incentive	Database	14,000.00	No	Available for request	Sep 05, 2024 - Dec 31, 2024	Request

NOTE

- This benefit can only be requested and used during its validity period.
- A level-1 competency label can only be used by the same partner to apply for the incentive once.

Step 5 On the displayed page, read and agree to the Informed Consent and click **Submit**.

The screenshot shows the 'Request Incentive' form. It contains the following fields: Benefit Name (Competency Improvement Incentive), Development Path/Partner Program (Service Partner Competency Improvement Incentive Program), Level-1 Competency (Database), Quota(USD) (14,000.00), and Amount Requested This Time (Incl. Tax)(USD) (14,000.00). There is a checked checkbox for 'I have read and agree to' with a link to the informed consent letter. At the bottom, there are 'Submit' and 'Cancel' buttons.

NOTE

The incentive quota for each level-1 competency is fixed and cannot be split across multiple requests. You must apply for the entire amount in a single request.

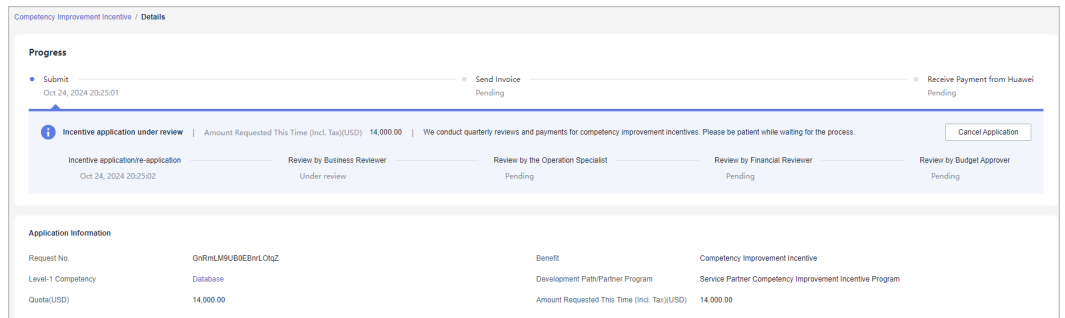
Step 6 Your request will be reviewed by Huawei. The review result will be sent to you via email.

The screenshot shows a confirmation screen with a green checkmark icon. The text reads: 'Submitted. We will review your application as soon as possible and notify you of the result via SMS and email.' At the bottom, there are two buttons: 'View Details' (red) and 'Completed' (white).

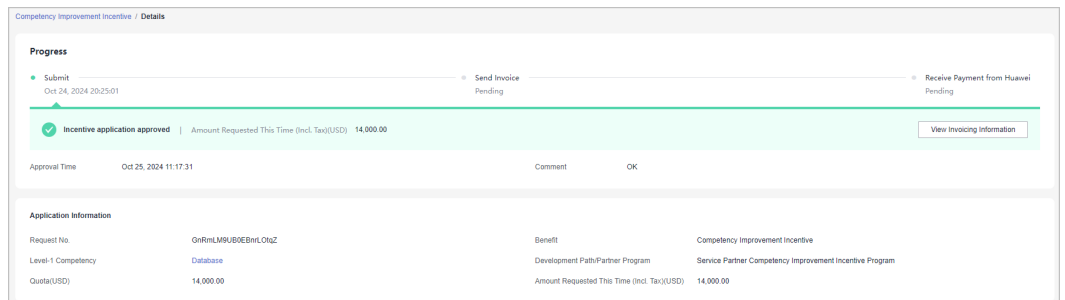
----End

Viewing the Review Status of the Incentive Application

- Incentive application under review
Access the application details and check the review progress.



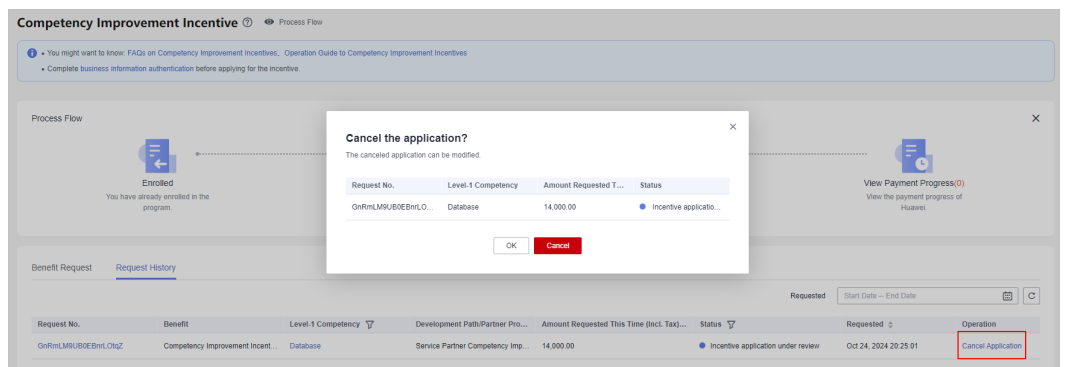
- Incentive application rejected
If your application has been rejected, modify the application based on the review comments and submit it again.
- Incentive application approved
Once your application has been approved, check the invoicing information, issue an invoice, mail it to Huawei, and wait for the payment from Huawei.



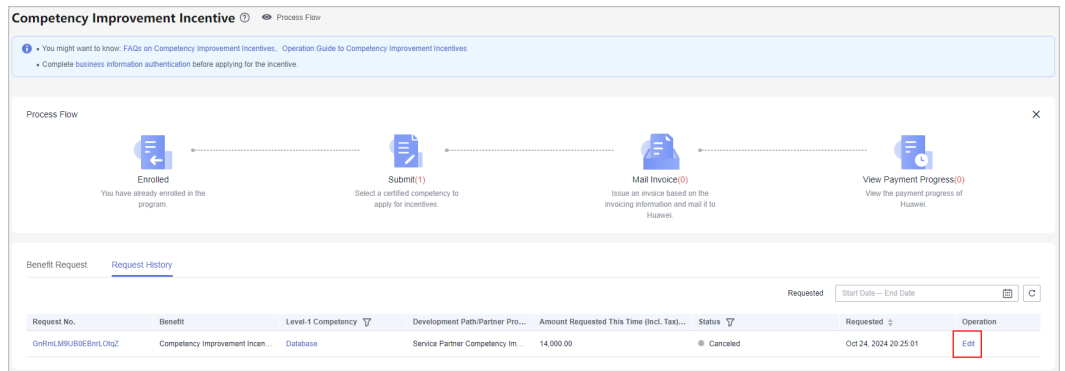
Canceling a Request

You can cancel the request you submitted before it is approved. After the request is canceled, you can modify the request and submit it again.

1. Canceling a request: On the **Request History** tab page, click **Cancel Application** in the **Operation** column.



2. Modifying the request: On the **Request History** tab page, click **Edit** in the **Operation** column to modify a canceled incentive request and then submit it again.

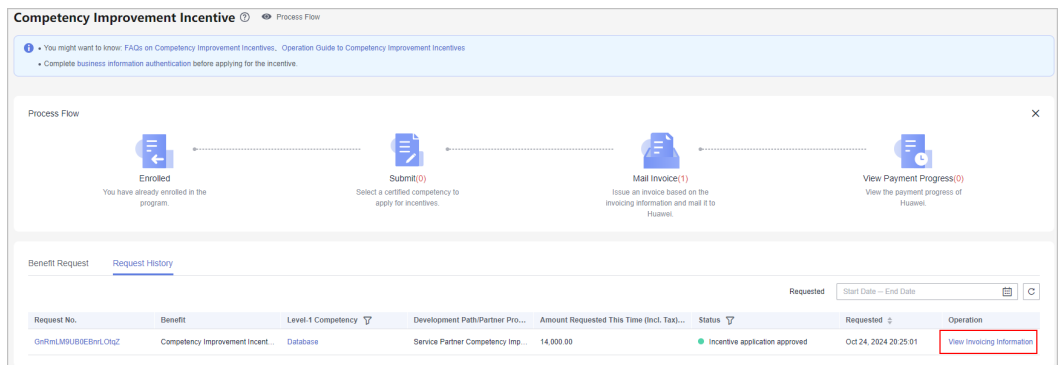


9.6.2 Mailing Invoice

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

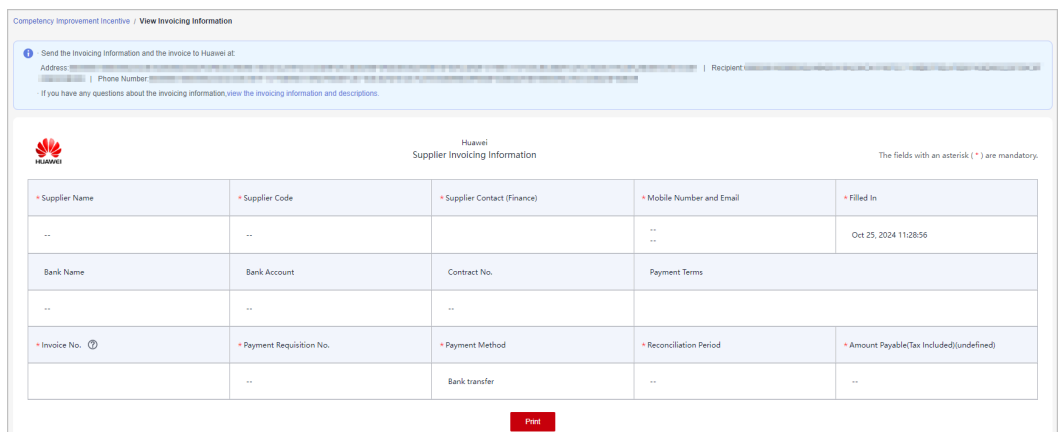
Procedure

Step 1 On the **Request History** tab page, select an approved request and click **View Invoicing Information** in the **Operation** column.



Step 2 On the displayed page, check the information and click **Print**.

Fill in the invoice number and mail the invoicing information form and the invoice to Huawei.



 NOTE

If your invoice is rejected by Huawei Cloud, please re-issue it and mail it to Huawei again.

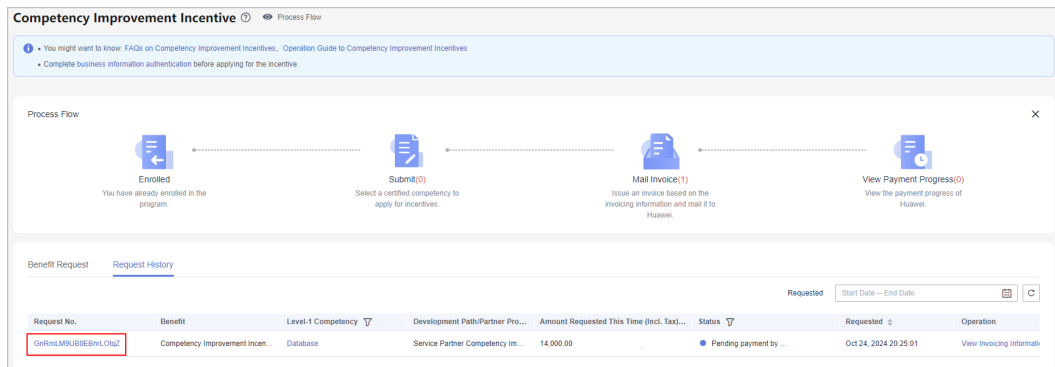
----End

9.6.3 Viewing Payment Progress

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

Procedure

Step 1 On the **Request History** tab page, select a benefit in the **Pending payment by Huawei** state and click the request number.



Step 2 You can view the payment progress on the request details page.

----End

10 Opportunity Management

Manage partner-originated opportunities (POs) and Huawei-originated opportunities (HOs) to further drive your engagement with Huawei Cloud, grow your business, and accelerate cloud migration for your customers.

10.1 Opportunity Sharing

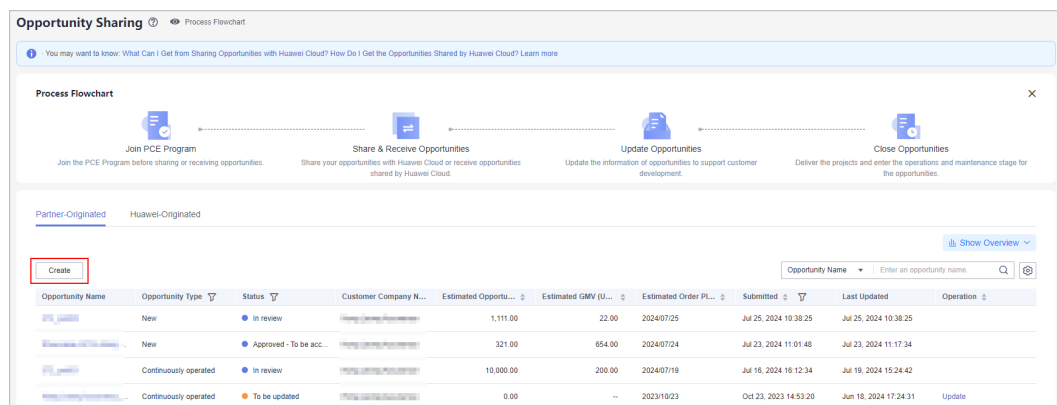
10.1.1 Partner-Originated Opportunities (POs)

10.1.1.1 Creating an Opportunity

After joining the **Partner Customer Engagement (PCE)** program, you can create opportunities in Partner Center and share them with Huawei Cloud.

Procedure

- Step 1** Use your partner account to log in to **Huawei Cloud**.
- Step 2** Click **Partner Center** in the drop-down list of your account name.
- Step 3** Choose **Sales > Opportunity Management > Opportunity Sharing** in the menu on the top.
- Step 4** Click **Create** on the **Partner-Originated** tab page that is displayed by default.



Step 5 Fill in required information, such as customer company information, opportunity information, and contact information, and click **Submit**.

Opportunity Sharing-Partner-Originated / Create

Customer Details

* Customer Company Name

Huawei Cloud Account

* Country/Region

* State/Province

* City

Industry

Company Website

Opportunity Details

* Opportunity Name 0/100

* Presales Activity Completed

* Opportunity Type

* Opportunity Description 0/1,000

* Delivery Model

Huawei Cloud Services Involved

* Partner Primary Need from Huawei Cloud Architecture Validation Transaction Support Pricing Assistance Technical Consultation Total Cost of Ownership Assessment Visibility-No Help Required Other

* Estimated Opportunity Value Unit: 10,000 USD

* Estimated Transaction GMV Unit: 10,000 USD

* Estimated Monthly Huawei Cloud Sustained Revenue Unit: 10,000 USD

* Estimated Order Placement Time

Requirement Label

Attachment
Up to 10 files can be uploaded, with each file of up to 50 MB in the format of DOC, DOCX, XLSX, ZIP, JPG, BMP, PNG, GIF, PDI, PPT, and PPTX. The file name cannot contain the following special characters: !, ", @, #, \$, %, ^, &, *.

Customer Contacts

Add at least one contact person.

No.	Contact Name	Position	Mobile Number	Key Decision Maker	Operation
1	<input type="text"/>	<input type="text"/>	+852(Hong K... <input type="text"/>	--Select--	Delete

[Add](#)

Partner Sales Contacts

Enter the contact information of the local sales owner for the opportunity:

No.	Contact Name	Position	Mobile Number	Operation
1	<input type="text"/>	<input type="text"/>	+852(Hong K... <input type="text"/>	Delete

[Add](#)

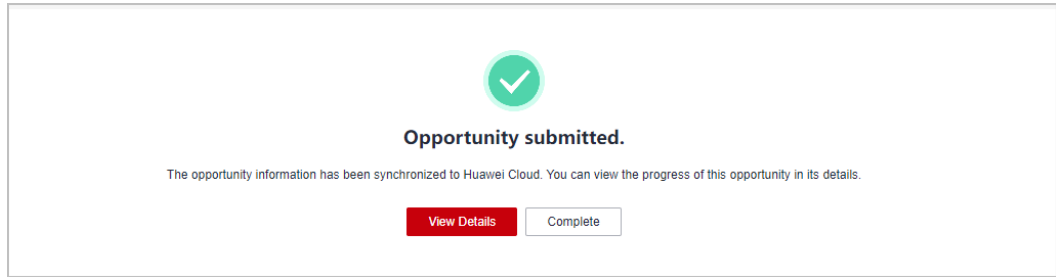
Huawei Local Sales Team Information

* Already Contact with Huawei Local Sales Team (PS/MED)
If you select 'Yes', specify the information of at least one Huawei contact.

NOTE

- You can also click **Save as Draft**.
- You can view, modify, or delete the opportunity in the **Draft** state on the **Sales > Opportunity Management > Opportunity Sharing > Partner-Originated** tab page.

Step 6 A message is displayed indicating that you have successfully submitted the opportunity.

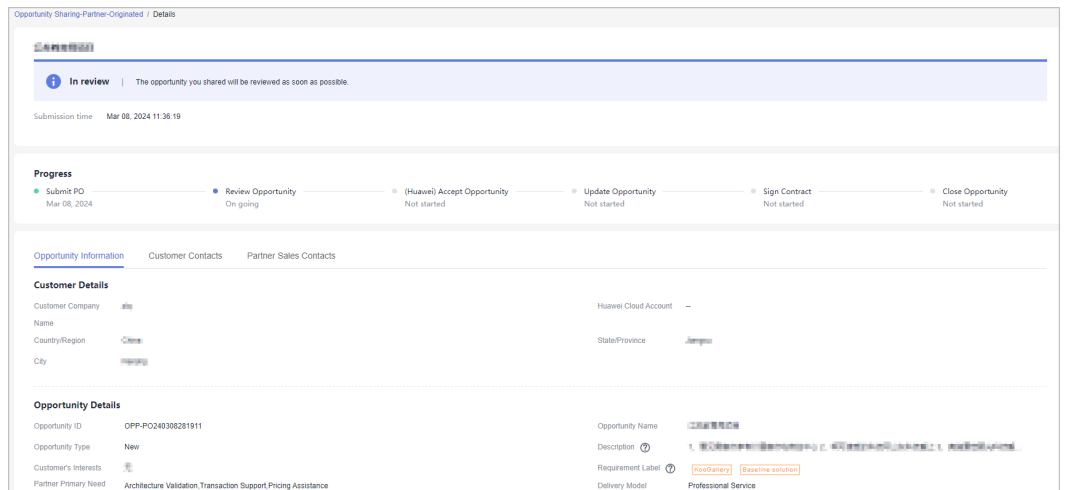


NOTE

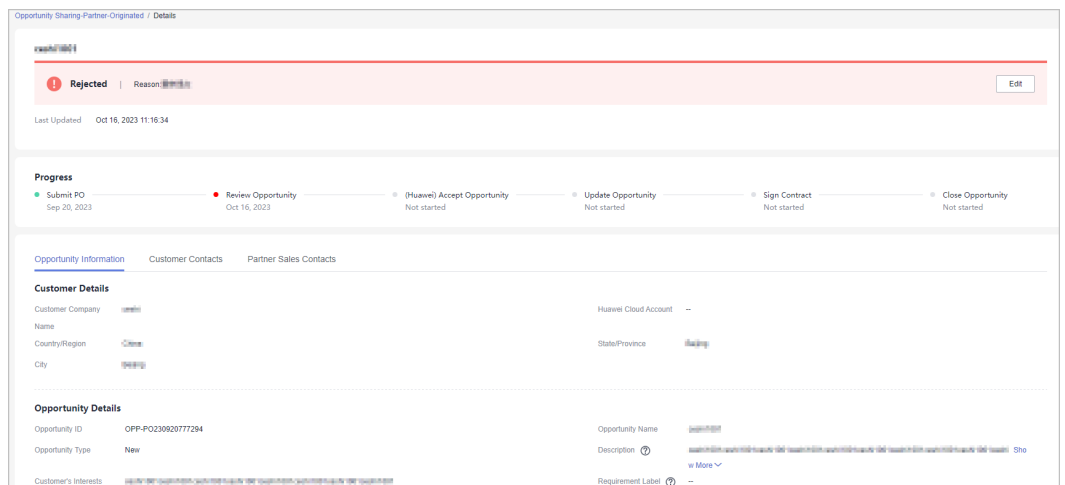
- After the opportunity is submitted, the opportunity information will be synchronized to Huawei Cloud. You can view the latest updates in the opportunity details.

Step 7 View the review status.

- You can click an opportunity name to switch to the details page of the opportunity and view its review status.



- If the opportunity is rejected, modify the opportunity based on the rejection reason and submit it again.



----End

10.1.1.2 Updating an Opportunity

After the submitted opportunity is approved, you need to keep updating its information until it is closed.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name.
- Step 3** Choose **Sales > Opportunity Management > Opportunity Sharing** in the menu on the top.
- Step 4** Select the opportunity you want to update on the **Partner-Originated** tab page and click **Update** in the **Operation** column.

The screenshot shows the 'Opportunity Sharing' interface. At the top, there is a 'Process Flowchart' with four steps: 'Join PCE Program', 'Share & Receive Opportunities', 'Update Opportunities', and 'Close Opportunities'. Below the flowchart, there are two tabs: 'Partner-Originated' (selected) and 'Huawei-Originated'. A 'Create' button is visible on the left. A search bar for 'Opportunity Name' is on the right. The main part of the interface is a table with columns: Opportunity Name, Opportunity Type, Status, Customer Company N..., Estimated Opporti..., Estimated GMV (U..., Estimated Order PL..., Submitted, Last Updated, and Operation. The 'Update' button in the 'Operation' column of the fourth row is highlighted with a red box.

Opportunity Name	Opportunity Type	Status	Customer Company N...	Estimated Opporti...	Estimated GMV (U...	Estimated Order PL...	Submitted	Last Updated	Operation
	New	In review		1,111.00	22.00	2024/07/25	Jul 25, 2024 10:38:25	Jul 25, 2024 10:38:25	
	New	Approved - To be acc...		321.00	654.00	2024/07/24	Jul 23, 2024 11:01:48	Jul 23, 2024 11:17:34	
	Continuously operated	In review		10,000.00	200.00	2024/07/19	Jul 16, 2024 16:12:34	Jul 19, 2024 15:24:42	
	Continuously operated	To be updated		0.00	--	2023/10/23	Oct 23, 2023 14:53:20	Jun 18, 2024 17:24:31	Update
	New	Approved - To be acc...		111.00	--	2024/05/29	May 29, 2024 10:49:43	May 29, 2024 11:21:52	
	New	Rejected by Huawei		1,111.00	--	2024/05/27	May 27, 2024 18:17:58	May 27, 2024 18:23:45	Edit

- Step 5** Describe the update in the displayed dialog box and click **OK**.

Update

Opportunity Name **Console**

Customer **Huawei (Default)**

Company Name

* Description

0/1,000

Attachment

Up to 10 files can be uploaded, with each file of up to 50 MB in the format of DOC, DOCX, XLS, XLSX, ZIP, RAR, JPG, BMP, PNG, GIF, PDF, PPT, and PPTX. The file name cannot contain the following special characters: !;?\"@#\$\$%^&*-<>|

Step 6 A message is displayed indicating that the opportunity has been successfully updated.

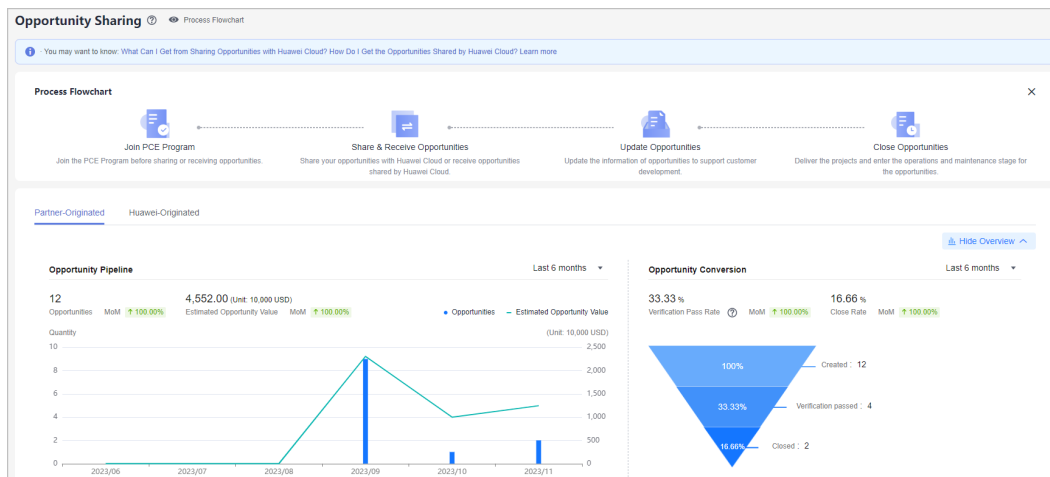
NOTE

- You can view the update history of an opportunity in the **Opportunity Updates** area on the details page of the opportunity.
- You can also view the updates provided by Huawei in the **Opportunity Updates** area.

----End

Other Operations

- **Viewing Opportunity Overview**
Click **Show Overview** on the **Partner-Originated** tab page to view the number of opportunities created, estimated opportunity value, and opportunity conversion in last 1 month, last 6 months, or last 12 months.



10.1.2 Huawei-Originated Opportunities (HOs)

10.1.2.1 Accepting an Opportunity

After joining the **PCE program**, you can accept opportunities shared by Huawei.

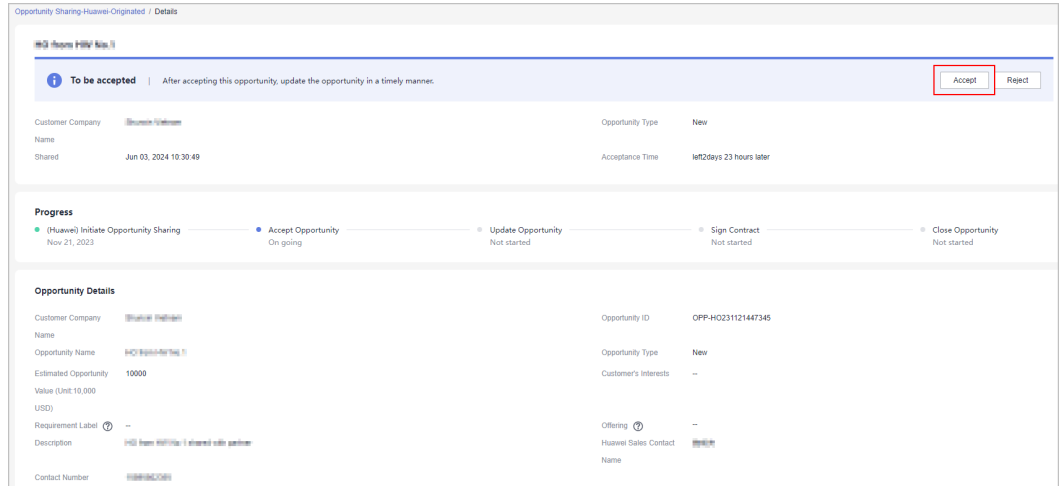
Procedure

- Step 1** Use your partner account to log in to **Huawei Cloud**.
- Step 2** Click **Partner Center** in the drop-down list of your account name.
- Step 3** Choose **Sales > Opportunity Management > Opportunity Sharing** in the menu on the top.
- Step 4** Click the name of the opportunity to be accepted on the **Huawei-Originated** tab page to switch to the opportunity details page.

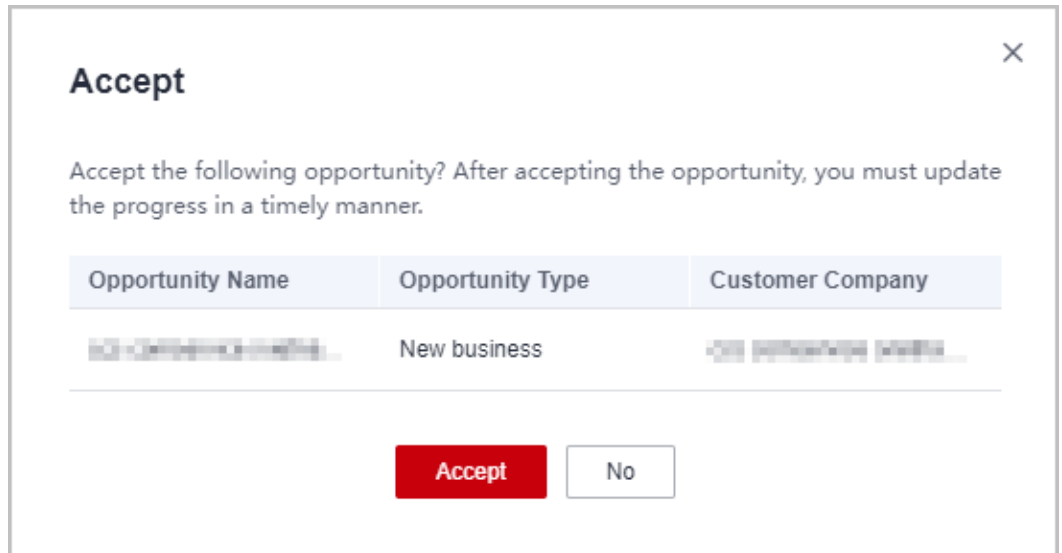
The screenshot shows the 'Huawei-Originated' tab in the Opportunity Sharing interface. It contains a table with the following columns: Opportunity Name, Opportunity Type, Status, Customer Company Name, Shared, Acceptance Time, Last Updated, and Operation. The first row is highlighted with a red box, showing a 'New' opportunity with a status of 'To be accepted' and an 'Accept' button.

Opportunity Name	Opportunity Type	Status	Customer Company Name	Shared	Acceptance Time	Last Updated	Operation
[Redacted]	New	To be accepted	[Redacted]	Nov 20, 2023 16:44:15	0 minutes	Nov 20, 2023 16:44:15	Accept / Reject
[Redacted]	New	To be updated	[Redacted]	Oct 16, 2023 18:03:42	Nov 02, 2023 11:45:09	Nov 02, 2023 11:45:06	Update
[Redacted]	New	To be updated	[Redacted]	Oct 11, 2023 11:18:45	Oct 11, 2023 11:19:04	Nov 01, 2023 10:45:00	Update
[Redacted]	New	To be updated	[Redacted]	Sep 25, 2023 10:17:06	Sep 25, 2023 10:17:14	Nov 01, 2023 10:43:18	Update
[Redacted]	New	To be updated	[Redacted]	Oct 11, 2023 11:23:33	Oct 11, 2023 11:23:52	Oct 11, 2023 11:36:59	Update

- Step 5** Accept or reject the opportunity.
 - Accepting the opportunity
 - a. View the opportunity information. If there is no problem with the opportunity, click **Accept**.



b. Click **Accept** in the displayed dialog box.

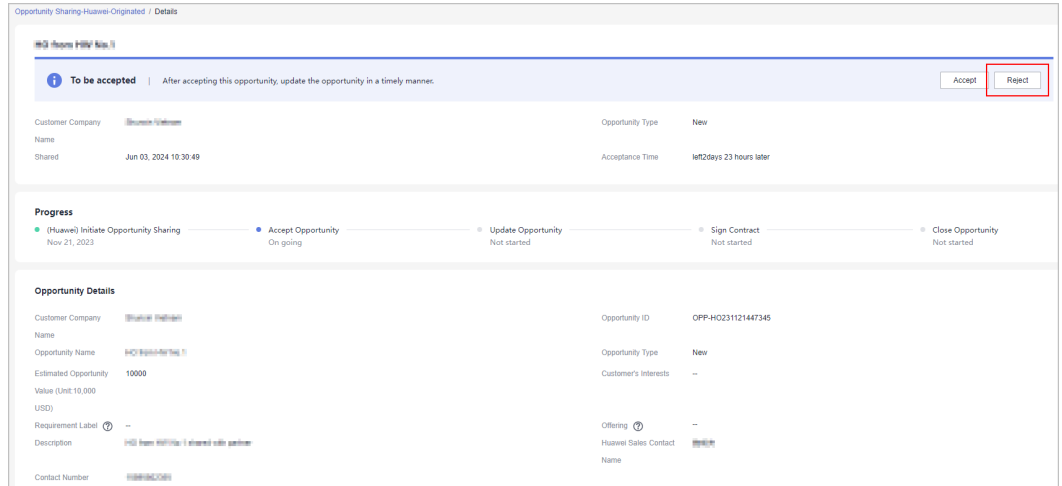


c. A message is displayed indicating that you have accepted the opportunity.

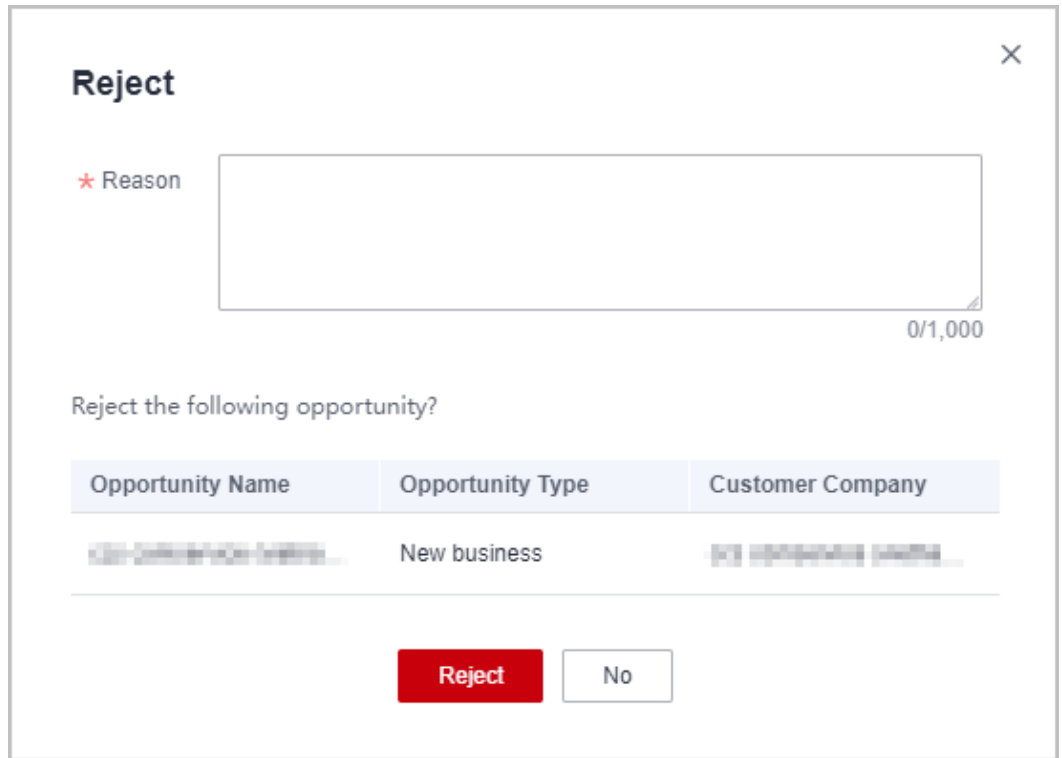
NOTE

After accepting the opportunity, update the opportunity information in a timely manner.

- Rejecting the opportunity
 - a. If there is any problem with the opportunity information, click **Reject**.



b. Specify the rejection reason and click **Reject**.



NOTE

- If you fail to accept the opportunity within three work days, it will be automatically rejected.
- You must specify the rejection reason if you reject an opportunity.

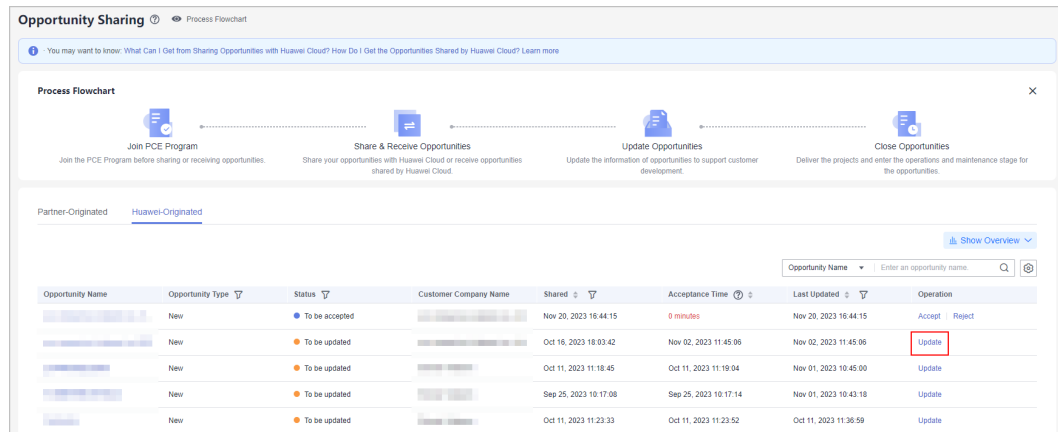
----End

10.1.2.2 Updating an Opportunity

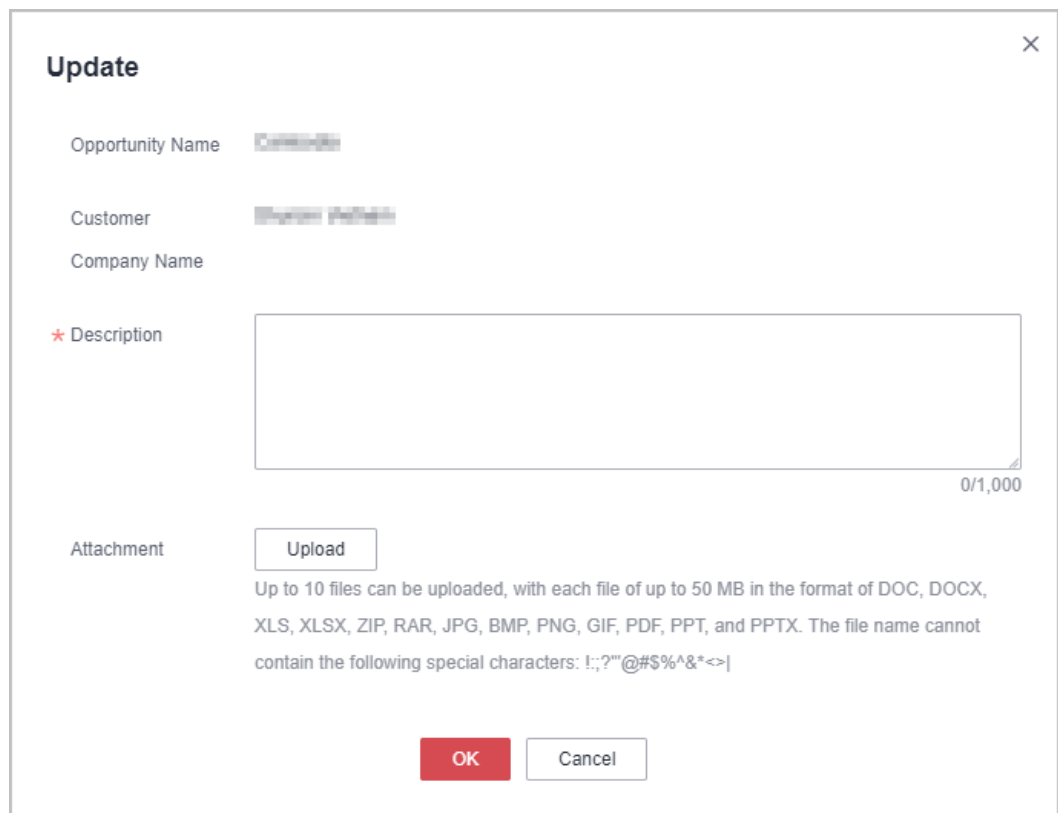
After accepting an opportunity shared by Huawei, you need to keep updating its information until it is closed.

Procedure

- Step 1** Use your partner account to log in to **Huawei Cloud**.
- Step 2** Click **Partner Center** in the drop-down list of your account name.
- Step 3** Choose **Sales > Opportunity Management > Opportunity Sharing** in the menu on the top.
- Step 4** Select the opportunity you want to update on the **Huawei-Originated** tab page and click **Update** in the **Operation** column.



- Step 5** Describe the update in the displayed dialog box and click **OK**.



- Step 6** A message is displayed indicating that the opportunity has been successfully updated.

 **NOTE**

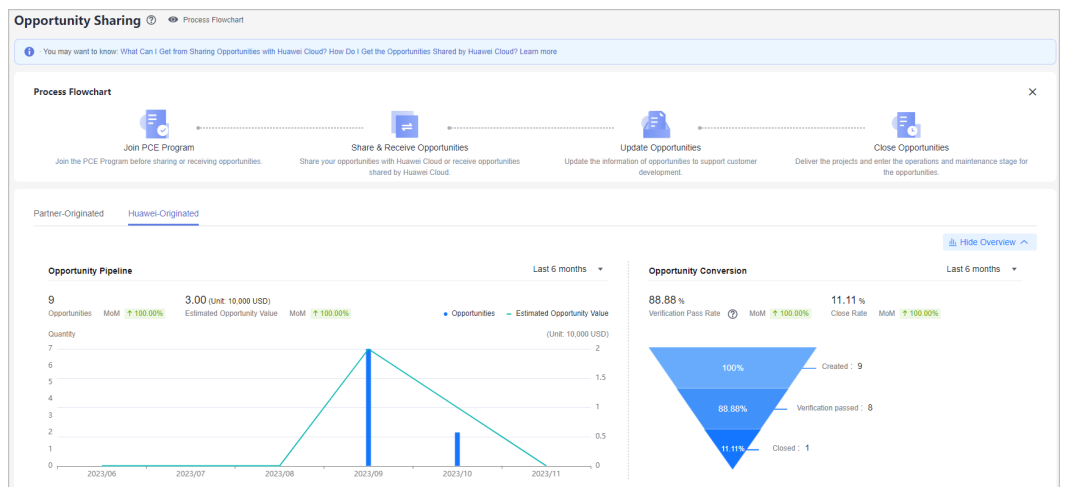
You can view the update history of an opportunity in the **Opportunity Updates** area on the details page of the opportunity.

----End

Other Operations

- Viewing Opportunity Overview

Click **Show Overview** on the **Huawei-Originated** tab page to view the number of opportunities shared by Huawei, estimated opportunity value, and opportunity conversion in last 1 month, last 6 months, or last 12 months.



11 Cloud Solution Providers

11.1 Transaction Models

11.1.1 Overview

Huawei Cloud solution providers are qualified to resell Huawei Cloud to end customers. Cloud solution providers can provide customers with products and services based on Huawei Cloud and obtain benefits and incentives from Huawei Cloud.

Cloud solution providers can develop customers in reseller model.

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

11.1.2 Reseller Model

Developing Customers

If a cloud solution provider associates customers in the reseller model, the cloud solution provider can provide the customers with products and services based on Huawei Cloud. For details about how cloud solution providers develop customers, see [Customer Development](#).

Controlling the Budget

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

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

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

If a customer's expenditure exceeds the budget, Huawei Cloud will restrict customer's purchase of yearly/monthly and reserved instances, but not the provisioning of pay-per-use resources. To restrict the provisioning of pay-per-use resources, cloud solution providers need to freeze customer's account. For details, see [Freezing a Customer Account](#).

NOTE

After a customer associates with a partner, the customer account is frozen by default. The customer cannot purchase products or services until the partner unfreezes the customer account and sets a monthly budget for the customer.

Purchasing Huawei Cloud Products

The expenditures displayed on Billing Center for a solution provider's customer are calculated based on list prices. These figures are used as a reference for resource usage. They do not represent the money spent. The actual expenditures of a customer are provided in the customer bills that are generated by their solution provider for settlement.

Querying Customer Expenditures

After customers purchase Huawei Cloud products and services, their partners can query the customers' expenditures in the partner center.

For details, see [Viewing a Customer's Orders](#) and [Viewing Customer Expenditures](#).

Customers expenditure summary is not the partner bill and cannot be used as the basis for partners' settlement, payment, or billing.

NOTE

- The expenditure summary data has a latency. The actual expenditure data is subject to the expenditure details.
- The expenditure summary and details are collected based on Beijing time (GMT+08:00).
- The expenditure summary and details do not include the tax.

Partner Bills

Before 12:00 on the fifth day of each month (Beijing time), Huawei Cloud generates partner bills, bill details, and invoices of the last month. Partners settle the bills with Huawei Cloud.

For details about partner bill fields, see [Partner Bill Description](#). For details about how partners pay bills, see [Payment](#).

NOTE

- Only after a reseller customer is associated with a partner, its expenditures can be rolled into the partner's bill.

The monthly bill details of a cloud solution provider contain the expenditure details of each customer. The partner can rate its customers based on the bill details, generate the bills for the reseller customers, settle with the reseller customers, and generate the invoices for the reseller customers.

The settlement rules between the cloud solution provider and its reseller customers are defined by the cloud solution provider.

Revenues and Incentives

Huawei Cloud calculates the revenues of a cloud solution provider based on the incentive policy and distributes incentives to the cloud solution provider accordingly. For details about the partner revenue and incentive policies, consult the ecosystem manager of the region.

For details about how a cloud solution provider applies for its incentives, see [Applying to Issue Incentive Earnings](#).

11.2 Leads and Opportunities

11.2.1 Leads and Opportunities

11.2.1.1 Business Opportunities

11.2.1.1.1 Adding an Opportunity

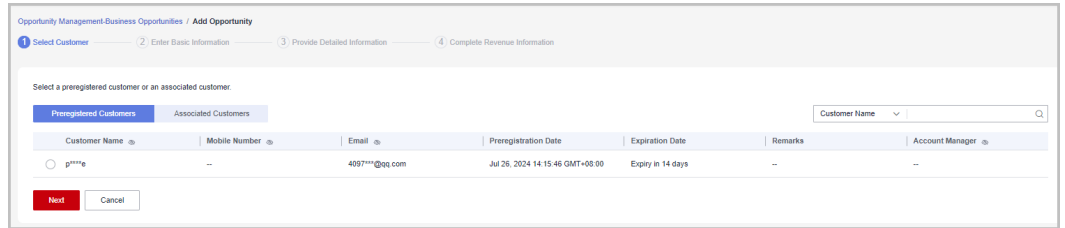
You can create and modify opportunities and specify the progress of opportunities.

Precautions

- A customer manager can create opportunities for their preregistered customers or associated customers, and the opportunities belong to the customer manager.
- Customer manager directors can only view opportunities.

Procedure

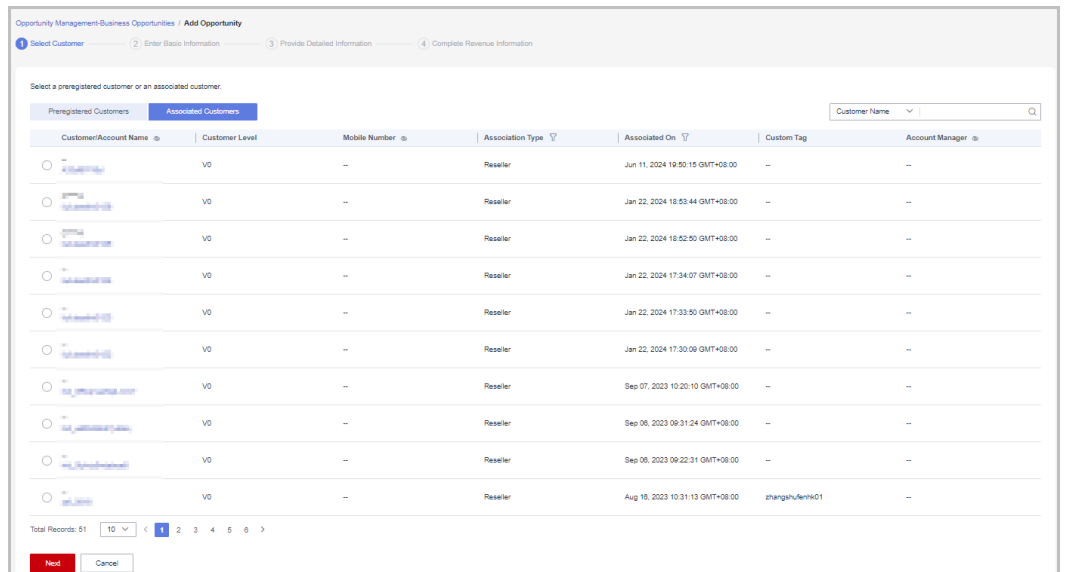
- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, choose **Sales > Leads and Opportunities > Opportunity Management**. The **Business Opportunities** tab is displayed by default.
- Step 4** Click **Add Opportunity**. On the displayed page, select a preregistered customer or an associated customer to create an opportunity. Click **Next**.
 - Preregistered customers



NOTE

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

- Associated customers



NOTE

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

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

Opportunity Management-Business Opportunities / Add Opportunity

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

Basic Information

* Opportunity Name

Industry Select a sub-Industry

Service System

* Opportunity Type New ? Continuous operations ?

* Win Probability

* Development Phase

Testing Project Yes No

* Bidding Project Yes No

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

Opportunity Management-Business Opportunities / Add Opportunity

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

Cloud Migration

Estimated Expenditures on Cloud USD/year

Technical Exchange

Test Details

Peer Vendor Alibaba Cloud Tencent Cloud AWS Microsoft Google Other

Use of Peer Vendor's Cloud Services

Opportunity Operations

Background

Progress Details

Risk & Request

0/1,000 0/1,000 0/1,000

Step 7 Specify the revenue information and click **Submit**. A message indicating the opportunity has been successfully added is displayed. You can click **View Details** or **Go to Business Opportunities**.

Opportunity Management-Business Opportunities / Add Opportunity

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

Estimated Monthly Revenue(USD)


Estimated Deadline

Service Period

Major Products

Estimated Monthly Revenue from Major Products(USD)

Business Opportunities / Add Opportunity



Business opportunity added

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

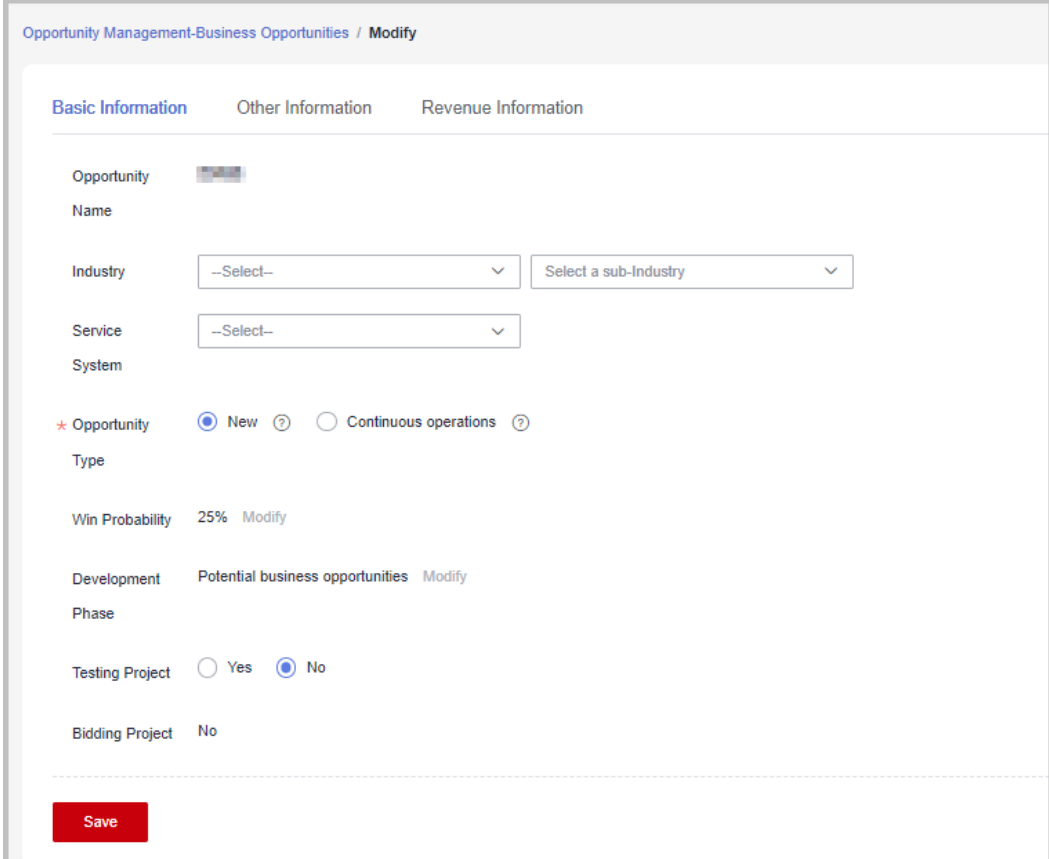
 **NOTE**

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

----End


Other Operations

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



Opportunity Management-Business Opportunities / Modify

Basic Information Other Information Revenue Information

Opportunity 

Name

Industry

Service

System

* Opportunity New Continuous operations

Type

Win Probability 25% [Modify](#)

Development Potential business opportunities [Modify](#)

Phase

Testing Project Yes No

Bidding Project No

[Save](#)

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

Opportunity Management-Business Opportunities / Modify

Basic Information **Other Information** Revenue Information

Cloud Migration

Estimated Expenditures on Cloud ⓘ USD/year

Technical Exchange -- Modify

Test Details -- Modify

Peer Vendor Alibaba Cloud Tencent Cloud AWS Microsoft Google Other

Use of Peer Vendor's Cloud Services --Select-- ▾

Opportunity Operations

Background 0/1,000 ↕

Progress Details -- Modify

Risk & Request 0/1,000

Save

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

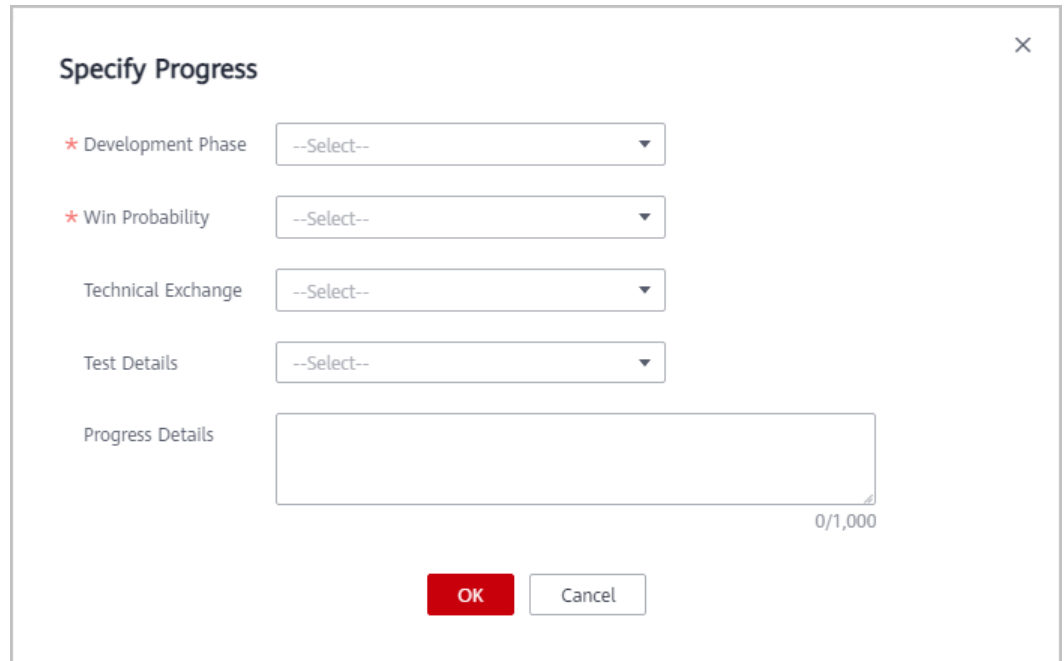
Opportunity Management-Business Opportunities / Modify

Basic Information Other Information **Revenue Information**

Estimated Monthly Revenue(USD)	<input type="text" value="75,522.00"/>
Estimated Deadline	2024/07/31
Service Period	3 months
Major Products	IaaS
Estimated Monthly Revenue from Major Products(USD)	444.00

Save

- Specifying progress for an opportunity: Click **Specify Progress** in the **Operation** column. In the displayed dialog box, specify **Development Phase**, **Win Probability**, **Technical Exchange**, **Test Details**, and **Progress Details**. The progress details you have specified will be displayed in the **Progress Details** area on the **Opportunity Management > Business Opportunities > Details** page.



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

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

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

11.2.1.1.2 Querying an Opportunity

You can query your associated customers and the related opportunity information such as **Industry, Opportunity Type, Win Probability, Development Phase, Estimated Monthly Revenue, and Last Updated**.

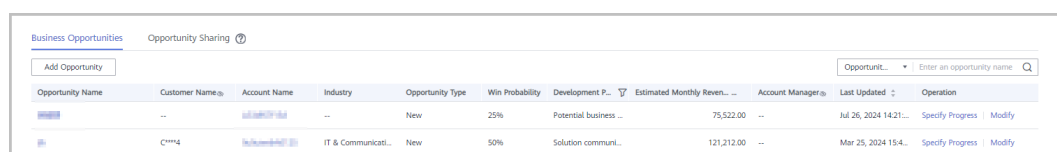
Precautions

- Customer managers can only view their own opportunities.
- Customer manager directors can view the opportunities of all their customer managers.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, choose **Sales > Leads and Opportunities > Opportunity Management**. The **Business Opportunities** tab is displayed by default.
- Step 4** You can configure search criteria as needed to view opportunities.

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

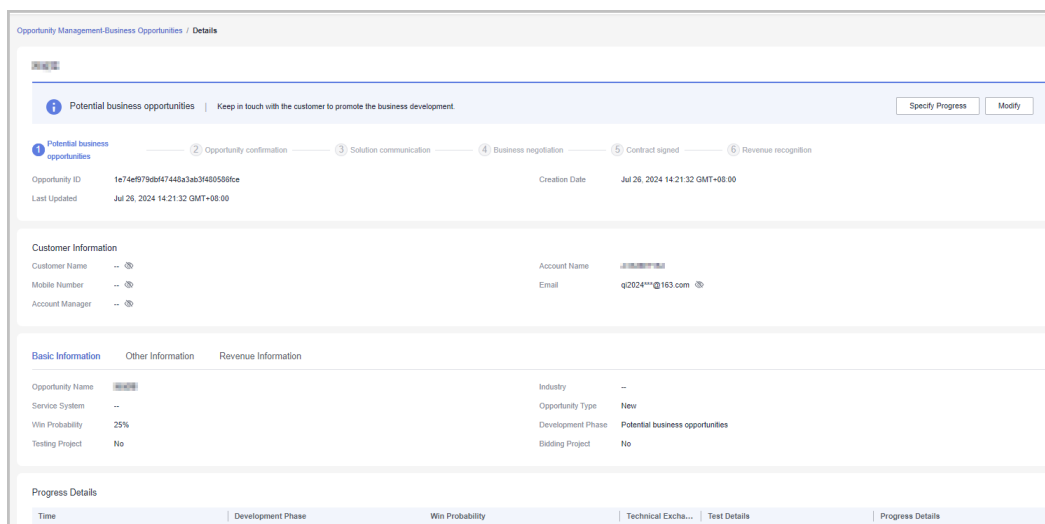


Opportunity Name	Customer Name	Account Name	Industry	Opportunity Type	Win Probability	Development P...	Estimated Monthly Reven...	Account Manager	Last Updated	Operation
	--		--	New	25%	Potential business ...	75,522.00	--	Jul 26, 2024 14:21...	Specify Progress Modify
	C****		IT & Communicat...	New	50%	Solution communi...	121,212.00	--	Mar 25, 2024 15:4...	Specify Progress Modify

 **NOTE**

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

Step 5 Click an opportunity name to go to its details page where you can view opportunity details and customer information.



- On the **Basic Information** tab page, you can view **Opportunity Name, Industry, Service System, Opportunity Type, Win Probability, Development Phase, Testing Project, and Bidding Project.**
- On the **Other Information** tab page, you can view the cloud migration and opportunity operations of the customer.
- On the **Revenue Information** tab page, you can view the **Estimated Monthly Revenue, Estimated Deadline, Service Period, Major Products, and Estimated Monthly Revenue from Major Products.**

----End

11.2.2 Customer Development

11.2.2.1 Pre-registering Customers

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

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

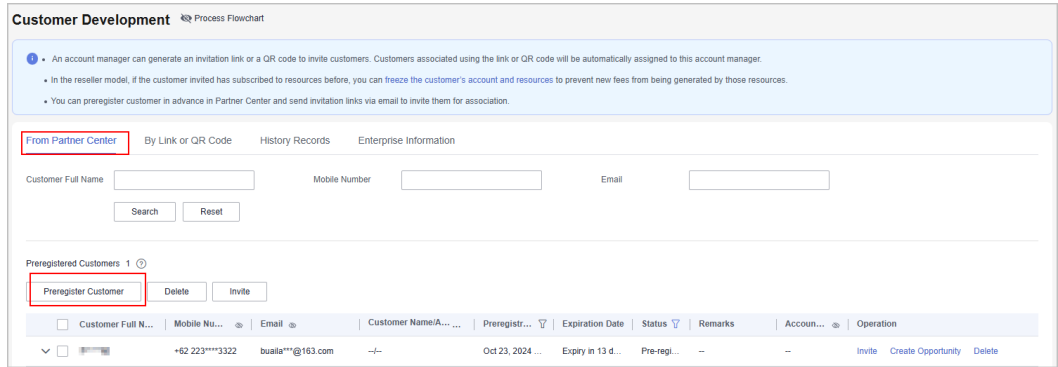
Except for **sending emails**, partners can **send hyperlinks and QR codes** to invite potential customers.

Precautions

- A customer cannot be pre-registered by a partner if the customer:
 - Is registered with Huawei Cloud (Chinese mainland website).
 - Has been associated with a partner.
 - Has been pre-registered by another partner.
 - Has signed contracts with Huawei Cloud.
 - Has cash expenditure records and has not been followed up by the Huawei Cloud direct sales team.
 - Has been associated with an enterprise master in the unified accounting model.
- A partner can submit a request for manual pre-registration review if the customer:
 - Has registered for more than seven days or has cash expenditure records and has been followed up by the Huawei Cloud direct sales team.
 - Registers in a country that is inconsistent with the location where the partner develops business.
 - Belongs to the Huawei Cloud online sales team.
- The maximum number of pending and pre-registered customers is 100. When the maximum number is reached, the partner cannot pre-register any customers.
- The validity period of pre-registration is 15 days. A pre-registered customer cannot be pre-registered by another partner until the current validity period has expired.
- If a partner does not reserve a mobile number or email address in Partner Center, the partner cannot preregister a customer. The partner needs to add mobile numbers or email addresses on the **Partner Information > Basic Information > Account Information** tab in the Partner Center before preregistering customers.
- When a partner pre-registers a customer, ensure to enter the email address used by the customer to register its account.
- If a partner still wants to pre-register a customer who does not meet the pre-registration conditions, the partner needs to submit a manual review request. The review will be completed within two working days.

Procedure

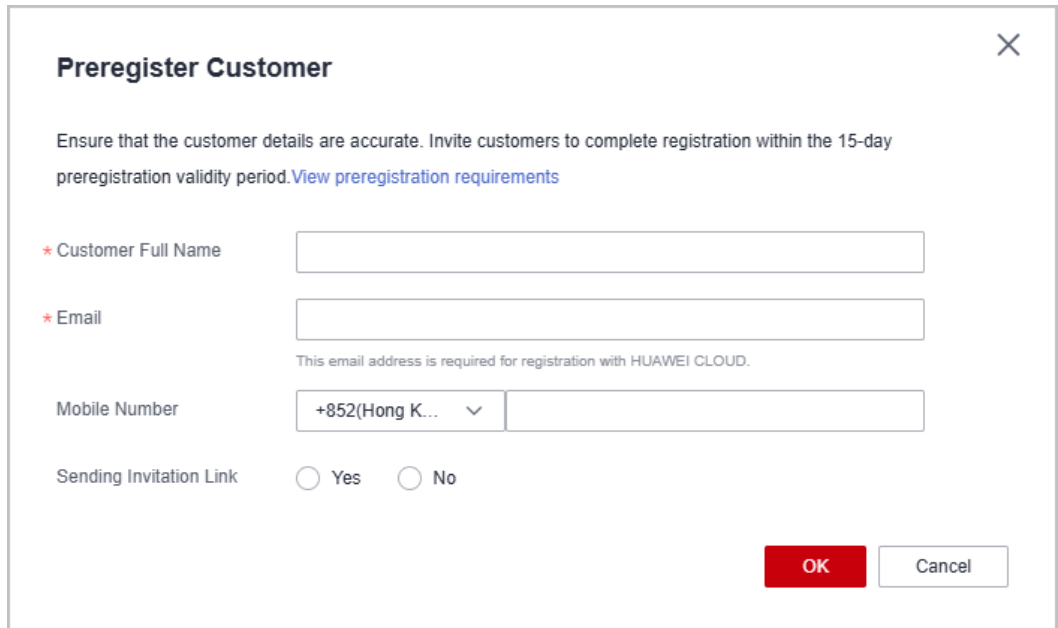
- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** On the **From Partner Center** tab page, click **Preregister Customer**.



NOTE

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

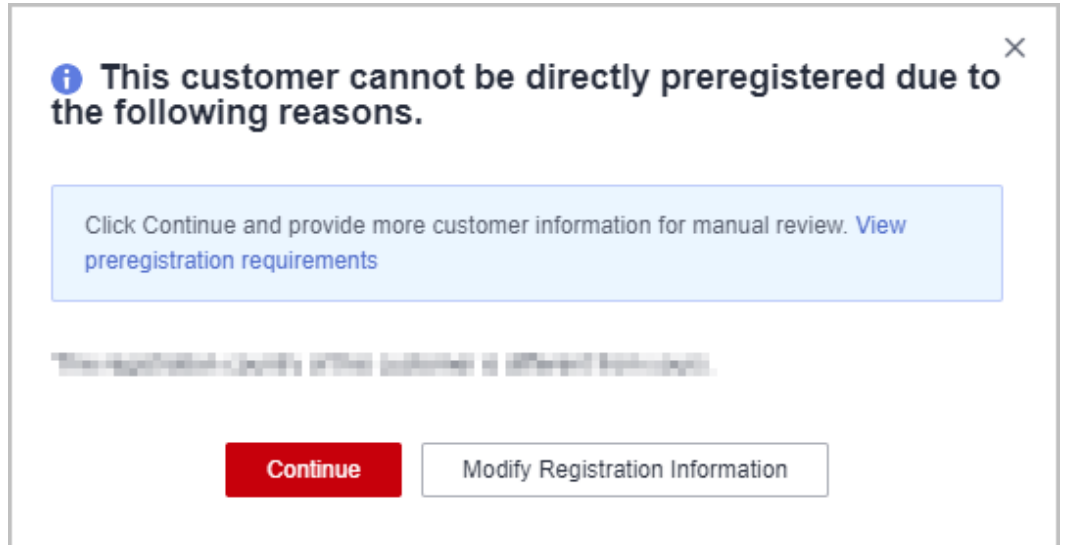
Step 5 Enter the full name, email address, and mobile number of the customer, select whether to send an invitation link, and click **OK**.



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

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

1. In the dialog box that is displayed, click **Continue**.



2. In the displayed dialog box, fill in the required information and click **Submit**.
3. You can query the preregistered customer by full name, mobile number, or email on the **From Partner Center** tab page. If the status of the customer changes to **Pre-registered**, it indicates that the preregistration is successful. Then, you can invite the customer for association.

 **NOTE**

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

----End

Other Operations

- Click **Delete** in the **Operation** column to delete a customer. You can also select multiple customers and click **Delete** next to **Preregister Customer** to delete them.
- Click **Create Opportunity** in the **Operation** column to create an opportunity for a customer.

 **NOTE**

- You cannot delete customers whose status is **Under review** or **Associated**.
- After a pre-registered customer is deleted, the pre-registration for the customer becomes invalid.

11.2.2.2 Inviting Pre-Registered Customers by Emails

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

 **NOTE**

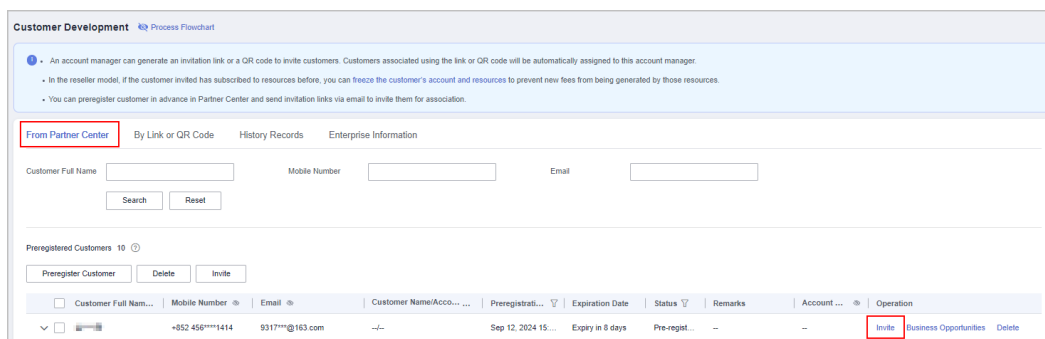
By default, you can only associate with your customers in the reseller model in Partner Center. If you need to enable the referral model, contact your ecosystem manager.

Prerequisites

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

Procedure

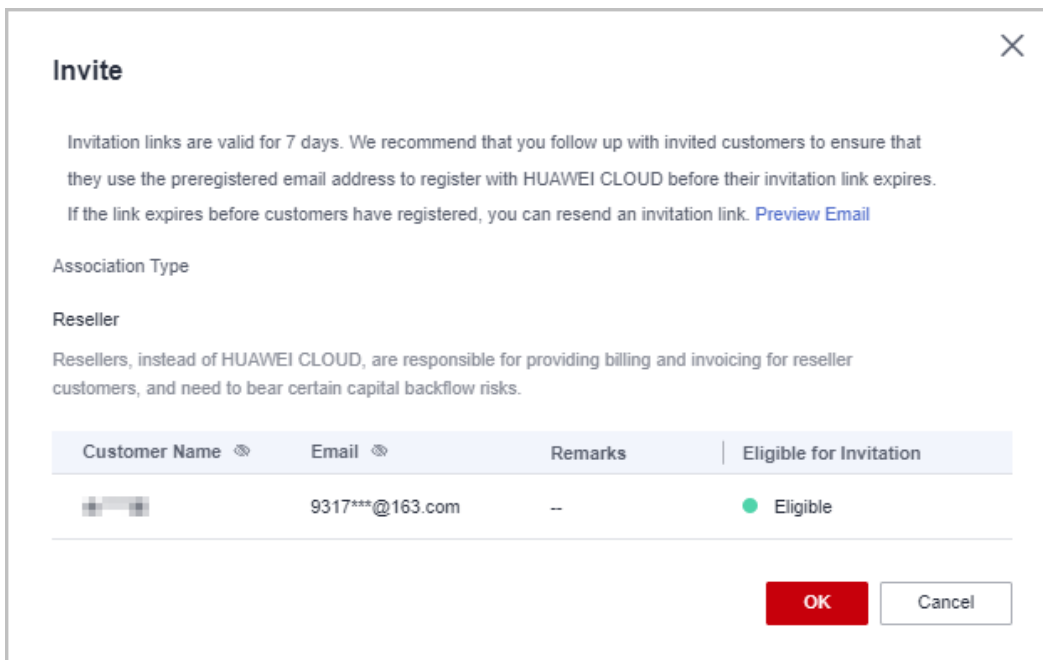
- Step 1** Use your partner account to log in to [HUAWAI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** In the customer list, select a customer and click **Invite** in the **Operation** column.



NOTE

- You can select multiple customers and click **Invite** to batch send invitation emails to the customers.
- You can click the eye icon before **Process Flowchart** to view the process guide for developing customers by sending invitation emails.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name/Account Name** to show or hide the complete content of customer names.

- Step 5** On the **Invite** page, select an association type and click **OK**.



NOTE

- Association types
 - Referral (contact your ecosystem manager to apply for the permission):** A customer signs a contract with HUAWEI CLOUD. HUAWEI CLOUD is responsible for the customer's contracts, billing, and invoices, and the customer pays to HUAWEI CLOUD.
 - Reseller:** A customer signs a contract with the partner. The partner is responsible for the customer's contracts, billing, invoices, and support services, and the customer pays to the partner.
- Invitation links have a validity period. Notify invited customers of completing registration within the validity period.
- Click **Preview Email** to view the invitation email content.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name** to show or hide the complete content of customer names.

The system automatically sends invitation emails to customers. After receiving the invitation emails, the customers click the links to register with HUAWEI CLOUD and associate with the partners. For details, see [Requesting Association with a Partner](#).

----End

11.2.2.3 Inviting Pre-Registered Customers by Hyperlinks or QR Codes

Except for [sending emails](#), partners can send hyperlinks and QR codes to invite potential customers.

NOTE

By default, you can only associate with your customers in the reseller model in Partner Center. If you need to enable the referral model, contact your ecosystem manager.

Precautions

- The general-purpose invitation link or QR code generated by a partner administrator or operator contains a customized tag, indicating the account name of the administrator or operator.
- After an account manager or account director invites customers by invitation links and QR codes, the customers will be automatically associated with and assigned to the account manager or account director.
- Offline associations are only available to new customer accounts. If a customer wants to associate with a partner using an existing account, they need to contact partner to send an online association invitation.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** Click the **By Link or QR Code** tab.
- Step 5** Obtain the invitation link and QR code.

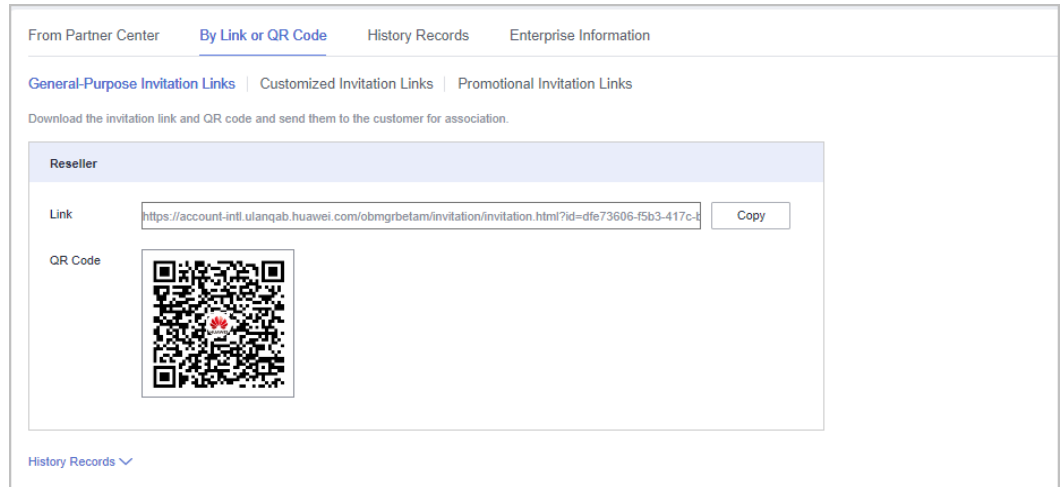
You can invite a customer using a general-purpose/customized invitation link and QR code or a promotional link.

After receiving the invitation, the customer can click the link or scan the QR code to register with Huawei Cloud and associate with the partner. For details, see [Requesting Association with a Partner](#).

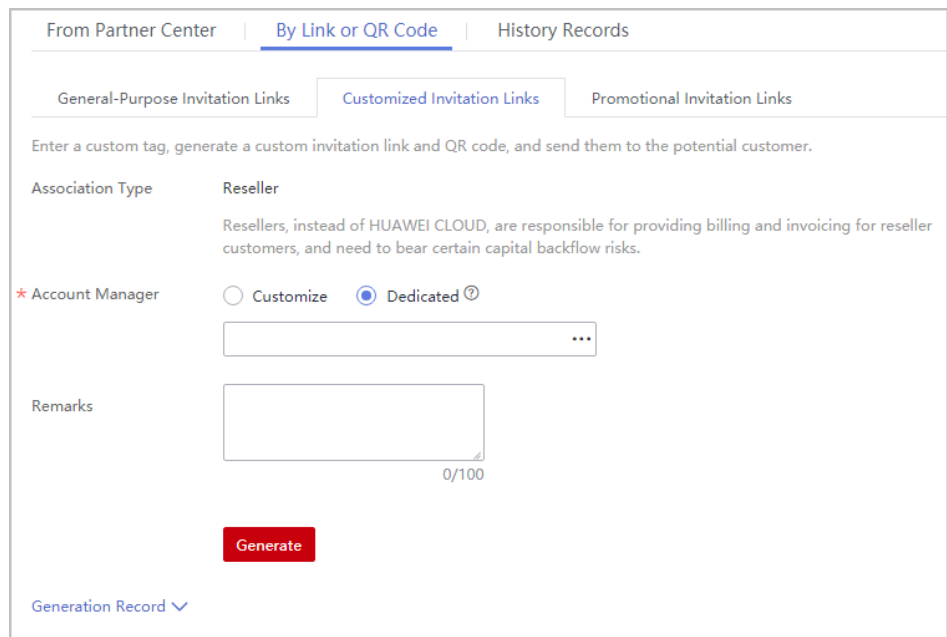
NOTE

- When creating a custom invitation link and a QR code, add a tag to them. Then you can identify associated customers by tag. You can view customers' custom tags in the customer list on the **Customers > Customer Management** page.
- If you do not want to create a custom tag for a customer, use the general invitation link and QR code.
- The invitation link and QR code for a promotional activity are valid only for a period of time. Remind your customers to complete the registration within the validity period.
- You can click the eye icon before **Process Flowchart** to view the process guide for developing customers by hyperlinks or QR codes.
- Association types
 - Referral (contact your ecosystem manager to apply for the permission):** A customer signs a contract with HUAWEI CLOUD. HUAWEI CLOUD is responsible for the customer's contracts, billing, and invoices, and the customer pays to HUAWEI CLOUD.
 - Reseller:** A customer signs a contract with the partner. The partner is responsible for the customer's contracts, billing, invoices, and support services, and the customer pays to the partner.
- Invite a pre-registered customer by a general-purpose invitation link and QR code.
 - a. Click the **General-Purpose Invitation Links** tab.

- b. Click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer offline, such as by email.



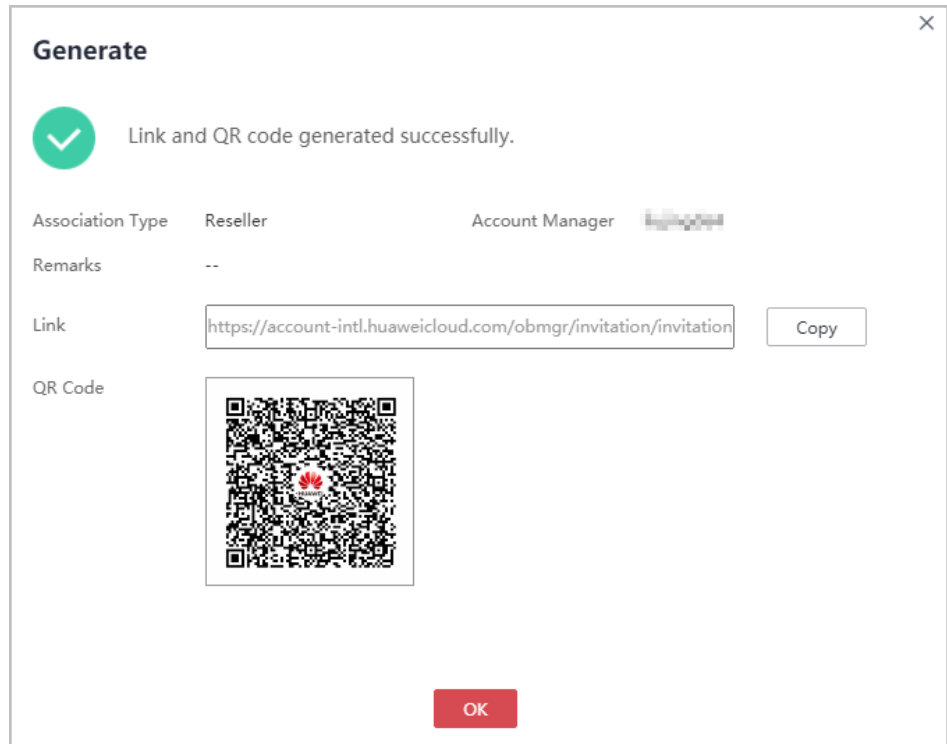
- Invite a pre-registered customer by a customized invitation link or QR code.
 - a. Click the **Customized Invitation Links** tab.
 - b. Set **Account Manager** and click **Generate**.



NOTE

You can generate up to 100 invitation links within 24 hours.

- c. On the **Generate** page, click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer offline, such as by email.



NOTE


You can click **Generation Record** to view historical customized invitation links. You can also send a historical invitation link or QR code to a potential customer.

- Invite a pre-registered customer by a promotional invitation link.
No promotion activity is available.

----End

11.2.2.4 Managing Invited Customers

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

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

Association Failure Causes and Suggested Operations

Message	Suggested Operation
The system is busy. Try later.	Contact the customer service.
The invitation link does not exist.	Send the invitation email again.
The invitation link has expired.	Send the invitation email again.
The invitation code has been used.	Send the invitation email again.
The invitation link has been used.	Send the invitation email again.

Message	Suggested Operation
Prepaid partners cannot develop customers in reseller model.	Send the invitation email again.
Failed to associate with the partner because the customer has been registered by another partner.	The customer cannot be associated with a partner in this condition.
Failed to set the customer to a partner's customer because the customer is already a partner or is applying for becoming a partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer already associates with another partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer has a special contract.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer uses a Huawei internal account.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner in the reseller model because the customer has associated with an independent accounting member account as the enterprise master account.	The customer cannot be associated with a partner in the reseller model.
Failed to associate with the partner in the reseller model because the customer was using an enterprise member account to do so.	The customer cannot be associated with a partner by reseller model.
According to your signed relationship with Huawei, some of the customers cannot be associated by referral model. It is recommended that you associate them by reseller model.	The customer cannot be associated with a partner by referral model. Suggest the customer to associate with the partner by reseller model.
According to your registration country, some of the customers cannot be associated by referral model. It is recommended that you associate them by reseller model.	The customer cannot be associated with a partner by referral model. Suggest the customer to associate with the partner by reseller model.
Failed to associate with the partner because the customer has a consumption record.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.

Message	Suggested Operation
Failed to associate with the partner because the top-up account has a balance and the outstanding invoice amount is greater than the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the customer registration time exceeds the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the customer has overdue payment.	Remind the customer to top up the account and settle the overdue payment and then submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner by reseller model because the bill run of the customer's credit account is created and the account has overdue payment.	Remind the customer to settle all the overdue payments and then submit a service ticket or contact the customer service to associate with the partner.

Resending an invitation email

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

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** Click the **History Records** tab.
- Step 5** Sort out customers whose status is **Expired** and click **Resend Invitation** in the **Operation** column to send new invitations to these customers.

NOTE


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

- Step 6** In the displayed dialog box, confirm the customer information and click **OK**.

----End

Viewing Invited Customers

On the **History Records** page, you can view customers who have received your invitations and those who have accepted your invitations and registered with HUAWEI CLOUD.

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
 - Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
 - Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
 - Step 4** Click the **History Records** tab.
 - Step 5** Set search criteria to query for the invited customers to be viewed.
You can sort invited customers by **Customer Name, Customer Account, Customize/Account Name, Email, Invitation Method, or Status**.
 - Step 6** Click  to view information about invited customers.
- End

Exporting Invited Customers

You can export the records of all invited customers.

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** Click the **History Records** tab.
- Step 5** Click **Export All** to export records of all invited customers.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

----End

11.2.2.5 Viewing Enterprise Information

A partner can query the details about an enterprise by enterprise name.

NOTE

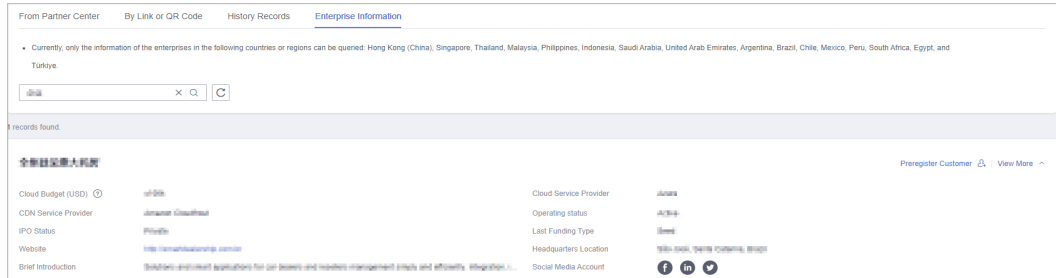
Currently, only the information of the enterprises in the following countries or regions can be queried: Hong Kong (China), Singapore, Thailand, Malaysia, Philippines, Indonesia, Saudi Arabia, United Arab Emirates, Argentina, Brazil, Chile, Mexico, Peru, South Africa, Egypt, and Türkiye.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.

Step 4 Select the **Enterprise Information** tab and enter an enterprise name to search for the enterprise.

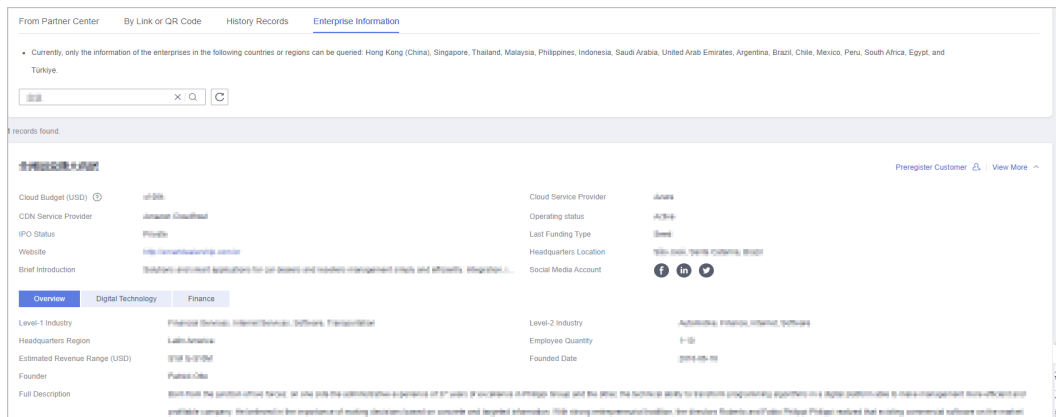


NOTE

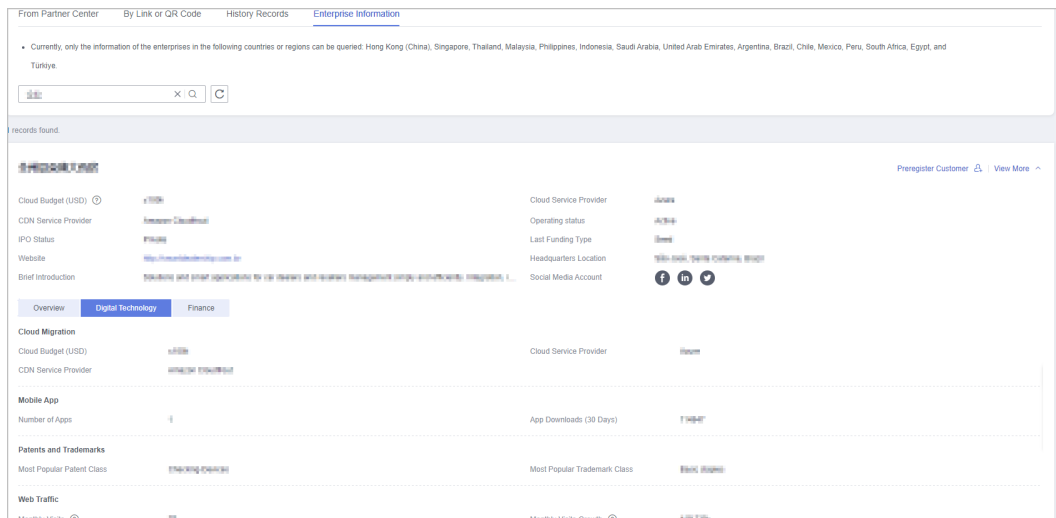
On the displayed page, click **Preregister Customer** to preregister the enterprise displayed.

Step 5 Click **View More** to view enterprise details (**Overview, Digital Technology, and Finance**).

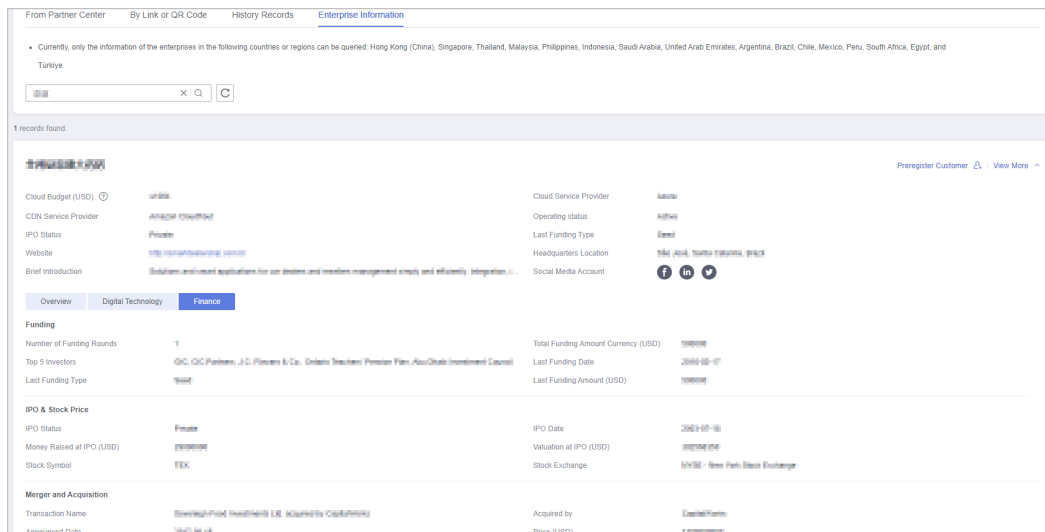
Click the **Overview** tab to view the basic information about the enterprise such as the level-1 industry, level-2 industry, HQ region, and number of employees.



Step 6 Click the **Digital Technology** tab to view the cloud migration information, app information, patent and trademark information, and website traffic.



Step 7 Click the **Finance** tab to view the information related to funding, IPO and stock price, and merger and acquisition.



----End

11.2.3 Marketing Tasks

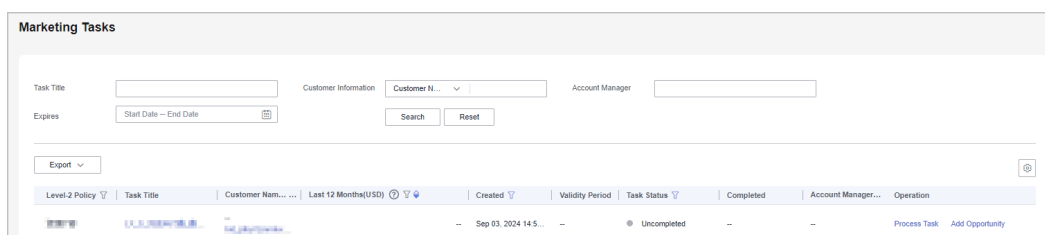
11.2.3.1 Viewing Marketing Tasks

Marketing tasks are a series of strategies, such as opportunity identification, cross-selling, promoting renewal, and scenario-based solution recommendation, used to develop customers. These strategies are used to efficiently and continuously enhance the connection with small and medium businesses and achieve marketing goals.

You can view your marketing tasks in Partner Center.

Procedure

- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Marketing Tasks**.



 **NOTE**

- If you are a distributor, you can view both your and your resellers' marketing tasks on the **My Customers** tab and the **Resellers' Customers** tab respectively.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Account Manager** to show or hide the complete content of account manager names.

Step 4 Set search options to search for sales tasks.

You can filter sales tasks by task name, customer name, account manager, level-2 policy, level-1 policy, status, task status, created time, and expiration time.

- Click a task name to view task details.
- Click **Process Task** in the **Operation** column to process a sales task. For details, see [Processing a Marketing Task](#).

 **NOTE**

You can also click a task name to go to the task detail page and then click **Process** to process this marketing task.

----End

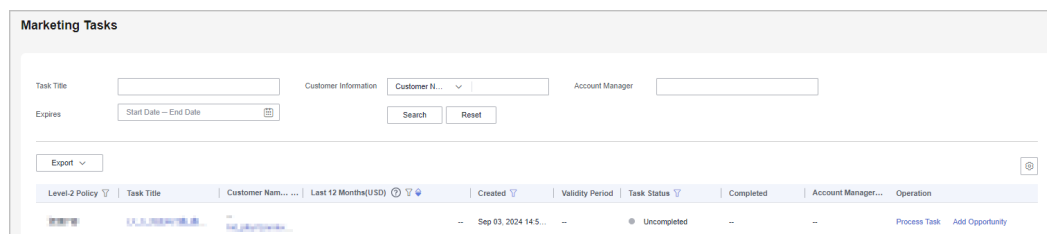
11.2.3.2 Processing a Marketing Task

You can process your marketing tasks and your resellers' tasks based on authorization.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Marketing Tasks**.
- Step 4** In the task list, select a sales task and click **Process Task** in the **Operation** column.

The **Process Tasks** page is displayed.

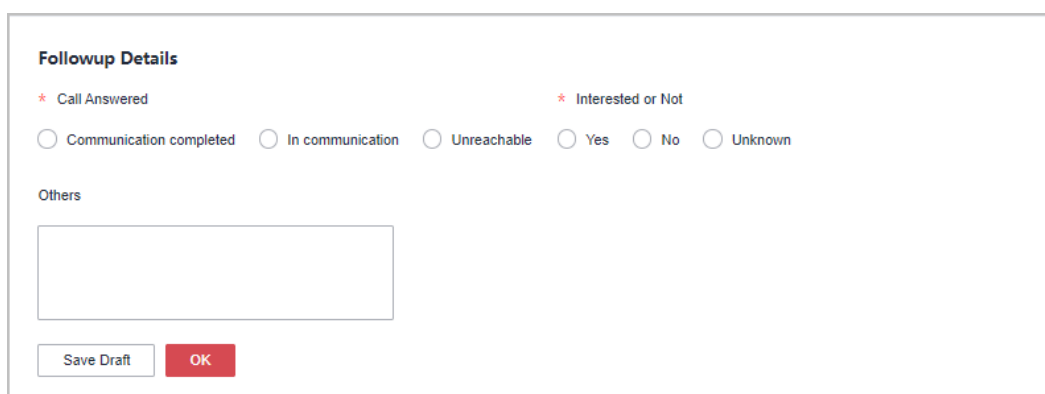


 **NOTE**

- If you are a distributor, you can view both your and your resellers' marketing tasks on the **My Customers** tab and the **Resellers' Customers** tab respectively.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Account Manager** to show or hide the complete content of account manager names.
- You can select a task and click **Add Opportunity** in the **Operation** column to add an opportunity for this task.

Step 5 Process the marketing task.

- Specify follow-up details and click **Save Draft** to record your processing.
- Click **OK** to finish this task.



----End

11.3 Customers

11.3.1 Customer Management

11.3.1.1 Querying Customers

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

Procedure

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

You can search for customers by frozen status, association type, association time, customer name, customer account, customer ID, account manager name, month-

to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.

Customer/Account Name	Mobile Num.....	Email	Monthly Budget(USD)	One-Time Budget(USD)	Budget Usage	Alerts to Be Handled	Operation
Account Name	--	q2024***	0.00	--	--	0	Set Budget View Orders More
Account Name	--	--	--	50.00	0%	0	Set Budget View Orders More

NOTE

- Click **Manage Association Records** to view historical association and disassociation records.
- Click the eye icon next to a header to view complete contents in the column. For example, you can click the eye icon next to **Email** to view complete email addresses.
- You can view your customers on the **Customers** tab and your resellers' customers on the **Resellers' Customers** tab.

Step 5 Click an account name to view customer details.

Customer Management / Customer Details

Account Name: [Redacted] | Email: q2024***@163.com | Label: --

Reseller | Enterprise User | Manual | You have frozen the account and pay-per-use resources of the customer.

Overview | Resources | Basic Information

Budgets | Set Budget | Current Estimate: \$0.00 USD | Monthly Budget: \$0.00 USD

Cash Coupons (Customer-Specific) | Available: 0 (Total: \$0.00 USD) | Expire in 7 Days: 0

Customer Orders | Place Order on Customer's Behalf | Unpaid Orders: 0 | All Orders: 0

Expenditure Summary | Last 12 months | Expenditures: 0.00 | Expenditure Rankings: No data available.

Customer Alerts | Loss: 0

Pending Renewals | OSM on Customers' Behalf | All Resources | Expire in 7 Days: 0 | Expire in 15 Days: 0 | Expire in 30 Days: 0

Business Opportunities | Add Opportunity | Opportunities: 1

 NOTE

- You can click **Assign Account Manager** to assign an account manager for the customer. If you need to change the account manager for a customer, you can click **Account Manager: *****.
- You can click the buttons in the **Account Freezing/Unfreezing** drop-down list to freeze or unfreeze the account or both the account and resources.
- You can click **Association Management** and select **View Association Requests** from the drop-down list to view association records and manage association relationships for the customer. You can also click **Disassociate** from the drop-down list to disassociate from the customer.
- You can click **Request Authorization** to request permissions for performing operations on the customer's behalf.
- On the **Overview** tab, you can view budget usage. You can also click **Set Budget** to set a monthly budget or one-time budget for the customer.
- On the **Overview** tab, you can view the customer's cash coupons, including available coupons and coupons that will expire in 7 days.
- On the **Overview** tab, you can view the customer's orders, including unpaid and paid orders. You can also click **Place Order on Customers' Behalf** to place orders for the customer.
- On the **Overview** tab, you can view the customer's resources to be renewed. To manage resources for the customer, you can click **Perform O&M Operations on Customers' Behalf** to obtain customer authorization first and then perform operational tasks for the customer as needed. You can view all resources, such as yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans, by clicking **All Resources**, or view resources that are going to expire in 7 days, 15 days, and 30 days.
- On the **Overview** tab, you can view expenditure analysis and product rankings. You can click **View Expenditure** to view expenditure details. You can click **View Details** next to **Month-to-Date Expenditures** or **Expenditure Last Month** to view expenditure details of this month or last month. You can click the icon next to **Expenditure Change** to view expenditure analysis.
- On the **Overview** tab, you can click **Add Opportunity** to create an opportunity for a preregistered customer or an associated customer. You can also click the number next to **Opportunities** to view detailed information.
- On the **Resources** tab, you can view and export yearly/monthly resources, pay-per-use resources, and savings plans.
- On the **Basic Information** tab, you can click **Account Manager History** to view the list of historical account managers assigned to the customer.

----End

Other Operations

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

- Choose **Export > Export Selected** to export all the customers of the partner.

 NOTE

Only the administrator can export the customer list. If other operators need to export the customer list, contact the administrator.

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- Click **Export > View Export**. On the **Export History** page, click **Download** in the **Operation** column to download and view the exported customers.

- Click **Set Budget** to set a monthly or one-time budget for customers associated in the reseller model. For details, see [Setting Monthly Budgets for Customers](#) and [Setting One-Time Budgets for Customers](#).
- Choose **More > Create Discount** to set a discount for customers. For details, see [Setting Discounts for Customers](#).
- Click **View Orders** to view all orders of a customer.
- Choose **More > View Resources** to view a customer's pay-per-use and yearly/monthly resources. For details, see [Viewing a Customer's Resources](#).
- Click **More > Customer Spend** to view all expenditure details of a customer.
- Choose **More > Assign Account Manager** to assign an account manager to a customer. For details, see [Assigning an Account Manager for a Customer](#).

11.3.1.2 Setting Monthly Budgets for Customers

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

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Management**.
- Step 4** Select a customer in the **Customer/Account Name** column and click **Set Budget** in the **Operation** column. On the displayed **Set Budget** page, set **Budget Type** to **Monthly Budget**.
 - Automatic account freezing

Customer Management / Set Budget

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

Budget Type: Monthly Budget One-Time Budget

Monthly Budget (USD):

Account freezing upon monthly budget exhaustion: Automatic Manual

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

1. Monthly budget quota: reflects total expenditures (calculated based on the list prices) of the customer the latest month. The budget will restore in the following month.

2. Huawei Cloud will send you an email to alert you when your customer uses 75%, 90%, or 100% of the monthly budget. You can set recipients in Message Center > SMS & Email Settings > Message Type > Finance > Partner budget. [Set Recipients](#)

3. If the budget of your customer is exhausted, the system will restrict customer's purchase of yearly/monthly and pay-per-use resources and reserved instances, and some of the provisioned resources may be unavailable, but the provisioned pay-per-use resources still incur fees. To avoid incurring new fees, you can choose to freeze both the account and its resources. [How Do I Freezing Both an Account and Its Resources?](#)

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

5. You can increase the budget and then unfreeze the account of the customer to clear the alert.

6. The customer expenditure is an estimate and may be delayed by hours.

7. It is only used for managing expenditures of your customers but will not exempt you from the corresponding responsibility.

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

Unfreeze Now

Adjustment Records

- Manual account freezing

Customer Management / Set Budget

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

Budget Type: Monthly Budget One-Time Budget

Monthly Budget (USD):

Account freezing upon monthly budget exhaustion: Automatic Manual

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

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

Adjustment Records

NOTE

- You can select multiple customers and click **Set Budget** above the customer list to achieve batch budget setting. The new budget setting will replace the earlier setting.
- When you set a monthly budget for a customer, set **Account freezing upon monthly budget exhaustion** to **Automatic** or **Manual**. **Automatic** indicates that the system automatically freezes an account upon budget exhaustion. For details about how to **manually** freeze an account, see [Freezing a Customer](#).
- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- You can view adjustment records of monthly budgets by clicking **Adjustment Records**.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. [Freezing Both an Account and Resources](#)

Step 5 Enter a value and click **OK**.

NOTE

After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a monthly budget for this customer.

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

NOTE

If partners have enabled the verification code function, a verification code is required to verify the identity. For details about how to enable verification code function, see [Managing Basic Information](#).

Step 6 Click **OK**.

----End

11.3.1.3 Setting One-Time Budgets for Customers

A partner can set one-time budgets for a customer associated with the partner in the reseller model. The budget will not automatically restore in the next month.

Procedure

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

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

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

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

- Automatic account freezing

The screenshot shows the 'Set Budget' page for a customer. At the top, it displays 'One-Time Budget' with a total expenditure of \$0.00 USD, the customer name 'gwhk_qiyezhu03', and the account name 'gwhk_qiyezhu03'. Under 'Budget Type', 'One-Time Budget' is selected. The 'One-Time Budget (USD)' field is empty. Under 'Account freezing upon one-time budget exhaustion', 'Automatic' is selected. Below this, there are seven numbered instructions: 1. One-Time budget reflects total expenditures... 2. Huawei Cloud will send you an email to alert you... 3. If the budget of your customer is exhausted... 4. Huawei Cloud shall not take the responsibilities... 5. You can increase the budget... 6. The customer expenditure is an estimate... 7. It is only used for managing expenditures... At the bottom, there is a message 'The customer account has been frozen. Unfreeze the account to allow the customer to buy resources.' with an 'Unfreeze Now' checkbox and an 'OK' button.

- Manual account freezing

The screenshot shows the 'Set Budget' page for a customer. At the top, it displays 'One-Time Budget \$1.00 USD (Total Expenditure \$0.00 USD)', the customer name, and the account name. Under 'Budget Type', 'One-Time Budget' is selected. The 'One-Time Budget (USD)' field contains '1.00'. Under 'Account freezing upon one-time budget exhaustion', 'Manual' is selected. Below this, there are six numbered instructions: 1. One-Time budget reflects total expenditures... 2. Huawei Cloud will send you an email to alert you... 3. If the budget of your customer is exhausted... 4. After receiving the alert notification... 5. The customer expenditure is an estimate... 6. It is only used for managing expenditures... At the bottom, there is a message 'The customer account has been frozen. Unfreeze the account to allow the customer to buy resources.' with an 'Unfreeze Now' checkbox and an 'OK' button.

 NOTE

- You can select multiple customers and click **Set Budget** above the customer list to achieve batch budget setting. The new budget setting will replace the earlier budget setting.
- When you set one-time budgets for customers, you also need to set **Account freezing upon one-time budget exhaustion** to **Automatic** or **Manual**. **Automatic** indicates that the system automatically freezes an account upon budget exhaustion. For details about how to **manually** freeze an account, see [Freezing a Customer](#).
- The spending for a one-time budget begins accumulating from the month of successful configuration, and the data may be delayed by about 10 minutes.
- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- You can view adjustment records of one-time budgets by clicking **Adjustment Records**.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. [Freezing Both an Account and Resources](#)

Step 5 Enter a one-time budget value and click **OK**.

 NOTE

After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a one-time budget for this customer.

A message is displayed indicating one-time budget setting success.


 NOTE

If partners have enabled the verification code function, a verification code is required to verify the identity. For details about how to enable verification code function, see [Managing Basic Information](#).

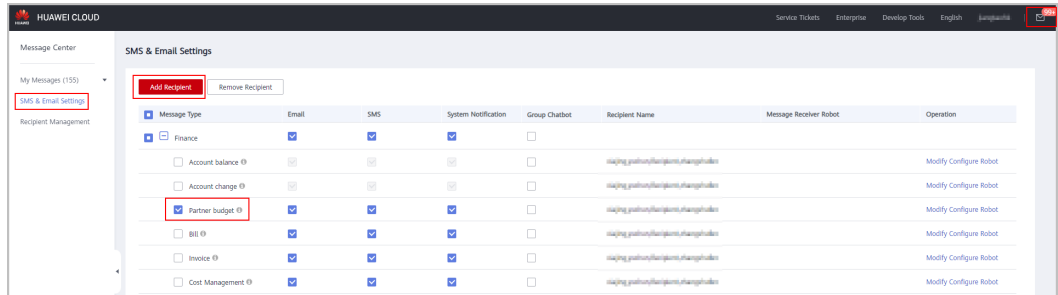
Step 6 Click **OK**.

----End

11.3.1.4 Adding Partner Budget Recipients

Step 1 Click  in the upper right corner to go to **Message Center**.

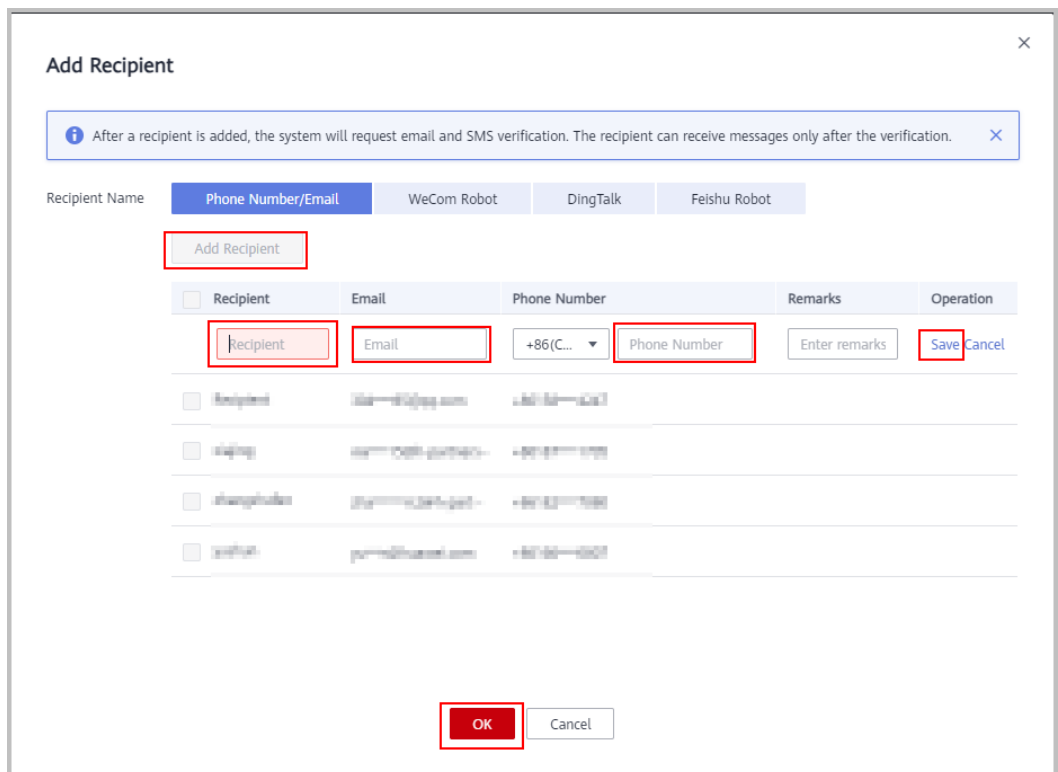
Step 2 In the navigation pane on the left, choose **SMS & Email Settings**. In the **Message Type** column, select **Finance**, select **Partner budget**, and click **Add Recipient**.



Step 3 In the displayed **Add Recipient** dialog box, click **Add Recipient**, enter the recipient name, email address, and phone number, and click **OK**.

To add multiple recipients, repeat this step.

Click **OK**. When the partner budget usage exceeds 75%, 90%, or 100%, the added recipients will receive a warning notification.



----End

11.3.1.5 Freezing a Customer

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

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

Impacts of Freezing Only Accounts or Both Accounts and Resources

- Impacts of Freezing Accounts

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

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

Operation Type	Supported Operations	Operations Not Supported
Operations on yearly/monthly cloud services	<ul style="list-style-type: none"> • Unsubscribing from resources • Modifying resource names 	<ul style="list-style-type: none"> • Purchasing resources • Modifying specifications • Renewing subscription to resources • Changing yearly/monthly resources to pay-per-use resources • Operations on resources • Deleting resources
Operations on pay-per-use cloud services (operations on pay-per-use instances and spot instances)	<ul style="list-style-type: none"> • Modifying resource names • Viewing resource information 	<ul style="list-style-type: none"> • Purchasing resources • Modifying specifications • Changing pay-per-use resources to yearly/monthly resources • Operations on resources • Deleting resources

- Impacts of Freezing Accounts and Resources

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

Freezing an Account

Step 1 Use your account to log in to [HUAWEI CLOUD](#).

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

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

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

Freeze Account
✕

Freeze Account Notes

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

Reason

0/256

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

OK
Cancel

Step 5 Enter the reason.

Step 6 Click **OK**.

A message is displayed indicating that the account is frozen.

NOTE

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

----End

Freezing Both an Account and Resources

Step 1 Use your account to log in to [HUAWEI CLOUD](#).

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

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

Step 4 Click **Freeze Account and Resources** in the **Operation** column in the row of the target customer.

Freeze Account and Resources

✕

Freeze Account and Resources Notes

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

Reason

0/256

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

OK
Cancel

Step 5 Enter the reason.

Step 6 Click **OK**.

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

NOTE

- If partners have enabled the verification code function, a verification code is required.
- After a customer's account and resources are frozen, the customer cannot purchase cloud services, renew subscriptions, or modify resources, and all their cloud services cannot be used. Exercise caution when performing this operation.
- To unfreeze both the account and resources for a customer, click **Unfreeze Account and Resources** in the **Operation** column for the target customer.

----End

11.3.1.6 Unfreezing a Customer

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

Unfreezing an Account

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

- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Locate the target customer, click **More > Unfreeze Account** in the **Operation** column.
- Step 5** Enter the reason and click **OK**. A message is displayed, indicating that the account is unfrozen successfully.

✕

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

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

Reason

0/256

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

OK
Cancel

NOTE

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

----End

Unfreezing Both an Account and Resources

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Click **Unfreeze Account and Resources** in the **Operation** column for the target customer.
- Step 5** Enter the reason and click **OK**. A message is displayed, indicating that the account and resources are unfrozen.

Unfreeze Account and Resources ✕

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

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

Reason

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

OK
Cancel

NOTE

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

----End

11.3.1.7 Managing Customer Association Relationships

In the reseller model, a partner can disassociate from its customers and process the disassociation requests submitted by customers.

NOTE

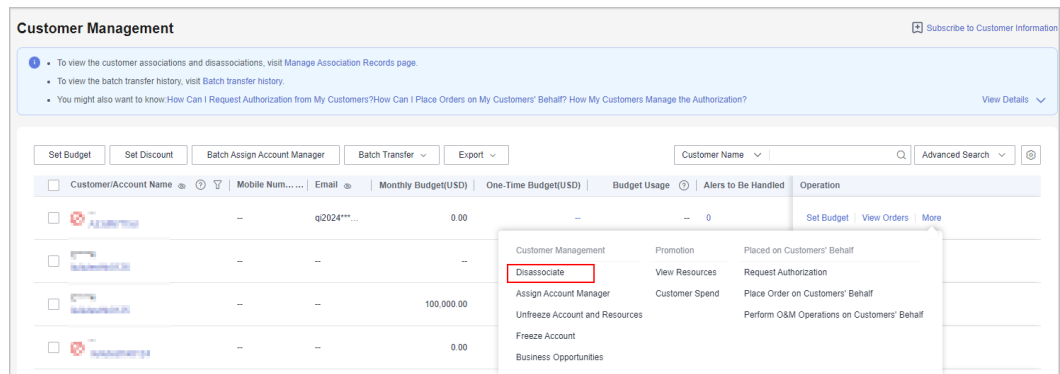
- Only partners with the corresponding permissions can disassociate from their customers.

Precautions

1. Only one disassociation request can be initiated by a customer within a 3 month period.
2. Only one disassociation request can be initiated by a partner within a 3 month period.
3. You cannot disassociate from an enterprise master if this enterprise master has been associated with any independent accounting member.
4. If you need to disassociate from a customer whose account has been manually frozen, you need to unfreeze this customer account first.
5. You cannot disassociate from a customer if this customer has any reserved instance that has not expired or any partner support plan product.

Disassociate from a Customer.

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



NOTE

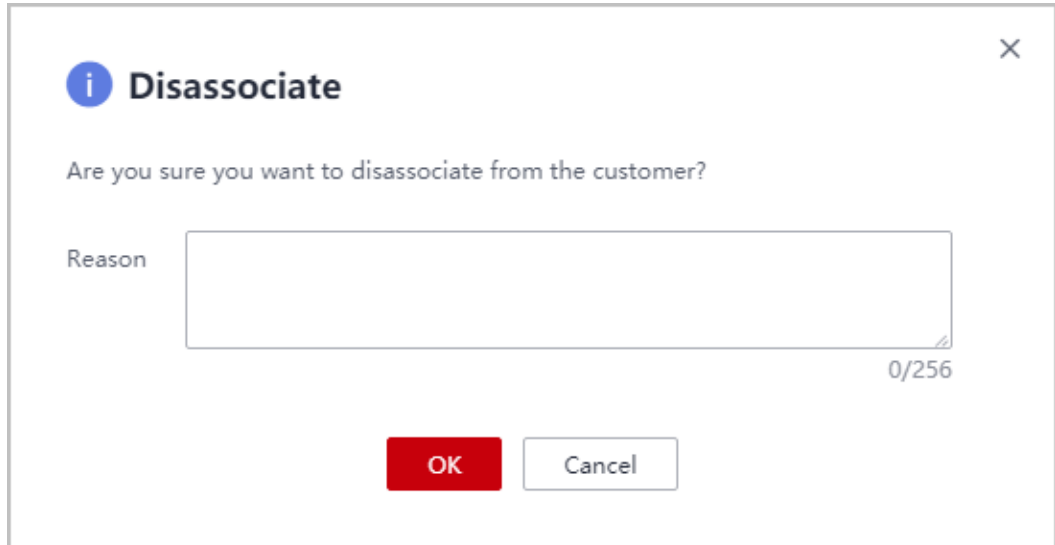
- If you need to disassociate from your customers rather than your resellers' customers, select the **Customers** tab.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

- Step 5** If the account passes the check, select **I understand the preceding statement and confirm to disassociate from the partner account**, and click **Disassociate**.

NOTE

If the account fails the check, handle the failed items as prompted. Then check the account again.

The **Disassociate** dialog box is displayed.



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

The system displays a message indicating that the request for disassociating from the customer has been submitted. After your customer completes the processing, you will be notified of the processing result at the first time. Please wait.

 **NOTE**

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

----End

Other Operations

Partners can query the customer associations and disassociation records, and process the disassociation requests initiated by customers.

 **NOTE**

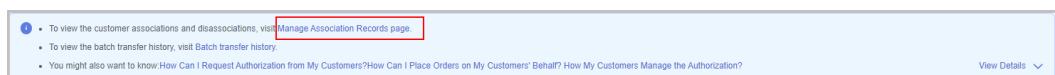
Only partners with the corresponding permissions can process the disassociation requests from customers.

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

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

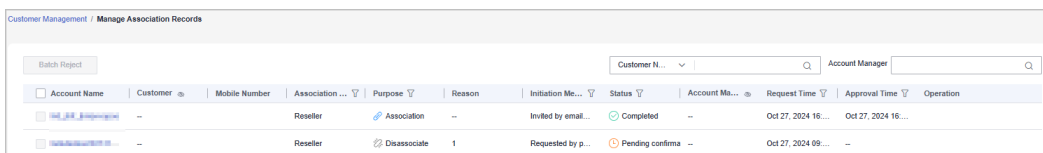
Step 4 Click **Manage Association Records**.



 **NOTE**

For Huawei Cloud distributors, they need to click the **Customers** tab and click **Manage Association Records**.

Step 5 On the displayed page, you can query the association and disassociation records. Click **Agree** or **Reject** in the **Operation** column.



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

NOTE

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

----End

11.3.1.8 Setting Discounts for Customers

A partner can set discounts for associated customers and specify the validity period of the discounts. Customers can buy HUAWEI CLOUD products at discounts.

NOTE

- Partners in the following areas cannot set discounts for their customers: Chile, Brazil, Colombia, El Salvador, Jamaica, Bolivia, Uruguay, Argentina, Ecuador, Dominican Republic, Suriname, Haiti, Peru, Paraguay, Guyana, Honduras, Mexico, Barbados, French Guyana, Nicaragua, Panama, Costa Rica, Puerto Rico, Trinidad and Tobago, Belize, Guatemala, Bahamas, Bermuda, Saint Lucia
- A partner cannot set discounts for a customer associated with the partner in the reseller model.

Context

You can set a general discount for customers.

A general discount applies to all product categories.

NOTE

- For the applicable scope of discounts granted by partners, see [What Is the Applicable Scope of Discounts Granted by Partners?](#)
- When a customer uses a discount granted by the partner, the partner's rewards may be affected.

Prerequisites

You have obtained the permission for setting discounts from the HUAWEI CLOUD operation manager.

Procedure

- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

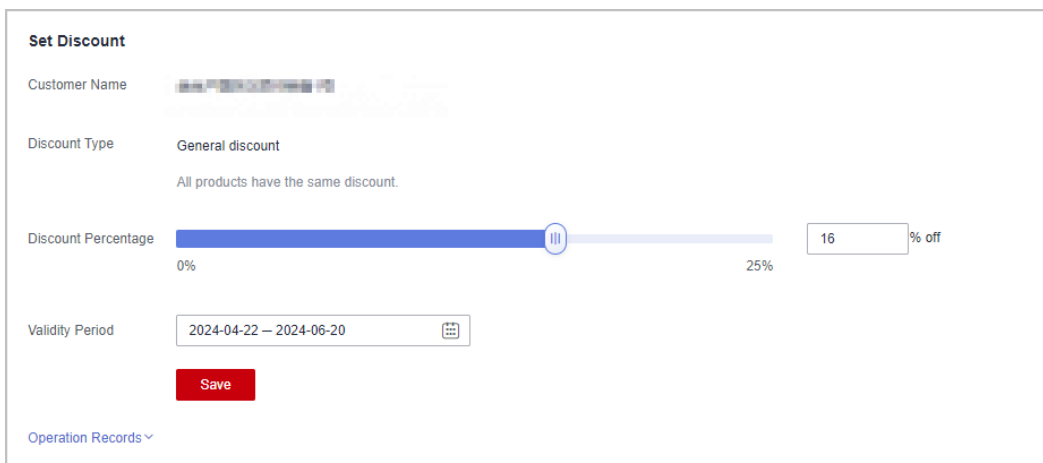
Step 3 In the top navigation, select **Sales > Customers > Customer Management**.

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

 **NOTE**

You can also select multiple customers in the customer list and click **Create Discount**.

Step 5 Pull the slide bar to set the discount percentage.



Set Discount

Customer Name

Discount Type **General discount**
All products have the same discount.

Discount Percentage 16 % off

Validity Period

Save

[Operation Records](#)

Step 6 Set the validity period and click **Save**.

Step 7 In the dialog box that is displayed, click **Yes**.

A message is displayed indicating that the discount has been granted successfully.

 **NOTE**

- After the discount has been granted, the system notifies the customer of the discount by email.
- After the discount has expired, the system notifies the partner and the customer of the expiration by email.
- If partners have enabled the verification code function, a verification code is required to verify the identity.

----End

Follow-up Operations

- Viewing a discount
Click an account name to go to the **Customer Details** page. On the displayed page, you can view the discounts set for the customer.
- Modifying discount information
On the **Create Discount** page, modify the discount percentage and validity period. The new settings will replace the original ones.

 **NOTE**

If a discount has already taken effect, you can only modify its expiration time and percentage.

- Deleting a discount

- Set the discount percentage to 0%.
- Viewing Discount Setting Records
You can view discount setting records in the **Operation Records** area of the **Create Discount** page, including the operation type, product type, validity period, operator, time, and discount.

11.3.1.9 Viewing a Customer's Resources

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

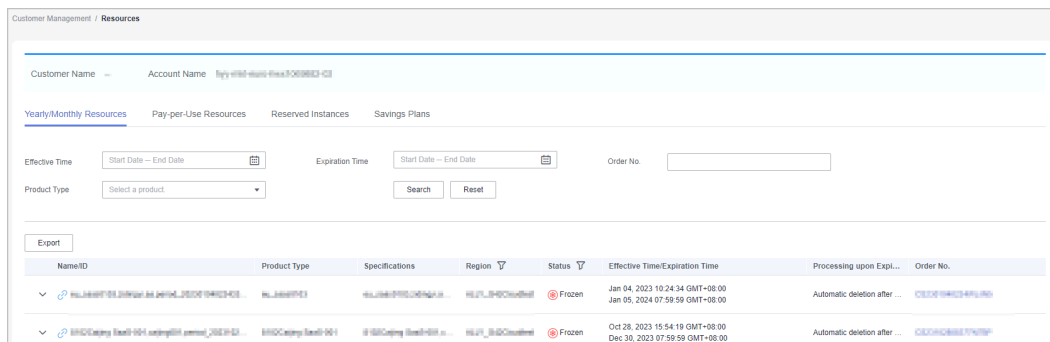
Procedure

- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Management**.
- Step 4** On the **Customer Management** page, set the search criteria for a fuzzy search. Select a target customer and choose **More > View Resource** to enter the resource management page.



NOTE

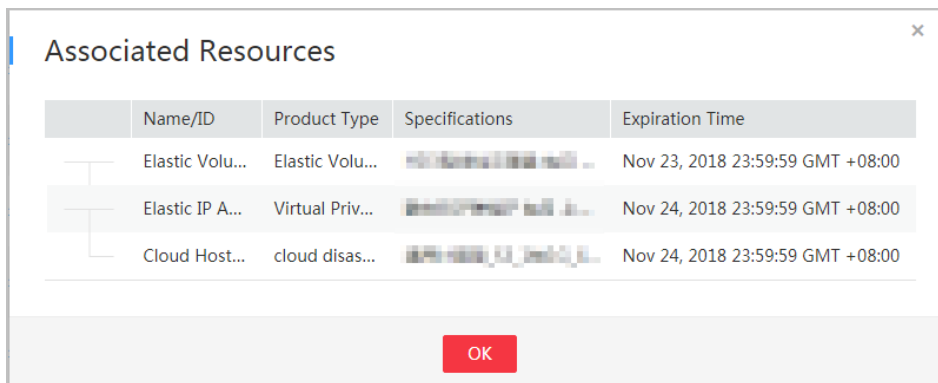
For distributors, their own customers and customers of their resellers are separated into the **Customers** and **Resellers' Customers** tabs. To view customer resources, a distributor needs to go to the corresponding tab.

- Step 5** View the resources purchased by customers.
 - View yearly/monthly resources.
On the **Yearly/Monthly Resources** page, set the search criteria and query the desired yearly/monthly resource records.



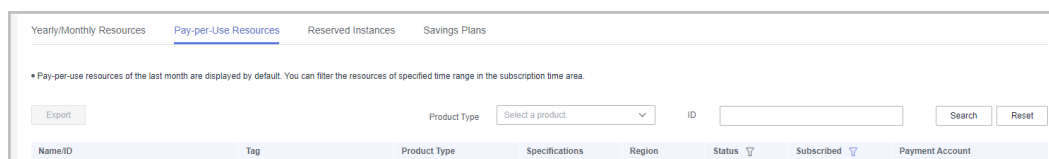
Name/ID	Product Type	Specifications	Region	Status	Effective Time/Expiration Time	Processing upon Expi...	Order No.
huaweicloud.com/...	huaweicloud	huaweicloud/...	US_EAST_1	Frozen	Jan 04, 2023 10:24:34 GMT+08:00 Jan 05, 2024 07:59:59 GMT+08:00	Automatic deletion after ...	C2301040344PUB0
huaweicloud.com/...	huaweicloud	huaweicloud/...	US_EAST_1	Frozen	Oct 26, 2023 15:54:19 GMT+08:00 Dec 30, 2023 07:59:59 GMT+08:00	Automatic deletion after ...	C2301040344PUB0

- Click **Export** to export all yearly/monthly resource records of a customer.
- Click  to check instance information and resource status.
- Click  to check associated resources.



- View pay-per-use resources.

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

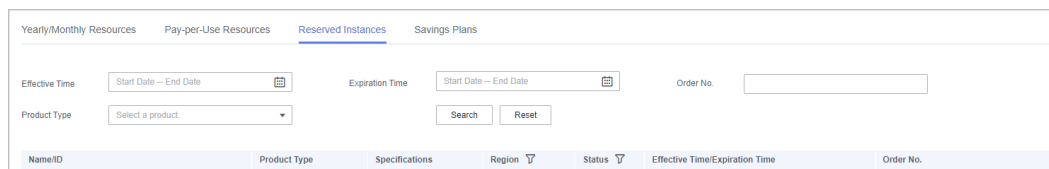


Click **Export** to export all pay-per-use resource records of a customer.

NOTE

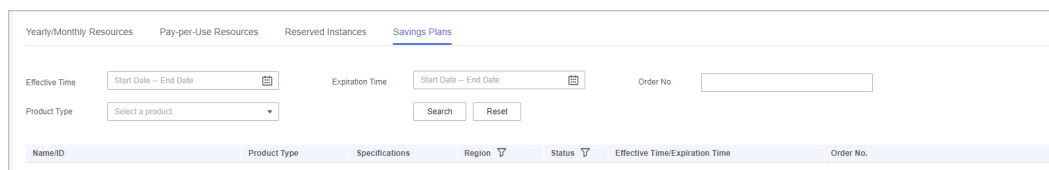
- View the reserved instances.

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



- View savings plans.

On the **Savings Plans** tab, set search options to query target savings plans.



----End

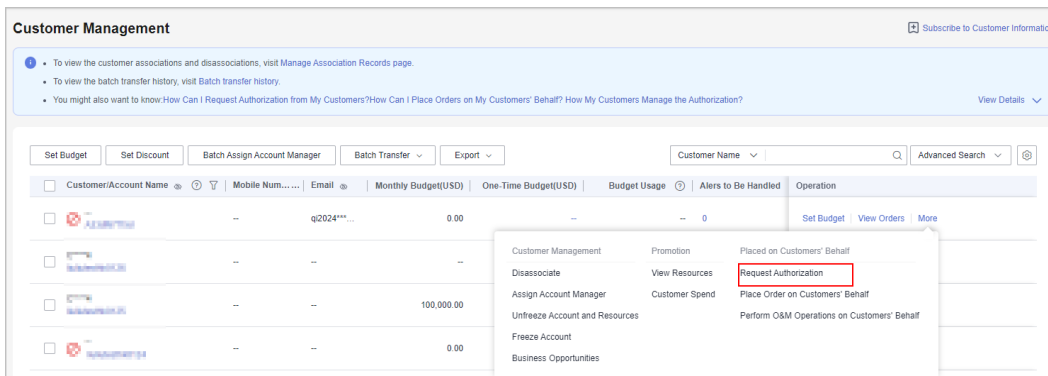
11.3.1.10 Request Authorization from a Customer

A partner must request authorization from a customer before placing orders on behalf of this customer.

Procedure

- Step 1** Use your partner account to log in to **HUAWEI CLOUD**.

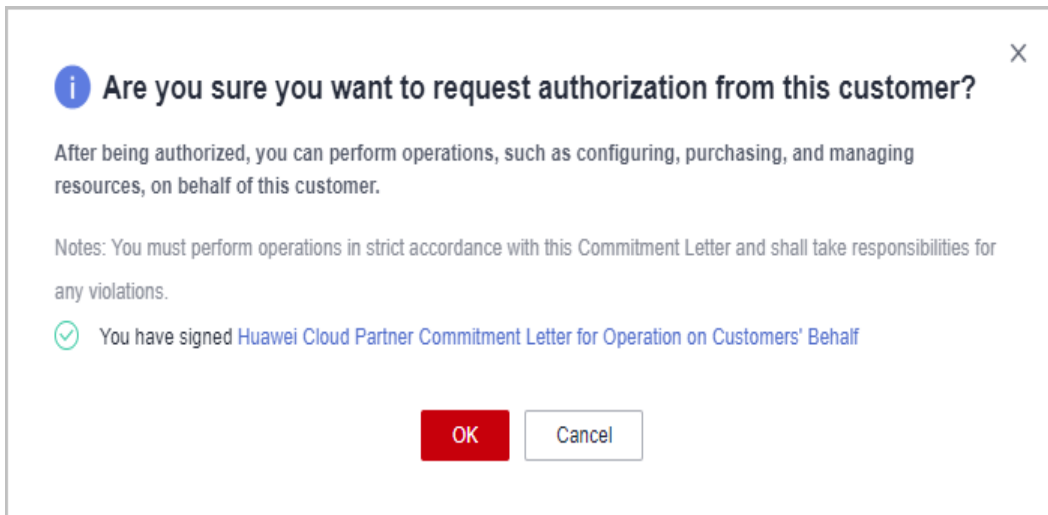
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Select a customer and click **More > Request Authorization** in the **Operation** column.



NOTE

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

- Step 5** Select **I have read and agree to the Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf** and click **OK**.



NOTE

Selecting **I have read and agree to the Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf** is required for the first-time authorization request.

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

----End

11.3.1.11 Placing Orders on Customers' Behalf

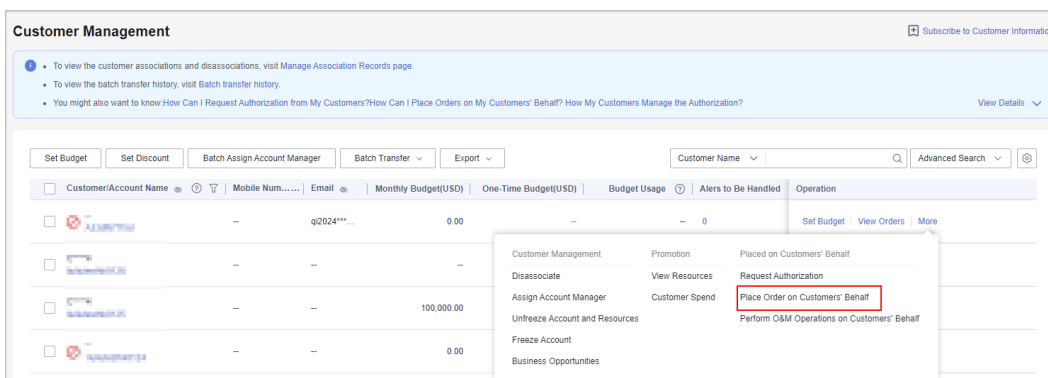
Partners can place orders to purchase yearly/monthly resources or pay-per-use resources on Partner Center on reseller customers' behalf.

Prerequisites

A partner must obtain the authorization from a customer before placing orders on behalf of the customer.

Procedure

- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Select a record of a reseller customer and choose **More > Place Order on Customers' Behalf** in the **Operation** column.

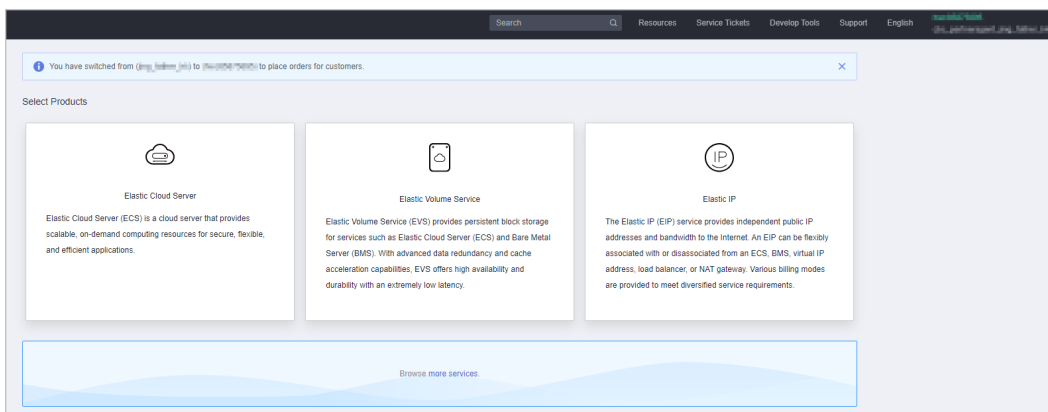


NOTE

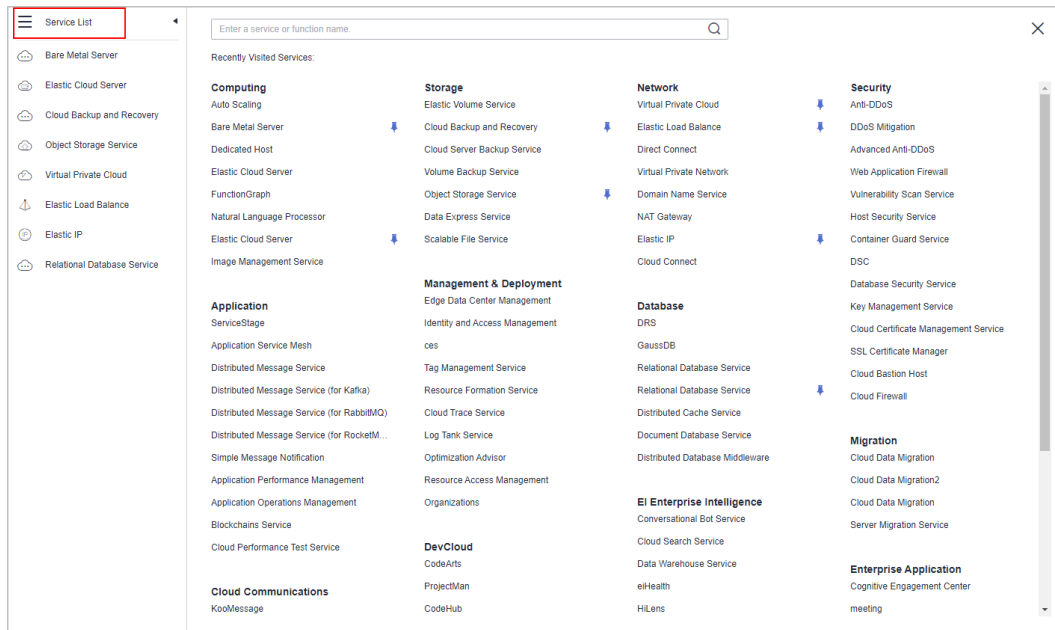
- For a distributor, they can place orders for their customers on the **Customers** tab and for their resellers' customers on the **Resellers' Customers** tab.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

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

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



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



NOTE

When you place orders on a customer's behalf, your partner account will be switched to the customer account. To switch the account back, click **Switch Role**.

----End

Other Operations

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

11.3.1.12 Performing Resource O&M for Customers

Partners can perform resource O&M on Partner Center on reseller customers' behalf.

Prerequisites

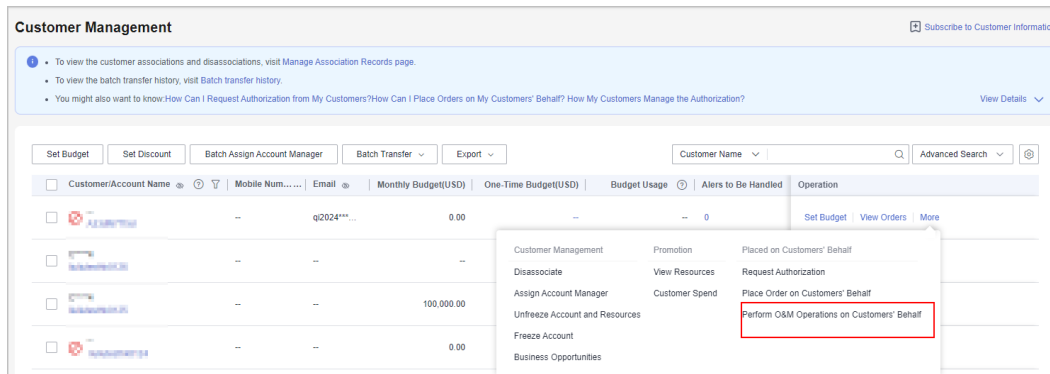
A partner must obtain the authorization from a customer before performing resource O&M on behalf of the customer.

Procedure

- Step 1** Use your partner account to log in to **HUAWEI CLOUD**.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

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

Step 4 Select a record of a reseller customer and choose **More > Perform O&M Operations on Customers' Behalf** in the **Operation** column.



NOTE

- For a distributor, they can perform resource O&M for their customers on the **Customers** tab and for their resellers' customers on the **Resellers' Customers** tab.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

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

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

NOTE

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

----End

11.3.1.13 Assigning an Account Manager for a Customer

A partner can assign an account manager for a customer.

NOTE

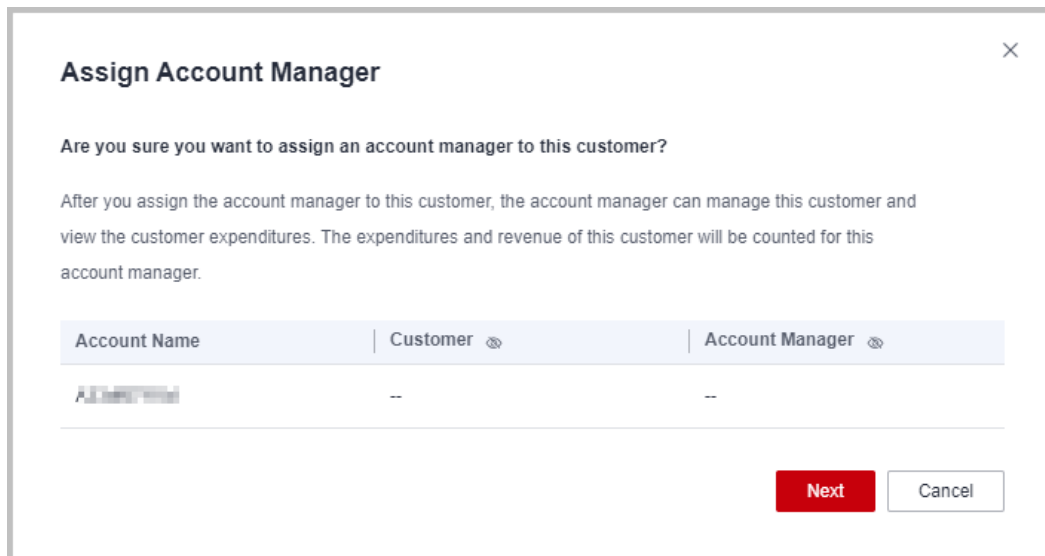
If a customer is associated with a partner via an invitation email, invitation link, or QR code sent by the account manager, the customer is assigned to the account manager after the association. In this case, the partner does not need to assign another account manager to the customer.

Precautions

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

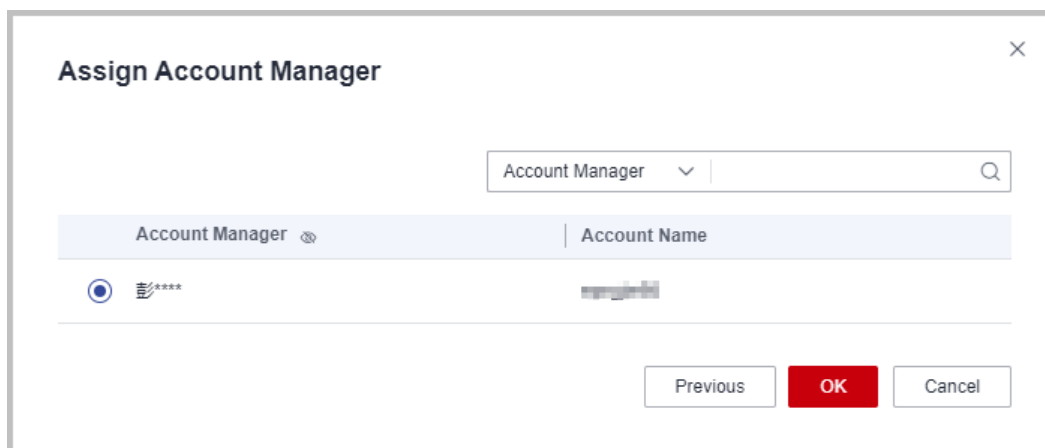
Procedure

- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Management**.
- Step 4** In the customer list, select a customer, choose **More > Assign Account Manager** in the **Operation** column to switch to the **Assign Account Manager** page.



NOTE

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



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

NOTE

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

----End

11.3.1.14 Disassociating from a Customer

You can disassociate from your customers as needed.

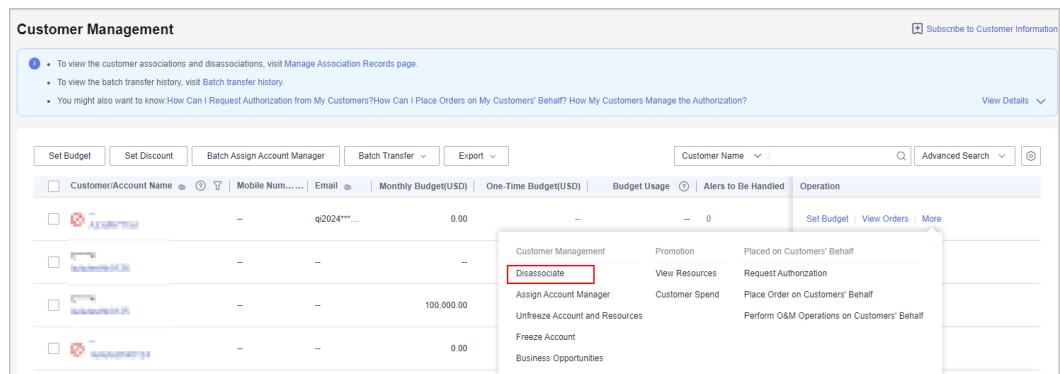
NOTE

Notes:

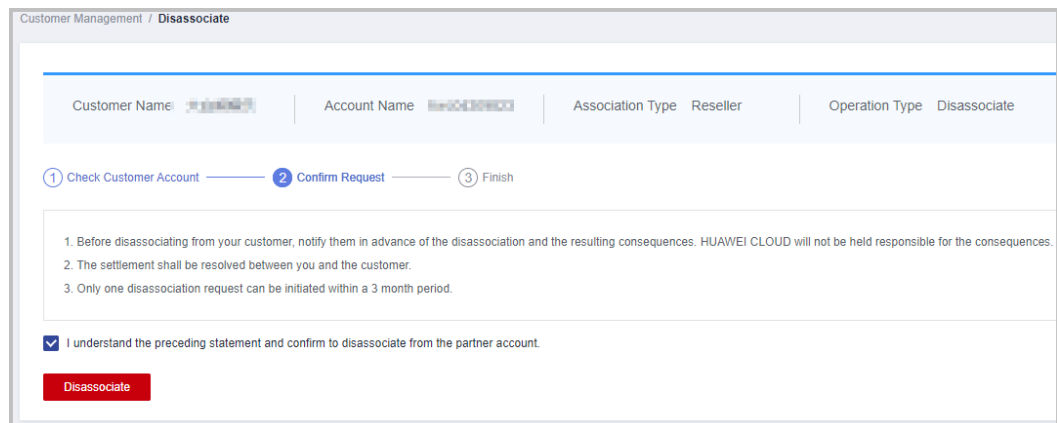
1. Any problems arising out of the disassociation shall be resolved by you and your customers. Huawei Cloud shall not be held accountable for any consequences.
2. After disassociation, the settlement matters will be handled through negotiation between you and your customers.
3. You are not allowed to submit multiple disassociation applications with a customer account within three months.

Procedure

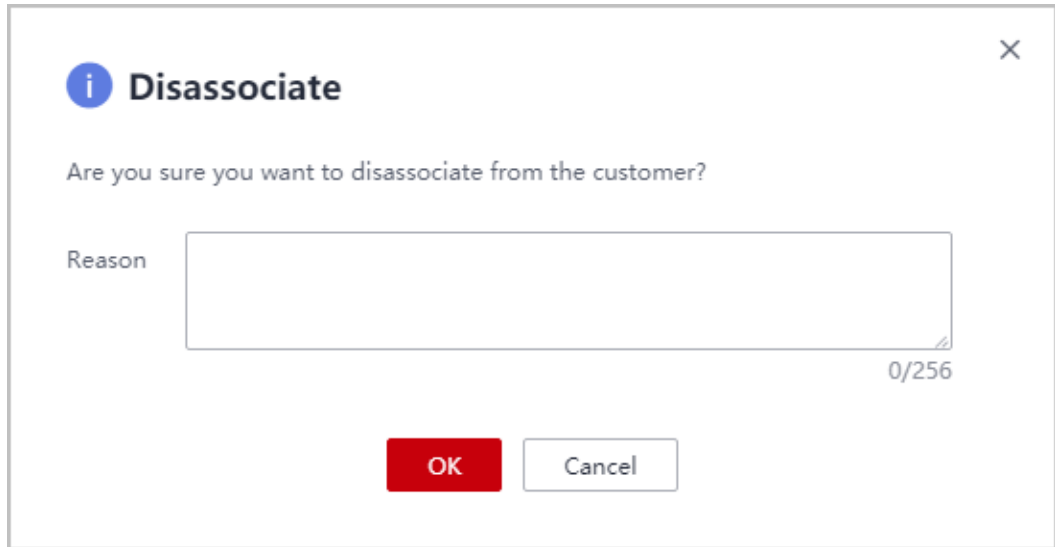
- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** In the customer list, select a customer and click **More > Disassociate** in the **Operation** column.



- Step 5** On the displayed page, select **I understand the preceding statement and confirm to disassociate from the partner account**, and click **Disassociate**.



Step 6 In the displayed dialog box, enter a reason and click **OK**.



Step 7 A message is displayed indicating that you have been disassociated from the customer.

----End

11.3.1.15 Viewing Enterprise Information

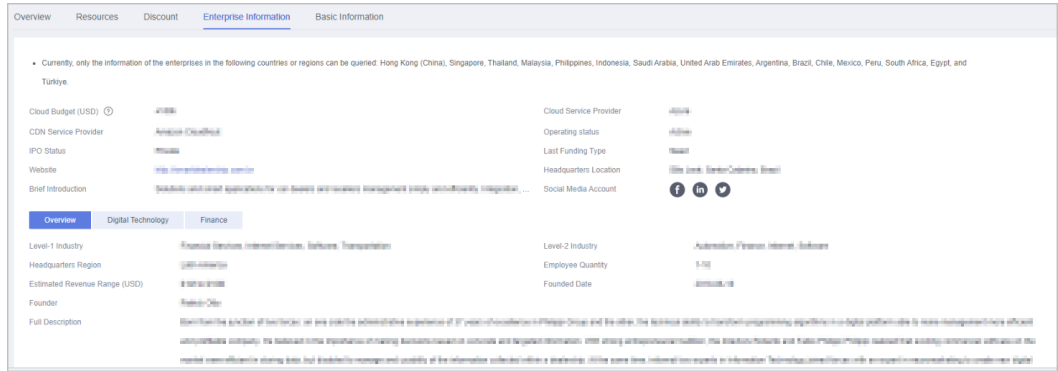
Partners can view the enterprise information of their associated customers in Partner Center.

NOTE

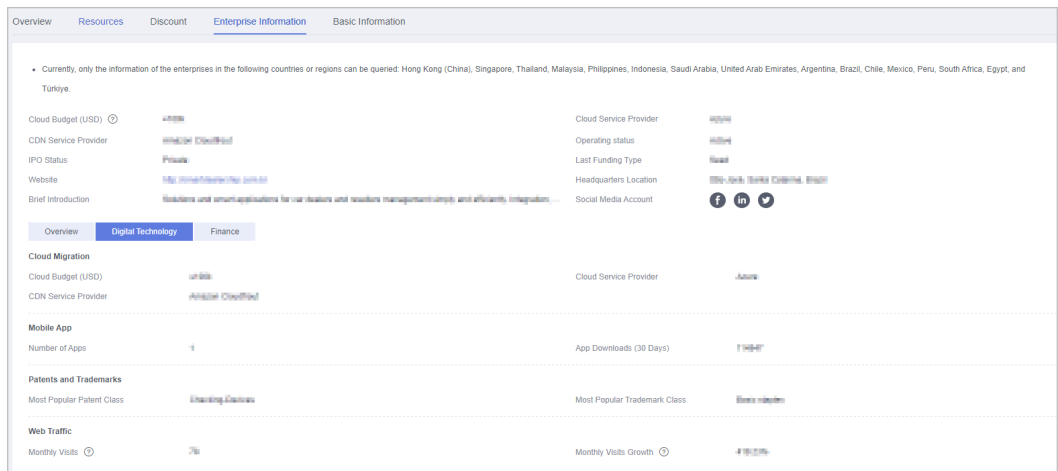
Currently, only the information of the enterprises in the following countries or regions can be queried: Hong Kong (China), Singapore, Thailand, Malaysia, Philippines, Indonesia, Saudi Arabia, United Arab Emirates, Argentina, Brazil, Chile, Mexico, Peru, South Africa, Egypt, and Türkiye.

Procedure

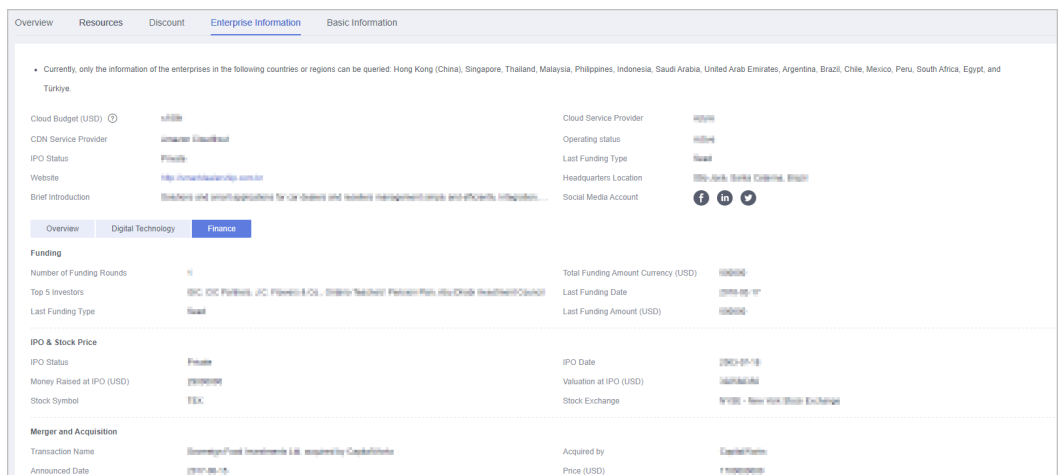
- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** Click **Partner Center** in the drop-down list of your account name.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Select a customer and click the account name to go to the details page. Select the **Enterprise Information** tab and view the enterprise information of the customer.
- Step 5** Click the **Overview** tab to view the basic information about the enterprise such as the level-1 industry, level-2 industry, HQ region, and number of employees.



Step 6 Click the **Digital Technology** tab to view the cloud migration information, app information, patent and trademark information, and website traffic.



Step 7 Click the **Finance** tab to view the information related to funding, IPO and stock price, and merger and acquisition.



----End

11.3.2 Customer Assignment

11.3.2.1 Assigning Customers to an Account Manager

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

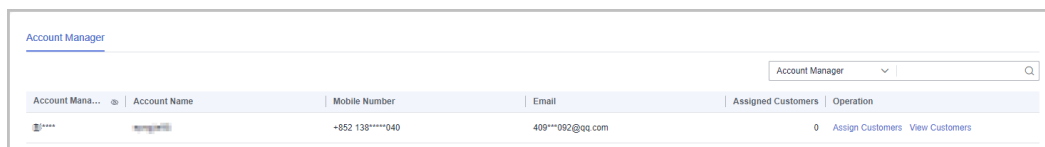
An account manager can view the customers assigned by the partner on the **Customers > Customer Management**.

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

Procedure

- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Assignment**.

The **Customer Assignment** page is displayed.

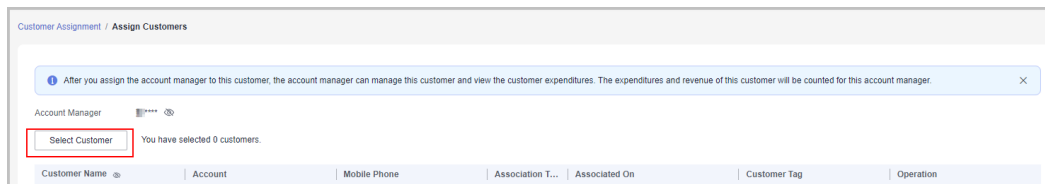


NOTE

- If no account manager is available on the **Customer Assignment** page, choose **Organization > Member Management** and add account managers. For details, see [Adding a Member](#).
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Account Manager** to show or hide the complete content of account manager names.

- Step 4** Click **Assign Customers** in the **Operation** column.

The **Assign Customers** page is displayed.



- Step 5** Click **Select Customer**.
- Step 6** In the **Select Customers** dialog box, select a customer whom you want to assign to the account manager and click **OK**.

NOTE

You cannot select a customer who has already been assigned to an account manager. You can select **Display only unassigned customers** to display all unassigned customers.

Step 7 Confirm the added customer in the customer list and click **OK**.

A message is displayed stating "Customers have been assigned successfully."

 **NOTE**

You can click **Delete** in the **Operation** column to delete an added customer.

----End

Other Operations

- Viewing the customer list

Click **View Customers** in the **Operation** column. On the **View Customers** page, view the account manager information and the customers assigned to the account manager.

- Unassigning customers

After you remove the account manager, this customer will not be managed by the account manager. The expenditures and revenue of this customer will no longer be counted for the account manager.

- Unassigning a single customer

Click **View Customers** in the **Operation** column. On the **View Customers** page, click **Unassign Customer** in the **Operation** column. Then in the **Unassign Customer** dialog box, click **OK**.

- Batch unassigning customers

Click **View Customers** in the **Operation** column. On the **View Customers** page, select target customers and click **Unassign Customers**. Then in the displayed dialog box, click **OK**.

 **NOTE**

The unassignment will take effect on the 1st of next month (GMT +08:00). The customer expenditures are still counted into this account manager before the effective date.

11.3.3 Customer Orders

11.3.3.1 Viewing a Customer's Orders

A partner can query all the associated customers' orders.

The order data is generated when a customer purchases a yearly/monthly product. To view the order data of pay-per-use resources, see [Viewing a Customer's Resources](#).

 **NOTE**

A salesperson can only query orders of its own customers.

Procedure

Step 1 Use your partner account to log in to [HUAWEI CLOUD](#).

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

Step 3 In the top navigation, select **Sales > Customers > Customer Orders**.

The screenshot shows the 'Customer Orders' page. At the top, there is a blue information banner with two points: 'The data here shows the yearly/monthly product orders of customers. There is a delay of about 10 minutes. You can view pay-per-use resources of customers in Customer Management. How Do I View a Customer's Resources?' and 'Orders of the last six months are displayed here by default. If you want to view the orders of other periods, use the filter in the Ordered On column. Data of up to one year can be exported.' Below the banner is an 'Export' button and search filters for 'Customer Name' and 'Order No.' with 'Search' and 'Reset' buttons. The main table has the following columns: Order No., Product Type, Order Type, Order Status, Customer Name, Ordered On, Paid, Order Subtotal(USD), Amount Paid(USD), and Operation. A single row is visible with the following data: CS24070117232VALUH, Elastic Volume, Subscription, Canceled, [redacted], [redacted], Jul 01, 2024 17:..., 0.45, --, Adjust Price.

NOTE

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

Step 4 Set search criteria to search for customer orders.

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

- Click **View Order Details** in the **Operation** column to view details about an order.
- Click **Adjust Price** in the **Operation** column to adjust the price of an order for a referral customer. For details, see [Adjusting the Price of a Customer's Order](#).
- Perform the follow-up operation for orders of customers associated with partners by Referral. Click **Price Adjustment History** in the **Operation** column to view price adjustments for an order.
- If an order is completed and is not unsubscribed, move over the icon in the **Paid Amount** column to check the payment details.

NOTE

For distributors, they can view orders of their own customers on the **Customers** tab and of their resellers' customers on the **Resellers' Customers** tab.

Step 5 Export customer orders.

- Export orders of the current customer.
Choose **Export > Export Selected**. Message "Export task created" is displayed.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- Export all customer orders.
Choose **Export > Export All**. Message "Export task created" is displayed.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View export history.
 - a. Choose **Export > View Export** to switch to the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the exported orders.

 **NOTE**

For distributors, they can export orders of their own customers on the **Customers** tab and of their resellers' customers on the **Resellers' Customers** tab.

----End

11.3.3.2 Adjusting the Price of a Customer's Order

Partners who have permission to set discounts for their customers can adjust the prices of their customers' orders.

 **NOTE**

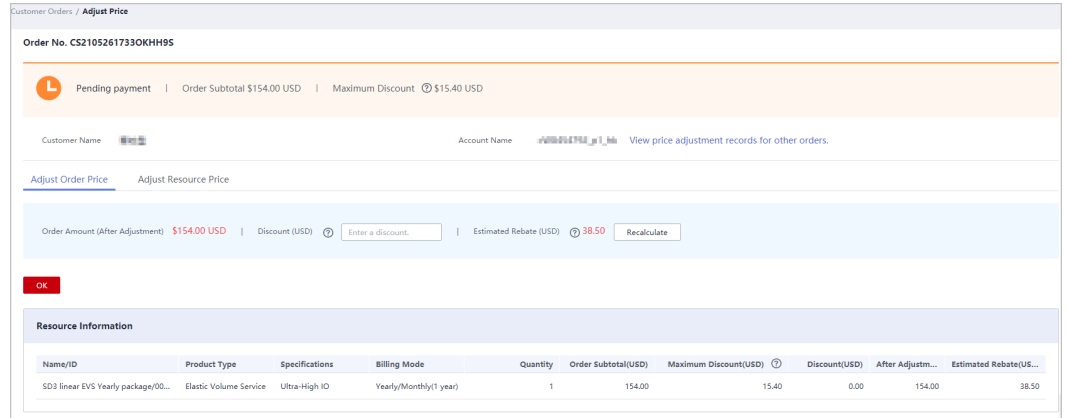
- Partners cannot adjust the price for the orders of customers associated with the partners by reseller model.
- Price adjustment applies only to the current orders and not to automatic renewals.
- Price adjustment cannot be enjoyed with other discounts.
- Price adjustment affects partners' incentives.
- The applicable scope of price adjustment for customer orders is the same as that of discounts granted by partners. For details, see [What Is the Applicable Scope of Discounts Granted by Partners?](#)

Prerequisites

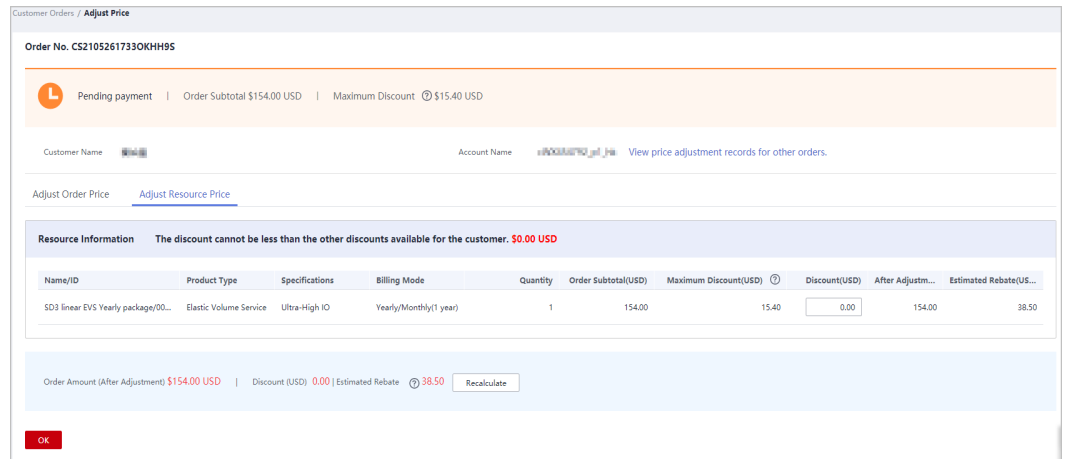
You have permission to set discounts for customers.

Procedure

- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Orders**.
- Step 4** In the order list, select a pending order and click **Adjust Price** in the **Operation** column.
The **Adjust Price** page is displayed.
- Step 5** Adjust the order price.
 - Adjust the order price.
On the **Adjust Order Price** tab page, a partner can enter a **Discount** to adjust the order price.



- Adjust the resource price.
On the **Adjust Resource Price** tab page, a partner can enter a Discount Amount to adjust the price of a specific resource.



NOTE

- The discount for an order is the sum of the discounts for each order item.
- The discount for an order is proportionally converted to discounts for applicable products.
- The maximum discount is the maximum amount that a partner can give to a customer.

Step 6 Click **OK**.

The message **Order price adjusted successfully** is displayed.

NOTE

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

----End

Other Operations

You can view price adjustment records for other orders.

11.3.4 Customer Expenditures

11.3.4.1 Querying Expenditure Summary

Partners can view customer expenditure summary and export customer expenditure details.

Precautions

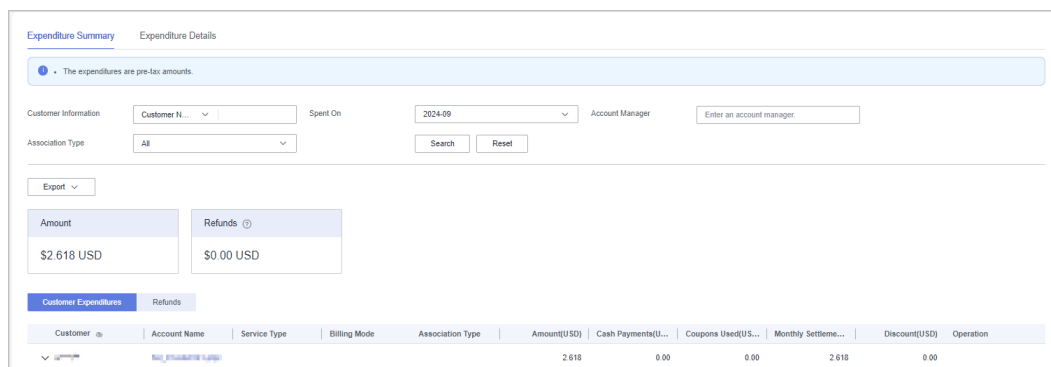
- The expenditure summary data of the current day can only be queried after 24:00 of the following day. The actual expenditure is subject to the expenditure details.
- Customer expenditures are counted from the second day following the assignment of a customer to an account manager.
- You can view expenditures of both your reseller and referral customers. Customers expenditure summary is not the partner bill and cannot be used as the basis for partners' settlement, payment, and billing.
- The customer expenditure data can be traced back to a maximum of 18 months ago.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Expenditure**.
- Step 4** Click the **Expenditure Summary** tab.
- Step 5** Set search options to filter expenditure summary.

Search options include **Customer Name**, **Spent On**, **Account Manager**, and **Association Type**.

- View total expenditure amount and refund amount.



NOTE

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

- View expenditure bills and refund bills.
 - Expenditure bills
 - Click the **Customer Expenditures** tab to view expenditure bills.

- Refund bills
Click the **Refunds** tab to view refund bills.

Step 6 Export expenditure summary.

- Export customer bills.
Click **Export > Export Customer Bills**. Set the search options and click **OK**. When the export is complete, a message is displayed indicating that the export task has been created.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

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

----End

11.3.4.2 Viewing Expenditure Details

You can view and export customer expenditure details.

Procedure

- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Expenditure**.
- Step 4** Click the **Expenditure Details** tab.
- Step 5** Set search options to search for expenditure details.

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

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

Billing Cycle	Customer Name/Account	Associat...	Account Ma...	Product Type	Product Name	Billing M...	Spent On	Order/Transaction ID	Order Type	Bill Type	Transaction Time
2024-05	...	Reseller	--	SP Test Ser...	spsku050901n Yearly-1	Savings Plans	May 30, 2024 13:00:00 GF May 30, 2024 14:00:00 GF	HWCSPPHHC20230530001	Subscription	Expenditure - hourly b...	May 30, 2024 14:08:5...
2024-05	...	Reseller	--	SP Test Ser...	spsku050901n Yearly-1	Savings Plans	May 30, 2024 05:00:00 GF May 30, 2024 06:00:00 GF	HWCSPPHHC20230530001	Subscription	Expenditure - hourly b...	May 30, 2024 06:09:4...

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

 **NOTE**

- You can select a calendar month (up to 18 months ago) for **Billing Cycle**.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name/Account** to show or hide the complete content of customer names.

Step 6 Export expenditure details.

- Export selected records.

Click **Export > Export Selected**, specify the transaction time, and click **Export**. A message is displayed indicating that the export task has been created.

 **NOTE**

- A maximum of 5,000,000 records can be exported at a time.
- When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.
- View export history.
 - a. Choose **Export > View Export** to switch to the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the exported expenditure details.

----End

11.3.4.3 Products That Support 95 Percentile Bandwidth Billing

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

Product	Service Overview
Direct Connect	https://www.huaweicloud.com/intl/en-us/product/dc.html

11.3.5 Customer Alerts

11.3.5.1 Handling Customer Alerts

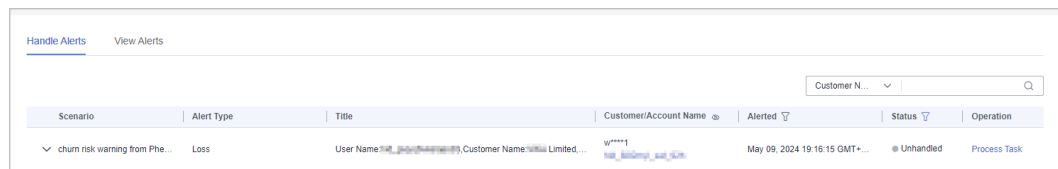
Customer alerts can be handled by only one person.


 **NOTE**

If an account manager has been assigned, the account manager is in charge of handling related alerts. Otherwise, the partner is in charge of alert handling.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** Click **Partner Center** in the drop-down list of your account name.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Alerts**.
- Step 4** On the **Handle Alerts** tab, view information about the scenario, alert type, title, customer account or account name, alert generation time, and alert status.



- Click  to view more alert details and handling information.
- Click **Process Task** in the **Operation** column for a target alert to handle this alert.
 - The customer has been lost.

Process Task ✕

★ Customer Lost Yes No

★ Reason Product capability Commerce Competitor

Customer service suspension Short-term customer service

Other

OK Cancel

- The customer has not been lost.

NOTE

- You can also go to **Partner Center > Home > Customer Alerts** and select the **Handle Alerts** tab to handle customer alerts.
- Alternatively, you can go to **Partner Center > Sales > Customers > Customer Management** and click a number in the **Alerts to Be Handled** column to handle customer alerts.

----End

11.3.5.2 Viewing Customer Alerts

Partners can view alerts about customers on Partner Center.


NOTE

- Customer alerts are updated by day.
- Customer alerts are about customer churn.
- You can view all customer alerts with an Admin account or an account director account.
- If a custom account is assigned the required customer management permissions or customer alert management permissions, this account can also be used to view all customer alerts of a partner.

Procedure

- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** Click **Partner Center** in the drop-down list of your account name.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Alerts**.
- Step 4** Click the **View Alerts** tab to view all alerts.

Scenario	Alert Type	Title	Customer/Account Name	Alerted	Account Manager	Status
...	Loss	Apr 15, 2023 03:18:38 GMT+08:00	--	Handled
...	Loss	Apr 15, 2023 03:18:38 GMT+08:00	--	Handled

- Click  to view alert details and alert handling information.
- On the right corner above the list, enter a customer name or an account manager name to filter alerts.

 NOTE

- You can also go to **Partner Center > Home > Customer Alerts** and select the **View Alerts** tab to view customer alerts.
- Alternatively, you can go to **Partner Center > Sales > Customers > Customer Management** and click a number in the **Alerts to Be Handled** column to go to the **Customer Alerts** page, and select the **View Alerts** tab to view customer alerts.

----End

11.4 Financial Information

11.4.1 Partner Bills

11.4.1.1 Accounts

[Table 11-1](#) describes the accounts for a cloud solution provider.

Table 11-1 Account of the cloud solution provider

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

11.4.1.2 Partner Bill Description

A partner bill is generated when the partner consumes resources on Huawei Cloud. The partner can pay or apply for an invoice based on the bill. Partners' expenditures on HUAWEI CLOUD comes from their customers.

 NOTE

In the Reseller model, the cloud solution provider is responsible for the customer's billing and invoicing, and HUAWEI CLOUD does not directly provide related services to the partner's customers.

Calculation Rule of the Amount Due

The calculation rule is as follows:

Amount Due = Settlement amount - Coupons used + Tax

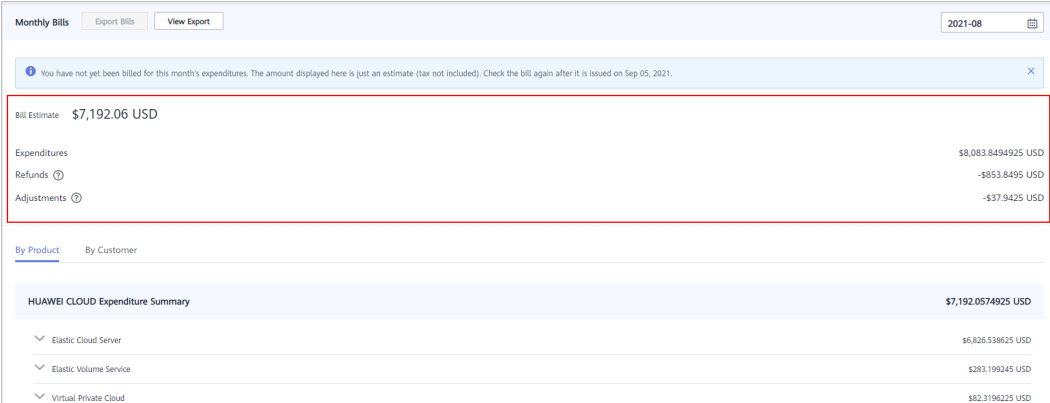
 NOTE

The tax calculation rule is determined based on the partner registration area. The tax includes VAT, CGST, SGST, or IGST. The contained parts vary according to the region.

Bill Precision

- Before June 2021, bills on resources for long-term use (for example, pay-per-use resources or spot instances) were settled by hour, day, or month. The settled amount was accurate to the second decimal place, while the remaining decimal places were directly truncated.
- From June to July in 2021, the amount of bills on resources for long-term use (for example, pay-per-use resources or spot instances) is rounded off and summarized to obtain the total amount.
- From August 2021, the amounts during bill generation are no longer truncated. Only the total amount shown in the monthly bill is rounded off to the second decimal place. The following is an example:

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



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

- On the **Financial Information > Partner Bills > Bills > By Product or By Customer** page, the exact amount is displayed.
- On the **Financial Information > Coupons** page, the cash coupon balance is accurate to two decimal places.
- The amount of coupons used in bill run is accurate to eight decimal places.
- The amounts of list price, discounted amount, amount due, cash payment, cash coupons used, and monthly settlement on the **Customer Business > Customer Expenditure** page are accurate to eight decimal places.
- The amount of **Current Estimate** displayed on the **Customers > Customer Management** page is accurate to eight decimal places. **Current Estimate** will be displayed for reseller customers if they are assigned a monthly budget.
- The amount on the **Operations Statistics > Expenditures** page is rounded to the nearest hundredth. The amounts in the related APIs and exported expenditures are accurate to eight decimal places.

11.4.1.3 Partner Bill Fields

In Partner Center, you can export bill details on the **Consumed Product Details** tab of the **Sales > Financial Information > Partner Bills** page.

Partner Bills ⓘ

- The partner bills use GMT+08:00 as the standard time. Bills of each month are generated before 12:00 a.m. on the 6th day of the next month.
- Would you like to learn how the bill was calculated? [View the bill calculation method.](#)

Bills [Consumed Product Details](#)

Billing Cycle: Customer Information: Customer Name: Order/Transaction ID:

Product Type:

You have not yet been billed for this month's expenditures. The amount displayed here is just an estimate (tax not included). Check the bill again after it is issued on 2024-08-05.

Field	Description	Example Value
Customer ID	Unique ID of a customer.	055b11dfc50XXX
Billing Cycle	A reconciliation duration agreed between the customer and partner. Usually it is a calendar month. When a billing cycle ends, the system calculates all the fees a partner needs to pay during this billing cycle and generates a bill.	2019-09
Customer Name	Name of a customer.	GrootXXX
Account Name	Account of a customer.	jingXXX
Partner ID	Unique ID of the partner that a customer is associated with.	a90cdfbd259845afa059621XXX
Partner Name	Name of the partner that a customer is associated with.	zhangsan
Partner Account Name	Account name of the partner that a customer is associated with.	zhangsanXXX
Bill Type	Bill types of the customer, including: <ul style="list-style-type: none"> Expenditure Refund Adjustment 	Expenditure
Billing Mode	Product billing mode, including: <ul style="list-style-type: none"> Pay-per-use Yearly/monthly Reserved instance-upfront payment Reserved instance-hourly billing Savings plan-subscription Savings plans-hourly billing Savings plans used 	Pay-per-use
Product Type	Cloud service name.	Elastic Volume Service

Field	Description	Example Value
Product Type Code	Cloud service type code.	hws.service.type.ebs
Product Name	Name of the cloud service product purchased by a customer.	HD3 linear EVS monthly package
Product ID	Unique ID of a cloud service product.	00301-28215-0--0
Application	Application name of a cloud service hardware product.	XXX
Specifications	A collection of attributes and their values used to describe the features of resources that a cloud service needs. Specifications of resources of the same type have the same attributes but different attribute values.	Common I/O 10.0 GB
Resource Type	Cloud service resource type.	Cloud storage
Resource Type Code	Resource type code of the cloud service.	hws.resource.type.volume
Region	A separate geographic area that provides public cloud resources.	CN North-Beijing1
Cloud Service Region Code	Code of a cloud service region. For details, see the Region column in Regions and Endpoints .	cn-north-1
Order ID/ Transaction ID	Order ID: indicates the unique ID of a yearly/monthly/reserved instance subscription order. Transaction ID: indicates the unique ID of a pay-per-use/reserved instance transaction (hourly billing).	CS19091216532XXXX
Original Order ID	Unique ID of order before it is unsubscribed from.	XVS1909121653XXXX

Field	Description	Example Value
Transaction Time	<p>Time when a transaction was executed in the transaction bill of a customer.</p> <ul style="list-style-type: none"> Transaction time of a yearly/monthly/reserved instance subscription indicates the time when an order is paid. Transaction time of a pay-per-use/reserved instance transaction (hourly billing) indicates the time when the consumption ends. For example, if the consumption time is 2020-09-10 00:16:50 GMT+08:00 to 2020-09-28 09:00:00 GMT+08:00, the transaction time of this pay-per-use bill is 2020-09-28 09:00:00 GMT+08:00. 	2020-09-28 09:00:00 GMT+08:00
Order Type	<p>Type of a yearly/monthly/reserved instance subscription, including:</p> <ul style="list-style-type: none"> New purchase Renewal Change Unsubscription Price adjustment 	Unsubscription
Number of Terms	Term of a yearly/monthly product order.	1
Term Unit	Unit of a term for a yearly/monthly product order.	Month
Whether a Spot Instance	Whether a spot instance product.	N
Billing Item Code	Code of a usage type.	aom.count
Billing Item Name	Billing dimension of pay-per-use cloud services, such as duration, capacity, upstream traffic, and more.	Quantity
Unit Price (USD)	Unit price of a product.	0.15
Unit	Unit of product usage price, such as GB/hour, Mbps/hour, and GB.	Dollar/10,000 (times)

Field	Description	Example Value
Usage	Usage of pay-per-use products or resources in a specified period (usage of packages and reserved instances not included), including the usage duration, used capacity, used times, and used traffic.	46800
Usage Unit	Measurement unit of the usage for pay-per-use products or resources during a specified period.	Second
Package Usage	Resource package usage in a specified period. If the usage does not exceed the product or resource quota contained in the resource package, the product and resources will not be billed separately.	1200
Unit (Package Usage)	Measurement unit of the resource package usage.	Second
Reserved Instance Usage	Reserved instance usage in a specified period. If the usage does not exceed the reserved instance quota contained in the reserved instance package, the product and resources will not be billed separately.	300
Unit (Reserved Instance Usage)	Measurement unit of the reserved instance package usage.	Second
Customer Expenditure (USD)	Total amount generated by customer orders.	1000
Settlement Type	Settlement type of a product, including: <ul style="list-style-type: none"> • Common product • Promotional product • No discount • Special discount request 	Common product
Settlement Discount	<ul style="list-style-type: none"> • Discount that HUAWEI CLOUD set for partners. • Fixed unit price agreed by HUAWEI CLOUD and the partner. 	25%

Field	Description	Example Value
Payment (USD)	<ul style="list-style-type: none"> If Settlement Discount is the discount set by HUAWEI CLOUD for partners, Settlement Amount = Consumption amount (USD) x (1 - Settlement discount) If Settlement Discount is the fixed price agreed by HUAWEI CLOUD and the partner, Settlement amount = Fixed unit price x Usage x Linear size (optional) x Usage Days/Total (optional) <p>NOTE Linear size specifies the specifications of a cloud service product. For example, the value of Linear size for the cloud service product whose specification is EVS General-Purpose SSD 10.0 GB is 10.0 GB.</p>	750
Coupons Used (USD)	<p>Cash coupons deducted for a partner's bill. If a bill type is Refund, this field indicates the cash coupons that should be refunded to a customer. Field Whether to Refund Coupons determines whether the cash coupons will be refunded.</p> <p>For details about cash coupon usage rules, see Usage Rules.</p>	100
Whether to Refund Coupons	Whether to refund the deducted cash coupons to the partner when a partner requests a refund.	Yes
Tax-Exclusive Amount Due (USD)	<p>Amount due of a partner's bill, with tax not included.</p> <p>Amount to be paid (tax excluded) = Settlement amount - Coupons used</p>	675
Tax Amount	Tax calculation rules are subject to the region where the partner is registered. The taxes cover VAT, CGST, SGST, IGST, and more, but vary with region.	10
Amount Due (USD)	<p>Amount due.</p> <p>Amount due = Amount to be paid (tax not included) + Tax</p>	685

Field	Description	Example Value
Usage Days/ Total	<p>(Number of measurement points in a month/288)/Number of days in the month</p> <p>For example, company A pays for CDN by 95th percentile bandwidth, and the number of measurement points in September is 4320. The value of 4320/288 is the number of days counted as valid days when the total traffic consumed by CDN is exceeds 0 bytes. The number of valid days is the ratio of the number of valid days to the number of days in the current month (15/30).</p>	50%
Quantity	Quantity of orders	1
RI Hours Purchased	Number of purchased RI hours	8760
Unsubscription Reason	Reason for unsubscribing from an order	Incorrect parameters selected for cloud services
Total Usage (Pricing Unit)	<p>Usage displayed in the unit used for pricing when the product is released. The value is truncated to a maximum of 10 decimal places.</p> <p>Total Usage (Pricing Unit) = Total Usage/Conversion Factor</p> <p>For example, 1 byte = 1/(1024 x 1024 x 1024) GB. The value is truncated to 10 decimal places and will be displayed as 0.0000000009.</p>	268
Usage Unit (for Pricing)	Usage unit used for pricing a product when the product is released.	Count (Times)
Package Usage (Pricing Unit)	Package usage measured in the unit used for pricing. The value is truncated to a maximum of 10 decimal places.	0.00
Usage in Reserved Instances (Pricing Unit)	RI usage measured in the unit used for pricing. The value is truncated to a maximum of 10 decimal places.	0.00

Field	Description	Example Value
Conversion Factor	Used to change the usage unit to the usage unit (for pricing). For example, the conversion factor between seconds and hours is 3600.	1
Start Time	Time when billing for the cloud service starts.	2024/05/31 16:00:00 GMT+08:00
End Time	Time when billing for the cloud service ends.	2024/06/20 22:59:59 GMT+08:00

11.4.1.4 Querying Partner Bills

Partners can view and export their monthly bills. Partner Center provides partners with bill estimate of the current month. The bill estimate updates every day. It does not cover taxes and has not been deducted using cash coupons.

Precautions

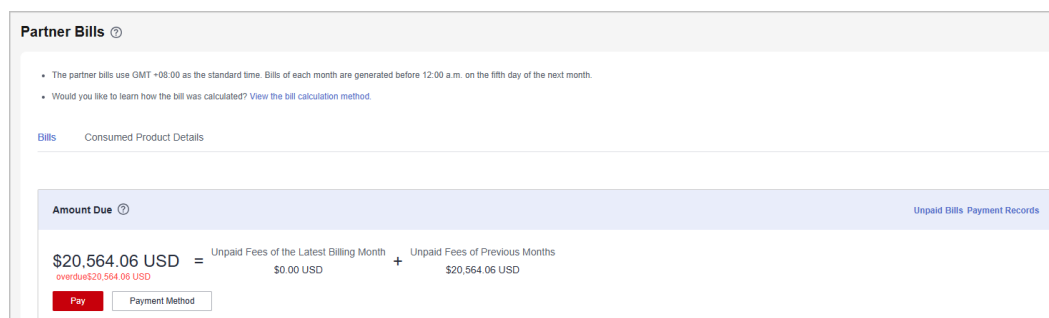
- The partner bill for each month is generated before 12:00 (Beijing Time) on the fifth day of the next month.

Procedure

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

NOTE

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



The screenshot shows the 'Partner Bills' interface. At the top, there is a 'Partner Bills' header with a help icon. Below it, a notice states: 'The partner bills use GMT +08:00 as the standard time. Bills of each month are generated before 12:00 a.m. on the fifth day of the next month.' and 'Would you like to learn how the bill was calculated? View the bill calculation method.' There are two tabs: 'Bills' (selected) and 'Consumed Product Details'. The main content area is titled 'Amount Due' and shows a calculation: '\$20,564.06 USD = Unpaid Fees of the Latest Billing Month (\$0.00 USD) + Unpaid Fees of Previous Months (\$20,564.06 USD)'. Below this, there is a red 'Pay' button and a 'Payment Method' dropdown menu. A link for 'Unpaid Bills Payment Records' is visible in the top right of the 'Amount Due' section.

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

Monthly Bills		Export Bills	View Export	2021-02
Amount Due	\$31.44 USD	(Exchange Rate: 1USD = 7.7565 HKD)		243.86 HKD
Expenditures				\$31.44 USD
Refunds				\$0.00 USD
By Product By Customer				
HUAWEI CLOUD Expenditure Summary				\$31.44 USD
Virtual Private Cloud				\$18.60 USD
Cloud Server Backup Service				\$10.31 USD
Distributed Cache Service				\$1.53 USD
Elastic Volume Service				\$0.99 USD
Object Storage Service				\$0.01 USD
Relational Database Service				\$0.00 USD

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

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

NOTE

- Refunds contain the amount returned to you due to order cancellation or specifications changes.
- If the unsubscribed amount of all customers associated by reseller model is greater than the partner's expenditures, the amount on the bill is negative and the amount due is 0.
- You can query **Invoice No.** in the **Amount Due** area, click the invoice number and download the invoice.
- You can query the expenditure summary by product or by customer.
 - By product

On the **By Product** tab, you can query the expenditures of customers associated with the partner by reseller model in HUAWEI CLOUD and KooGallery. The expenditure records can be filtered by region, and refunds and adjustments records are displayed in the **Others** area.

By Product By Customer	
HUAWEI CLOUD Expenditure Summary	
	\$207,564.55 USD
Elastic Cloud Server	
	\$193,097.16 USD
Elastic Cloud Server	
	\$263,596.90 USD
Cloud Host	\$263,596.90 USD
Reserved Instance	\$187,728.00 USD
Yearly/Monthly	\$75,868.90 USD
Other	-\$70,499.74 USD
Cloud Host	-\$70,499.74 USD
Yearly/Monthly	-\$8,702.62 USD
Reserved Instance	-\$61,797.12 USD
Elastic Volume Service	
	\$13,130.73 USD
Virtual Private Cloud	
	\$1,336.66 USD
Marketplace Expenditure Summary	
	-\$100.00 USD
betam-hk-saas (Service Provider Miss Wang's company)	
	-\$100.00 USD

– By customer

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

Product Type	Product Name	Billing Mode	Bill Type	Customer Expend...	Settlement Type	Settlement Disco...	Settlement Amou...	Coupons Used(US...	Amount Due Excl...	Tax(USD)	Amount Due(USD)
Total Amount				30.30			25.22	10.00	15.22	0.83	16.05
Elastic Volume Se...	GD3 linear EV5 O...	Yearly/Monthly	Expenditures	30.30	With official list p...	25%	25.22	10.00	15.22	0.83	16.05

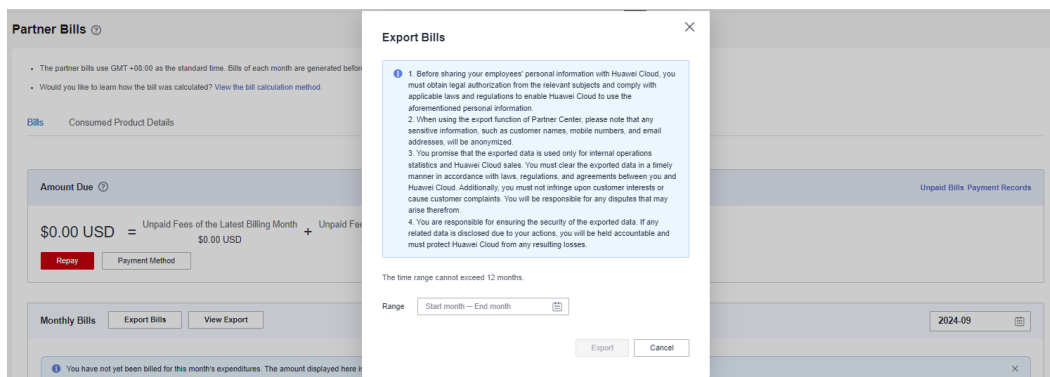
You can view the total expenditures of a customer in the **Total Amount** area.

Click **View More** to query the expenditure details of the customer.

Step 6 Export partner bills and view export history.

- Export bills.

Click **Export Bills**, select the **Range**, click **OK**, and click **Export**. A message is displayed, indicating that the export task is created successfully.



NOTE

- You can export up to 12 months of bills.
- When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.
- View the export history.
 - a. Click **View Export** to go to the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the exported bills.

----End

11.4.1.5 Querying Bill Details

You can view and export bill details in Partner Center.

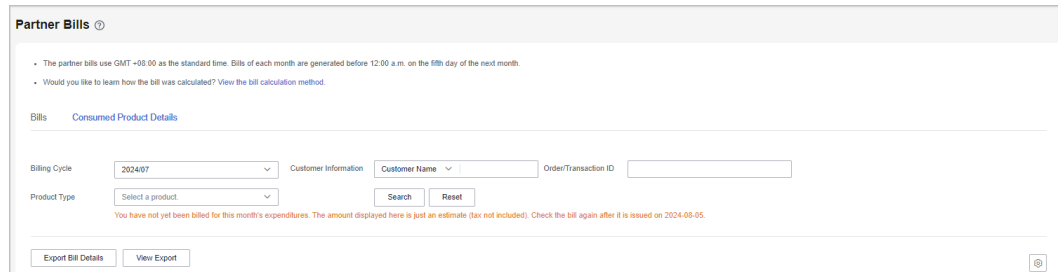
Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

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

Step 4 On the displayed page, click the **Consumed Product Details** tab. Then, select a billing cycle to view bill details.



Step 5 Export bill details and view the export history.

- Export bill details.

Click **Export Bill Details**. Read the precautions, click **Got It**, select the content to be exported, and click **Export**. A message is displayed, indicating that the export task has been created successfully.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View the export history.
 - a. Click **View Export**. The **Export History** page is displayed.
 - b. Click **Download** in the **Operation** column to download and view the exported bill.

----End

11.4.1.6 Transaction Amount Limits

There are transaction amount limits for a single transaction, as listed in [Table 11-2](#).

Table 11-2 Transaction amount limits

Currency	Upper Limit	Lower Limit
CLP	11,000,000	1
USD	40,000	0

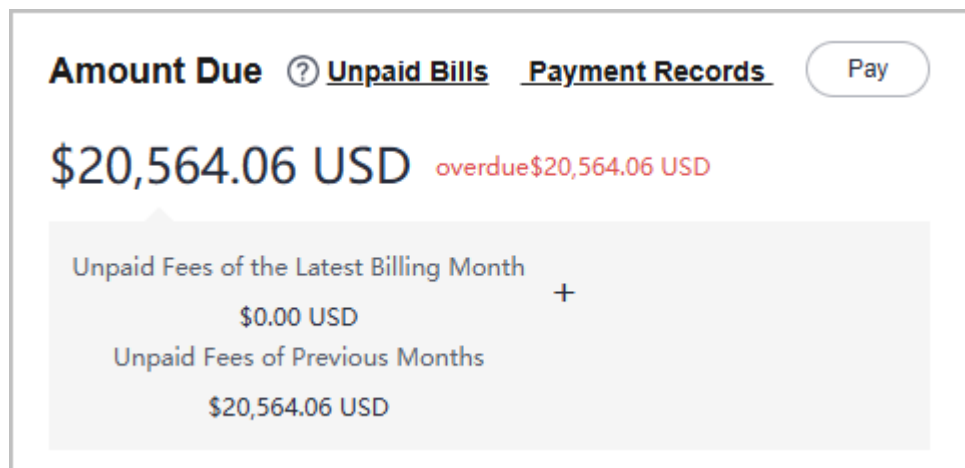
11.4.2 Funds

11.4.2.1 Payment

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

Online Payment

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** Select **Home** on the top navigation bar.
- Step 4** In the **Amount Due** area, click **Pay**.



NOTE

You can also pay in the **Amount Due** area on the **Bills** tab of the **Financial Information > Partner Bills** page.

You can also choose **Sales > Financial Information > Funds** in the menu on the top and then access the payment tab page.

The **Pay** page is displayed.

- Step 5** Click the **Online Payment** tab, specify the amount, select a credit card, and click **Pay**.

Payment Method **Pay** Remittance Claim Account Statements

- Learn more about how to pay the amount due.
- There may be a delay if you pay with a bank transfer. Online payment allows top-up amount to be received immediately.

Amount Due **\$20,564.06 USD**
Expenditure Estimate (Unbilled) \$4.44 USD

Bills
The following are unsettled bills.

Billing Month	Deadline	Status	Amount Due	Exchange Rate on the Last Day of ...
2022/03	Mar 03, 2021 23:59:59 GMT+08:00	Overdue	20,564.06 USD = 20,564.06 THB	1 USD = 35.967373995 THB

Payment Method **Online Payment** Bank Transfer

Payment Amount (USD) Maximum one-time payment: **82,000,000.00THB** (approximately **\$55,605.95 USD**)
Need to pay 739,635.24THB(Exchange rate 1 USD = 35.967373995 THB) [Switch Currency](#)

Select Credit Card Added credit card(**** 6351)
 Other card credit cards are accepted.

Pay

NOTE

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

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

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

----End

Bank Transfer

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

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

Step 3 Select **Home** on the top navigation bar.

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

Amount Due [?](#) [Unpaid Bills](#) [Payment Records](#) [Pay](#)

\$20,564.06 USD overdue \$20,564.06 USD

Unpaid Fees of the Latest Billing Month \$0.00 USD +

Unpaid Fees of Previous Months \$20,564.06 USD

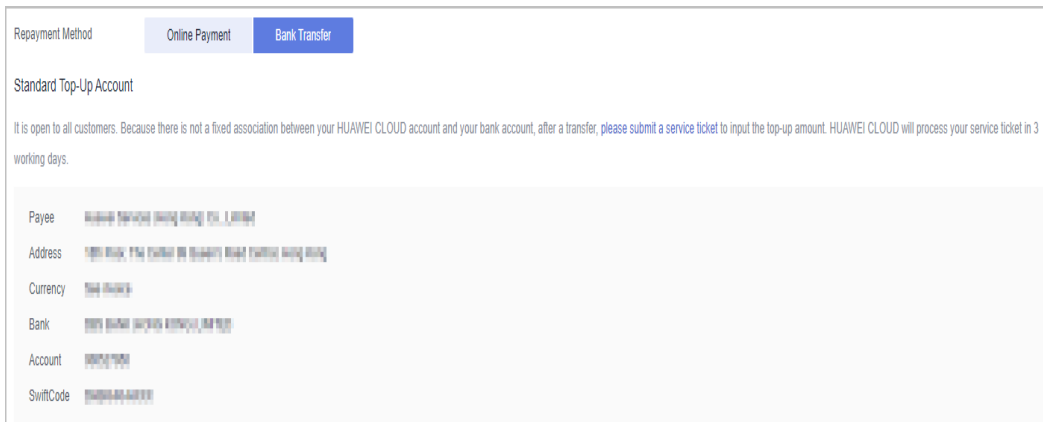
NOTE

You can also pay in the **Amount Due** area on the **Bills** tab of the **Financial Information > Partner Bills** page.

The **Pay** page is displayed.

Step 5 Click **Bank Transfer** for **Payment Method**.

You need to submit a service ticket to Huawei after you transfer money to the standard top-up account.



NOTE

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

Step 6 After you transfer the money to the top-up account, do as follows:

1. On the bank transfer page, click **Transfer Ticket** to go to the **Create Service Ticket** page. For details about how to submit a service ticket, see **Submitting a Service Ticket**.
2. Enter the bank transfer information.



NOTE

- The receipt will be recorded under the currently logged-in user by default. In case of any special circumstances, please specify them in **Problem Description**.
3. Upload the bank transfer certificate and submit the service ticket. After the bank transfer is successful, Huawei Cloud will top up your account upon the request from the service ticket within three working days.

----End

Other Operations

- Click **Unpaid Bills**. On the displayed dialog box, you can view the unpaid bills.

NOTE

Overdue bills will affect your credit on Huawei Cloud. Please make the payment timely to avoid service interruption.

- Click **Payment record**. You can view the payment records on the **Account Statements** page.

11.4.2.2 Payment Methods

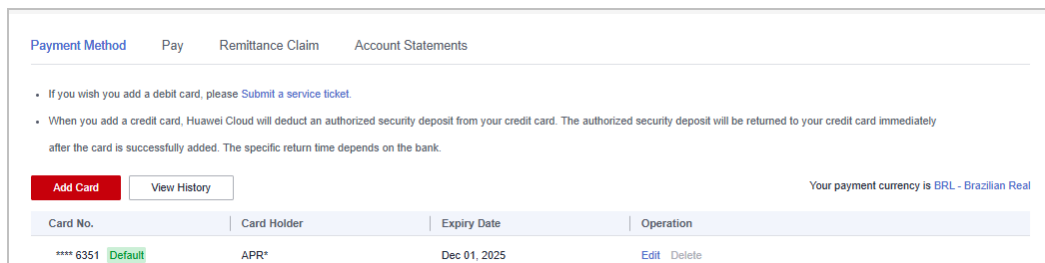
You can pay by credit card. After a credit card is added, you will get a quota of \$1,000 USD.

NOTE

1. If no quotas have been issued to you, you will get a quota of \$1,000 USD after adding a credit card.
2. If the quota you have gotten is lower than \$1,000 USD, the quota will be adjusted to \$1,000 USD after a credit card is added.
3. If the quota you have gotten is higher than \$1,000 USD, the quota will remain unchanged after a credit card is added.

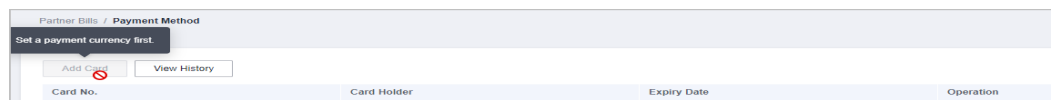
Adding a credit card

- Step 1** Log in to Partner Center and choose **Sales > Financial Information > Funds** in the menu on the top. The **Payment Method** page is displayed by default.



NOTE

- You can also go to **Sales > Financial Information > Partner Bills > Bills** and access the **Payment Method** page.



- If a transaction currency has not been set, the **Add Card** button is unavailable. You need to set the transaction currency and then add a credit card.
 1. Go to **Partner Center > Partner Information > Basic Information > Preferences**.
 2. In the **Payment Currency** area, select a currency and click **Save**.

- Step 2** Click **Add Card**.

- Step 3** Provide Card No, Card Holder's name, Expiration Date, and Security Code. Click **I have read and agree to the Agreement on Card Binding For Huawei Cloud (International) Users**, and click **OK**.

Funds-Payment Method / Add Card

! Only Visa/MasterCard credit cards are supported. Debit cards, prepaid cards, virtual cards, and gift cards are not supported. If you need to add a debit card, submit a service ticket, and Huawei Cloud will notify you whether the card can be added.


- After you submit your credit card information, Huawei Cloud will deduct a deposit from your credit card to check the card validity, and the deposit will be automatically returned to your credit card.
- A credit card can be associated with only one Huawei Cloud account.
- The credit card to be used must meet Huawei Cloud requirements.
- You authorize us to deduct fees from your credit card based on your expenditures.
- It will take approximately 2 minutes to add a credit card.
- Your card information will be synchronized to the card issuing bank for card verification.

Amount 5.16 BRL
The deposit will be returned to your credit card in a week.

Card No.

Name on Card

Expires /

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

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

NOTE

A small test charge will be made to your account while Huawei Cloud verifies your credit card. The test charge will return to your account within one week. The time it takes to refund the charge depends on your bank. If you are in Chile, you also need to set the authentication method and your ID number when adding a card. Authentication methods include:

- **RUT:** Taxpayer identification number in Chile, for example, 8148691-0.
- **Otro:** Other identification code, whose value can contain only 5 to 20 characters.

Step 4 Complete the identity verification.

- Huawei Cloud will generate a bill on the fifth day of the following month, send the bill to you, and charge your credit card. If your expenditure exceeds the quota granted, your credit card will be automatically charged.
- If the card fails to be added, you will be directed to the **View History** page and the reason for this failure will be displayed in the **Result** column. You can choose to add the card again or submit a service ticket.

----End

Card history

On the **Payment Method** page, click **View History** to view cards that have been added. You can view reasons for the failures in the **Result** column.

Payment priority

In the lower right corner of an added credit card, click **Operation > Set as Default** to set the credit card as the default credit card for payment.

- If you have added multiple credit cards, the system charges the default credit card first.
- When the balance of the default credit card is insufficient, your other valid credit cards will be charged in sequence.

Updating a credit card

Click **Edit** (or **Operation > Edit**) in the lower right corner of an added credit card to set its validity period and the security code.

NOTE

When you change the validity period of your credit card, a small test charge will be made to your account to verify your credit card. The test charge will return to your account within one week. The time it takes to refund the charge depends on your bank.

Deleting a credit card

1. Click **Delete** in the **Operation** column to delete a credit card.
2. Click **OK**. The credit card is deleted.

NOTE

The default credit card cannot be deleted and the **Delete** button is unavailable.

11.4.2.3 Remittance Claim

After you transfer money offline to Huawei Cloud through a standard top-up account, claim the transferred money. Successfully claimed amount will arrive in your Huawei Cloud account.

The money will be transferred to the top-up account in two or three days within the same country/region. The money transfer may take longer time across countries/regions. The arrival time is subject to the bank transaction. Contact your bank to learn about the detailed banking procedures and money arrival time.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** Choose **Sales > Financial Information > Funds** in the menu on the top. Click the **Remittance Claim** tab.
- Step 4** Click **Submit Claim**. On the displayed page, enter the bank transfer information, including the transferred amount, currency, transfer date, sender, and sender's bank account (optional), select the invoice to be applied, upload the bank transfer certificate, and click **OK**.

Submit Claim
✕

Amount Transferred

Currency

Transfer Date
Select a date.

Sender

(Optional) Sender Bank Account

Invoices to Be Applied To

<input type="checkbox"/> Invoice No.	Invoice Amount	Amount to Be Applied	Billing Cycle
 No data found.			

Total Records: 0 < 1 >

Attachment

Only one file less than 10 MB can be uploaded. Supported formats: JPG, JPEG, PNG, ZIP, DOCX, MSG, XLSX and PDF.
Ensure that the ZIP package contains only files in the preceding formats.

Step 5 You can view the review status of the remittance claim application you submitted.

NOTE

- After you claim a remittance, Huawei Cloud will complete its approval within one working day.
- Please fill in the information in the remittance form and ensure that the information is correct.
- After the application is approved, those selected invoices will be preferred.

----End

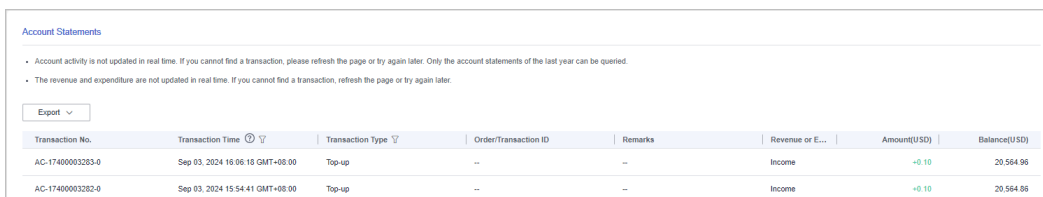
11.4.2.4 Viewing Account Statements

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

Procedure

- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Financial Information > Funds**.

Step 4 The income and expense details page is displayed.



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

Step 5 Set the transaction time and transaction type to search for desired account statements.

 **NOTE**

- You can search for account statements across months. For account statements of more than 12 months ago, contact the ecosystem manager for help.
- When **Transaction Type** is **Transaction mode change**, the transaction was about allocating balance to a partner subaccount.

Step 6 Export account statements.

- Export the selected records.

Choose **Export** > **Export Selected**. When the export is complete, the message **Records exported successfully** is displayed.

 **NOTE**

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View the export history.
 - a. Choose **Export** > **Export History** to open the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the completed account statements.

----End

11.4.3 Invoice Management

Huawei Cloud will automatically create corresponding invoices after generating the bills for the partner. The system normally creates the invoice of the previous month on the fifth day of the current month.

You can view and download the invoices automatically issued by Huawei Cloud, and configure whether to receive the invoice notification email when there is no expenditure record in the current month.

In addition, you can add or modify your invoice information. Then, the system will create the invoices based on your configured information.

Partners who meet the conditions can also manage WHT certificates. For details, see [#zh-cn_topic_0072435140/_section1588554152418](#).

Viewing Invoices

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

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

Step 3 On the top navigation, choose **Sales > Financial Information > Invoices** and view the invoices automatically issued by the Huawei Cloud system.

Period	Invoice No.	Invoice Content	Invoice Amount	Status	Operation
202410	CSE24000005	Top-up	800.00 USD	Invoiced	Download
202304	CE23000001	Pre-payment invoice	100.00 USD	Invoiced	Download

NOTE

- If you find that not all invoices are created, click **submit a ticket** in the note to request invoicing, and enter the required information and upload the expenditure bill on the displayed page to create an invoice creation service ticket.
- If you need to return an invoice, click **submit a ticket** in the note to return an invoice, and enter the required information and upload a picture or scanning copy of the original invoice on the displayed page to create an invoice returning service ticket.

Step 4 Click **Download** in the **Operation** column to download the invoices.

NOTE

Alternatively, you can choose **Sales > Financial Information > Partner Bills**, click **Invoice No.** in the **Monthly Bills** area, and then download the invoices.

----End

Managing Invoice Information

You can add or modify the invoice information.

- To add information, go to the **Invoices** page and click **Manage Invoice Info**. In the **Manage Invoice Info** dialog box, configure **Address** and **Email** and click **Save**. You can add invoice information only when you perform the operation for the first time.
- To modify information, go to the **Invoices** page and click **Invoice Info Management**. In the **Manage Invoice Info** dialogue box, modify **Address** and **Email** and click **Modify**.

NOTE

The system automatically obtains the tax ID that you have entered during your registration. You cannot modify the tax ID here.

Receiving Invoices by Emails

You can also set whether to receive invoice notifications when there is no expenditure record in the current month on the **Invoices** page.

To enable or disable email receiving, go to the **Invoices** page and click **setting up email receipts for electronic invoices**. In the **setting up email receipts for electronic invoices** dialogue box, turn the toggle switch on or off to enable or disable the setting of receiving or not receiving the invoice notification when there are no expenditure records in the current month.

WHT Certificate Management

In Billing Center, you can manage your WHT certificates or receipts. After you have withheld taxes as required and obtained a WHT certificate issued by the tax authority, you can submit the certificate on the Huawei Cloud official website and follow up the certificate processing flow.

Precautions

- The WHT certificate management function is available only to partners below.

Registered Country	Signing Entity
Malaysia	Sparkoo Technologies Singapore Pte. Ltd.
Thailand	Sparkoo Technologies (Thailand) Co., Ltd.

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

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

Step 3 On the top navigation bar, select **Sales > Financial Information > Invoices**, and click **Withholding Tax Certificates**.

Step 4 On the displayed page, click **Upload**.

Step 5 On the displayed **Upload** page, configure the following parameters and click **Submit**.

Parameter	Description
Certificate Code	Specify the code in the WHT certificate. If no code is available in the certificate, enter the code generated by the system.
Certificate Date	Select the date when the WHT certificate is issued. Click and select the date (year-month-day) in the certificate.

Parameter	Description
Certificate Amount	Enter the total amount according to the amount and currency in the certificate. Select the currency from the drop-down list box.
Select Invoices	<p>Click Add and select the invoices according to the WHT certificate. You can select multiple invoices, because one certificate can match multiple invoices. One invoice can be selected only once.</p> <p>The following invoice information is displayed: (Multiple invoices are displayed in multiple lines if there are any):</p> <ul style="list-style-type: none"> • Invoice No.: Automatically displayed according to the selected invoice. • Issued: Time when the invoice was issued. This field is automatically displayed according to the selected invoice. • Total Invoice Amount (Including VAT) (Payment Currency): Automatically displayed according to the selected invoice. • Total Invoice Amount (Excluding VAT) (Payment Currency): Automatically displayed according to the selected invoice. <p>NOTE The payment currency is the currency used in the invoice, that is, the currency selected in Partner Center > Partner Information > Basic Information > Preferences > Payment Currency.</p> <ul style="list-style-type: none"> • Certificate Amount (Certificate Currency): Specified manually for each invoice. The sum of the specified amounts must be equal to the Certificate Amount value. If only one invoice is selected, the Certificate Amount value is displayed and can be edited. • Certificate Amount (Payment Currency): Manually specified. Convert the Certificate Amount (Certificate Currency) value to a value with two decimal places in the currency used for the payment.
Certificate Attachment	<p>Upload a signed or scanned copy of the WHT certificate.</p> <p>The file to be uploaded can be a JPEG, PNG, GIF, or PDF file and cannot exceed 10 MB. For multiple files, compress them into a .zip package and upload it.</p>
Remarks	Manually specified.

----End

Precautions

After uploading the WHT certificate, you can view the uploading record on the **Withholding Tax Certificates** page, such as the uploading time, review time, and review status (to be reviewed, approved, or rejected). Click **Download** in the **Operation** column to download the certificate. Click **Details** in the **Operation** column to view the WHT certificate details.

11.4.4 Contract Commerce

11.4.4.1 Viewing Commercial Discounts

Partners can view the commercial discount list in Partner Center.

Procedure

- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Financial Information > Contracts and Commerce** and select the **Commercial Discounts** tab to view commercial discounts.

ID	Type	Customer/Account Name	Status	Effective Date	Expiration Date
0HEI002210010B	Partner-level	--	Effective	Sep 16, 2022 16:22:15 GMT+08:00	Sep 27, 2024 23:59:59 GMT+08:00
0HEI002210010C	Customer-level	--	Effective	Sep 23, 2022 00:00:00 GMT+08:00	Sep 18, 2025 23:59:59 GMT+08:00

NOTE

- Click a commercial discount ID to view its details.
- Click an account name to view details about the customer.
- You can enter a customer name or customer account name to filter the discount data.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

----End

11.4.5 Coupons

11.4.5.1 Cash Coupon Management

11.4.5.1.1 Usage Rules

HUAWEI CLOUD directly issues cash coupons to the partners. These coupons can be deducted for settlement when a bill is generated.

Partners can obtain cash coupons by:

- Requesting basic benefits in Partner Center.
- Exchanging the incentive earnings for cash coupons. For details, see [Applying to Issue Incentive Earnings](#)
- Contacting the ecosystem manager to requesting PoC test coupons.

Cash coupon usage rules are as follows:

- Cash coupons will be deducted for transactions in sequence when a bill is generated.
- Cash coupons assigned to a specific customer will be preferentially used.
- Cash coupons will not be refunded if partners unsubscribe from or downgrade their resources.

 **NOTE**

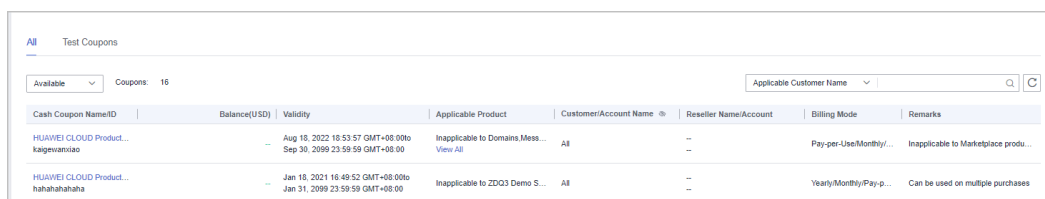
Cash coupons are refunded only in the following unsubscription scenarios: resource unsubscription (the order has not taken effect), unsubscription due to order exceptions, and unsubscription from a renewal period (the renewal period has not taken effect).

11.4.5.1.2 Viewing Cash Coupons

Partners can view their coupon details in the Partner Center.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Financial Information > Coupons** to view coupons on the **All** tab.



Cash Coupon Name/ID	Balance(USD)	Validity	Applicable Product	Customer/Account Name	Reseller Name/Account	Billing Mode	Remarks
HUAWEI CLOUD Product... kagewaniao	--	Aug 18, 2022 18:53:57 GMT+08:00 Sep 30, 2099 23:59:59 GMT+08:00	Inapplicable to Domains Mess... View All	All	--	Pay-per-Use/Monthly/...	Inapplicable to Marketplace produ...
HUAWEI CLOUD Product... hahahahaha	--	Jan 18, 2021 18:49:52 GMT+08:00 Jan 31, 2099 23:59:59 GMT+08:00	Inapplicable to ZD03 Demo S...	All	--	Yearly/Monthly/Pay-p...	Can be used on multiple purchases

 **NOTE**

- To view the details and usage records of a cash coupon, click the cash coupon name.
- You can click an account name to view customer details.
- To view historical quota and usage records of cash coupons, click **the cash coupon quota history** at the top of the page.
- You can filter cash coupons by status (available, used, and invalid).
- You can enter a customer name or account name to search for all coupons that are available to a specific customer.
- By default, this page only displays cash coupons that expired within the last two years. Click on **the coupons that have expired for more than two years** to view the corresponding coupons.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

----End

11.4.5.1.3 Enabling/Disabling Test Coupon Balance Notification

Partner Center sends notifications about test coupon usage to the partners.

The system will email partners their reseller customers' monthly coupon usage and estimated amount due seven days, and then again three days, before the end of each month. If there are not enough coupons for PoC testing, contact the ecosystem manager to request more.

Usage notification is enabled by default. Partners can disable it in the Partner Center.

Procedure

- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Financial Information > Coupons**.
- Step 4** On the **Test Coupons** page, enable or disable **Test Coupon Balance Notification** as needed.

Cash Coupon Name/ID	Balance(USD)	Validity	Applicable Product	Customer/Account Name	Reseller Name/Account	Billing Mode	Remarks
HUAWEI CLOUD Experie... xiaopengyouzhihehe	--	Sep 18, 2020 00:00:00 GMT+08:00to Dec 31, 2099 23:59:59 GMT+08:00	Inapplicable to Domains Mess... View All	...	egj_h8003 company egj_h8003	Monthly/Pay-per-Use	Can be used on multiple purchases
HUAWEI CLOUD Experie... CP20091800015QNEK	5000.00	Sep 18, 2020 00:00:00 GMT+08:00to Dec 31, 2099 23:59:59 GMT+08:00	Inapplicable to Domains Mess... View All	****y	--	Monthly/Pay-per-Use	Can be used on multiple purchases

NOTE

- To view the details and usage records of a cash coupon, click the cash coupon name.
- To view customer details, click an account name.
- To view historical quota and usage records of cash coupons, click **the cash coupon quota history** at the top of the page.
- You can filter cash coupons by status (available, used, and invalid).
- You can enter a customer name or account name to search for all coupons that are available to a specific customer.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

----End

11.5 Incentives

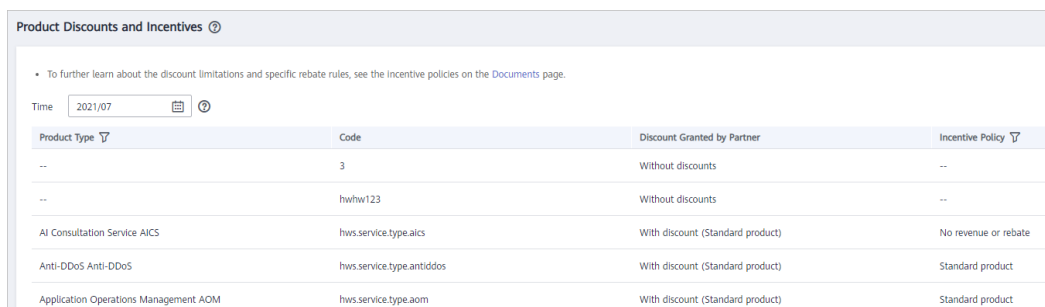
11.5.1 Product Discounts and Incentives

11.5.1.1 Querying Product Discounts and Incentives


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

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Incentives > Product Discounts and Incentives**.




Product Type	Code	Discount Granted by Partner	Incentive Policy
--	3	Without discounts	--
--	hw123	Without discounts	--
AI Consultation Service AICS	hws.service.type.aics	With discount (Standard product)	No revenue or rebate
Anti-DDoS Anti-DDoS	hws.service.type.antiddos	With discount (Standard product)	Standard product
Application Operations Management AOM	hws.service.type.aom	With discount (Standard product)	Standard product

- Step 4** Click  next to **Product Type** to query the discounts and incentives applicable to each product by type.

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

NOTE

Click  next to **Incentive Policy** in the product list to query the products which the specific incentive policies apply to and the discounts granted by the partner.

----End

11.5.2 Indicator Management

Partners can view and export indicators in the Partner Center.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Incentives > Indicator Information**.

Indicator Name	Applicable Scope	Statistical Method	Statistical Period	Dimension	Billing Cycle	Indicator Value	Last Updated	Operation
...	...	Auto	Quarter	...	2024Q3	48,773.42	Jul 12, 2024 15:33:35	View Details Feedback
...	...	Manual	Year	...	2024Y	37,000.00	Jul 10, 2024 12:00:04	View Details
...	...	Auto	Month	...	2023M6	1,574.03	Jul 03, 2024 16:08:02	View Details Feedback
...	...	Manual	Quarter	...	2024Q2	3,900.45	Jun 21, 2024 17:28:3...	View Details
...	...	Auto	Quarter	...	2024Q1	37,000.00	Apr 12, 2024 15:24:32...	View Details
...	...	Auto	Year	...	2023Y	1,950.00	Jan 16, 2024 11:49:31...	View Details Feedback
...	...	Auto	Quarter	...	2023Q4	0.00	Jan 16, 2024 11:46:31...	View Details Feedback
...	...	Auto	Quarter	...	2023Q4	2,340.22	Jan 08, 2024 16:29:0...	View Details Feedback
...	...	Auto	Quarter	...	2023Q4	0.00	Jan 06, 2024 03:01:0...	View Details Feedback
...	...	Auto	Quarter	...	2023Q3	200.00	Dec 15, 2023 14:02:3...	View Details

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

Step 4 Click **View Details** in the **Operation** column to switch to the **Details** page where you can view the basic information and details about an indicator.

Revenue ID	Customer Name/Account Name	Order ID	Product Name	Billing Mode	Revenue Eligible for Incentiv...	Revenue Generated
\$I_LOC_origin_performance_xj1	...	CS2209011600KXMS54	Ultra-High IQ_downprice	Yearly/Monthly	-100 00000000	2024/07/01
20230815002960813e58882adb1ae3a3612c0bfe6	...	ZJ80BO123615213529799	...	Yearly/Monthly	413 12000000	2024/07/01

- In the upper right corner of the **Details** area, enter a **Revenue ID** or an **Order Number** to search for information.
- Export indicators.
 - Exporting indicators
Click **Export** > **Export Selected**. The system will display **Export task created**.
 - View export history
 - Click **Export** > **View Export** to enter the export history page.
 - Click **Download** in the **Operation** column to download and view indicator data in the **Completed** state.

Step 5 Click **Feedback** in the **Operation** column and provide feedback on the indicator data.

Feedback ✕

Indicator Name 2024 Quarterly Revenue Amount ... Billing Cycle 2024Q3

Indicator Value 48,773.42

★ Feedback

Example: There is a problem with the indicator. The indicator value should be \$1,000 USD, but the system shows that the value is \$950 USD. (Describe the problem in details, and upload related proof materials if any.)

0/1,000

Attachment

Provide related materials. Compress multiple files into a package and upload it. A JPG or ZIP file of up to 5 MB can be uploaded. The file name must not contain any Chinese characters. Otherwise, the upload may fail.

Email

----End

11.5.3 Revenue Management

11.5.3.1 Querying Revenues

Partners can query customer revenues and details.

Precautions

Revenue data can be viewed the next working day.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center**.
- Step 3** In the top navigation, select **Sales > Incentives > Revenue Management**.
- Step 4** Select **Revenues** to view information of **Period**, **Revenue Eligible for Incentives**, and **Status**. You can also enter a reconciliation period to query revenues.

Revenue Management						
<ul style="list-style-type: none"> • For more information, see How Are My Incentives Calculated? • The revenue data of the current month can be viewed on the sixth day of the following month. 						
Revenues						Period <input type="text"/>
Period	Revenue Eligible for Incentives(USD)	Last Updated	Status	Withdrawal Reason	Operation	
2024M5	110.00	Jul 10, 2024 00:00:01 GMT+08:00	● End of publicity	--	View Details	

- The data that has not been reviewed in the previous month is in the **Draft** state. The data that has been reviewed is in the **Final** state. The data of the current month is in the **Estimated** state.
- Click **View Details** in the **Operation** column to view revenue details.

Revenue ID	Customer Name(A...	Order ID	Order Type	Product Name	Product Type	Billing Mode	Revenue Eligible L...	Revenue Genera...	Operation
\$\{LOC_origin_performance_id\}	--		Subscription	--	Object Storage Ser...	Yearly/Monthly	2.000.00000000	2024/07/01	View Details Feedback
\$\{LOC_origin_performance_id\}	--	CS2206011600X...	Unsubscription	Ultra-High IO_down...	Elastic Volume Ser...	Yearly/Monthly	-100.00000000	2024/07/01	View Details Feedback

- Click **Feedback** in the **Operation** column to enter your feedback on revenue issues and click **OK**.

Feedback

Period: 2023M4 Issue Type: Revenue list

Revenue Eligibl...: 1,110.39

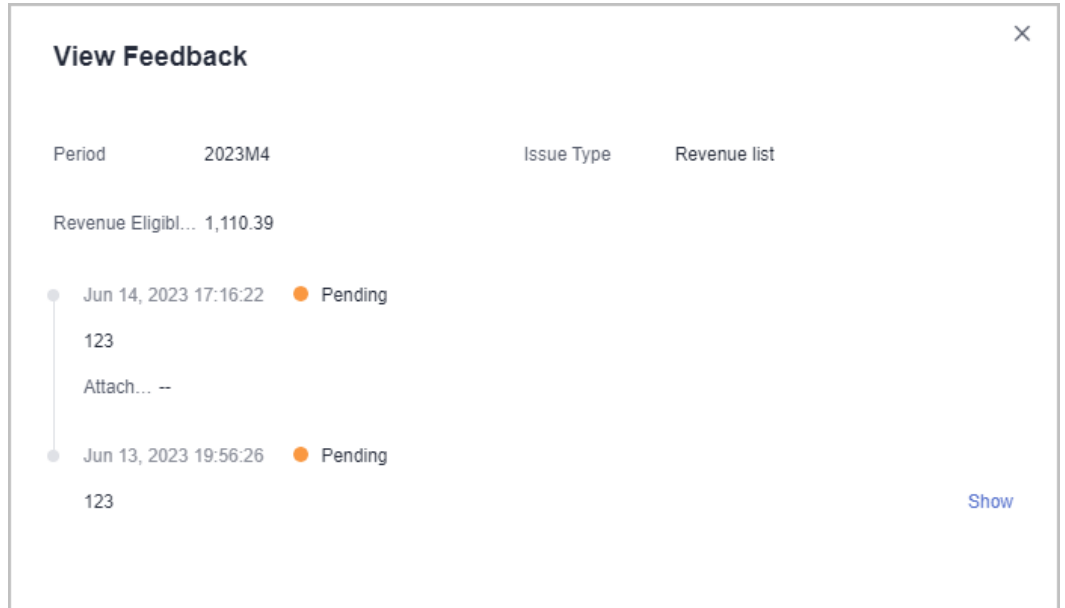
* Feedback: 0/500

Attachment:

Provide related materials. Compress multiple files into a package and upload it. A BMP, JPG, JPEG, PNG, GIF, ZIP, or RAR file of up to 5 MB can be uploaded. The file name must not contain any Chinese characters. Otherwise, the upload may fail.

Email:

- Click **Feedback Details** in the **Operation** column to view the handling result.



Step 5 Select **Details** to view information of **Revenue ID, Order ID, Product Name, Billing Mode**, etc. In this page, you can filter revenue details by revenue confirmation time and feedback status. You can also enter a customer name, a reseller name, or an order ID to query revenue details.

Revenue ID	Customer Name/A...	Order ID	Order Type	Product Name	Product Type	Billing Mode	Revenue Eligible f...	Revenue Generate...	Operation
{LOC_origin_performance_id}	--		Subscription	--	Object Storage Ser...	Yearly/Monthly	2,000,000,000,000	2024/07/01	View Details Feedback
{LOC_origin_performance_id}1	--	CS2285011600K...	Unsubscription	Ultra-High IO_down...	Elastic Volume Ser...	Yearly/Monthly	-100,000,000,000	2024/07/01	View Details Feedback

- Click a customer name or account name to view customer details in **Customers > Customer Management**.
- Click an order ID to view order details in **Customers > Customer Orders** page.
- Click **View Details** in the **Operation** column to view incentive details, including revenues, expenditures, and other details.
- Click **Feedback** in the **Operation** column to enter your feedback on revenue issues and click **OK**.

- Click **Feedback Details** in the **Operation** column to view the handling result.

Step 6 Export Revenue Details

- Export by Revenue Generation Time
Click **Export** > **Export by Revenue Generation Time**. Select the generation time and click **Export**. The system will display **Export task created**.
- Export selected records.
Click **Export** > **Export Selected**. The system will display **Export task created**.
- View export history
 - a. Click **Export** > **View Export** to enter the export history page.

- b. Click **Download** in the **Operation** column to download and view revenue details in the **Completed** status.

----End

11.5.4 Incentive Management

11.5.4.1 Revenue Description

Revenue refers to the expenditures (both new purchases and renewals) generated when the customers associated with a cloud solution provider purchase Huawei Cloud products and services. Expenditures generated from cash coupons issued by Huawei Cloud, value-added tax, sales tax, goods and service tax, and other turnover taxes, as well as the expenditures on the products with no revenue or rebate applied cannot be included in the revenue.

11.5.4.2 Description of Incentive Earnings Distribution Statuses

The following table describes the incentive earning distribution statuses.

Current Step	Next Step	Current Status	Message	Suggested Operation
Submit an application.	Process the application.	Pending Submission	Please request your incentive earnings or enable the auto pay function.	Applying to Issue Incentive Earnings
Process the application.	Review the invoice.	Processing Request	The payment requisition has been submitted to Huawei. Please issue an invoice.	None
Create the invoice.	Review the invoice.	Pending Partner Invoice	Please complete the invoicing and send the invoice back to HUAWEI CLOUD before the time displayed on the system. HUAWEI CLOUD will review the invoice on the second working day after receiving the invoice. After receiving the invoice, the finance department will review the invoices, and the process enters the payment review step.	Creating Invoices for Incentive Earnings
Review the invoice.	Review the payment application.	Pending Approval	It takes about two working days from invoice received to invoice reviewing completed.	None

Current Step	Next Step	Current Status	Message	Suggested Operation
Review the payment application.	Conduct the payment.	Payment Application Pending Approval	It takes about three working days from invoice review approved to payment application approved.	None
		Payment Application Pending Approval	It takes about three working days for the settlement specialist to complete the review.	None
Conduct the payment.	Complete	Payment in Progress	After the payment application is approved, the finance department will transfer the incentive earnings to your bank account or top up your HUAWEI CLOUD account within 30 calendar days after receiving your invoices.	None
Complete	None	Completed	The finance department has transferred the incentive earnings to your bank account.	None
		Completed	The finance department has topped up your HUAWEI CLOUD account.	None
		Completed	- (Cash coupons have been issued.)	None
		Completed	Unexpected errors occurred during the cash coupon issuing.	Contact the customer service.

11.5.4.3 Description of Incentive Earnings Statuses

The following table describes the incentive earnings statuses.

Status	Description
Estimated	Indicates the estimated incentive earnings based on the revenues of the current billing cycle.

Status	Description
Pending confirmation	Indicates that the officially generated incentive statements are waiting for partner confirmations.
Issuing	Indicates that the officially generated incentive statements are waiting for Huawei operations personnel reviews.
Issued	Indicates that incentive earnings have been issued.

11.5.4.4 Confirming Incentive Earnings

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

Confirming Incentive Earnings

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

Incentive Management

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

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

[View Details](#)

Confirm Incentives

0 incentive records pending confirmation

Available Incentives

Auto Pay

\$39,271.18 USD

(Excluding frozen incentive earnings: 1,000.68)

[Request Payment](#)

Incentives Requested for Payment

Payment pending

--

[Request Records](#)

Confirm Incentives Incentive Payment

Summary Details

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

Step 5 Go to the tab page, **Incentive Reconciliation**.

Step 6 Confirm incentive earnings.

- Confirm an incentive earning.
 - a. Select an incentive earning and click **Confirm** in the **Operation** column. The system displays the **Confirm Incentive** dialog box.
 - b. Click **OK**.

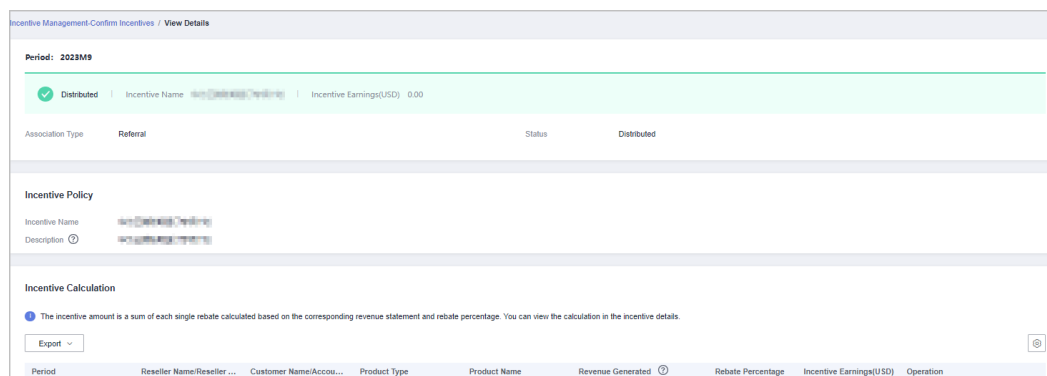
 **NOTE**

- After confirming the incentive earnings, wait for the approval from Huawei. You can query the processing progress in the **Status** column. If the process is completed, the status will change to **Reconciliation completed**.
- If an incentive earning is not confirmed within the specified period, the system will automatically confirm it. The default period is 5 days.

----End

Viewing Incentive Earning Details

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Incentives > Incentive Management**.
The **Incentive Management** page is displayed.
- Step 4** Select **Confirm Incentives > Summary**.
- Step 5** Click an **Incentive ID** to view information of **Incentive Policy** and **Incentive Calculation**.



----End

Viewing Incentive Details

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

Period	Reseller Name/Reseller ...	Customer Name/Accou...	Product Type	Product Name	Revenue Confirmed	Rebate Percentage	Incentive Earnings(USD)	Operation
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_devprnce	2023/03/01	80%	80.00000000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_devprnce	2023/03/01	80%	80.00000000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_devprnce	2023/03/01	80%	80.00000000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_devprnce	2023/03/01	80%	80.00000000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_devprnce	2023/03/01	80%	80.00000000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_devprnce	2023/03/01	80%	80.00000000	Details

Step 5 You can search for incentive details by reconciliation period, feedback status, product type, incentive program, customer, order, or incentive bill ID.

- Click **Feedback** in the operation column to enter your feedback on reconciliation details and click **OK**.
- Click **Details** in the **Operation** column to view incentive details.

Step 6 Export incentive details.

- By incentive program

Click **Export** > **Export by Incentive Program**. Select **Period** and **Incentive Program** and click **Export**. The message "Export task created" is displayed.

- Export selected records.
Click **Export** > **Export Selected**. When the export is complete, the message **Records exported successfully** is displayed.
- View export history.
 - a. Choose **Export** > **View Export** to enter the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the completed incentive details.

----End

11.5.4.5 Applying to Issue Incentive Earnings

After the incentive data is calculated and reconciled, you can request payment of the incentives. The payment options include Transfer to bank account (only applicable to the referral model), Top up Huawei Cloud account, and Exchange for cash coupons.

You can choose a payment option based on your needs. Currently, you can request to pay all incentives and partial incentives and configure automatic payment.

If you choose to convert the incentives to cash coupons, no invoice will be required, and the system automatically allocates coupons to your account.

If you choose other payment options, you need to issue invoices and mail the invoices and the invoicing information to Huawei Cloud after receiving the incentive invoicing notification. After reviewing and verifying the invoices, Huawei Cloud will issue the incentives to you in the way you selected.

 **NOTE**

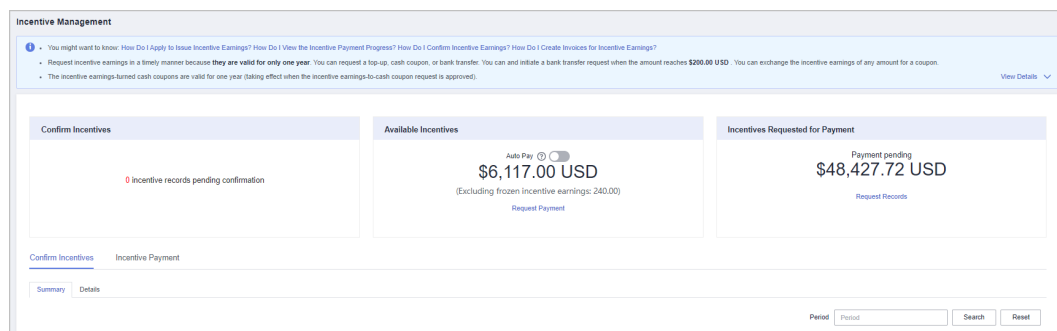
When a partner applies for incentive distribution, all the expenditures in the corresponding billing cycle must be paid. (reseller customers' expenditures should be paid by their associated partners.) If not all the expenditures generated in a billing cycle are paid, the incentive earnings of the billing cycle will be frozen and cannot be applied for. The incentive earnings will be unfrozen the next day after all the expenditures are paid.

Prerequisites

You have completed business information certification. For details, see [Business Information Certification](#).

Procedure

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



 **NOTE**

The incentive earnings that can be applied for does not include the frozen incentive earnings. You can click **View Freezing Reason** of the target period to query the freezing reason for the incentive earning.

- Step 4** You can switch to the **Request Payment** page in either of the following methods:
 - In the **Available Incentives** area, click **Request Payment**.
 - On the **Incentive Payment > Incentive Distribution** tab, click **Request Payment**.

The **Request Payment** page is displayed.

Request Payment

• Apply for incentive earnings in a timely manner because they are valid for only one year.

• Incentive earnings generated from resale customers can be paid to you through two methods: Top up Huawei Cloud account and Exchange for cash coupons, while those generated from referral customers can be paid through three methods: Transfer to bank account, Top up Huawei Cloud account, and Exchange for cash coupons. Refer to the recommended payment options in the table below.

*** Payment Options**

Transfer to bank account (This option is not applicable to incentives specific for revenues from new customers, incentives for quarterly and annual increased revenues, or special incentives in the partner resale model, and it can only be used for the distribution of monthly rebates in the referral model. To initiate a bank transfer, the amount must reach \$200.00 USD, and an invoice is required. The incentive earnings will be transferred to your authenticated bank account within about 30 calendar days of when the invoice is received.)

Exchange for cash coupons (This option is applicable not only to incentives specific for revenues from new customers, incentives for quarterly and annual increased revenues, and special incentives in the partner resale model, but also to the distribution of monthly rebates in the referral model. There is no approval or invoice required, and no amount thresholds need to be met. You can get the cash coupons within about 10 minutes. The cash coupons are valid for one year and can be used to pay your bills.)

Top up HUAWEI CLOUD account (This option is applicable not only to incentives specific for revenues from new customers, incentives for quarterly and annual increased revenues, and special incentives in the partner resale model, but also to the distribution of monthly rebates in the referral model. There is no invoice required, and no amount thresholds need to be met. The incentive earnings will be transferred to your Huawei Cloud account within about 30 calendar days of when the invoice is received. They cannot be withdrawn but can be used to pay your bills.)

Select Incentives

<input type="checkbox"/>	Period	Incentive Name	Incentive Earnings	Exchange Rate	Incentive Earnings (...)	Service Fee Tax Rate	Invoice Amount (Pa...	Payment Option	Association Type
<input type="checkbox"/>	2019M2	Monthly rebate	-76.00 USD	1 USD = 6.6869 ZAR	-568.20 ZAR	0%	-568.20 ZAR	Any	Referral
<input checked="" type="checkbox"/>	2019M1	Monthly rebate	666.00 USD	1 USD = 19.0169 ZAR	12,665.26 ZAR	0%	12,665.26 ZAR	Any	Referral
<input checked="" type="checkbox"/>	2021M1	Monthly rebate	20.00 USD	1 USD = 6.6 ZAR	132.00 ZAR	0%	132.00 ZAR	Any	Referral
<input checked="" type="checkbox"/>	2019M2	Monthly rebate	32.00 USD	1 USD = 6.6869 ZAR	213.98 ZAR	0%	213.98 ZAR	Any	Referral
<input checked="" type="checkbox"/>	2019M1	Monthly rebate	32.00 USD	1 USD = 19.0169 ZAR	608.54 ZAR	0%	608.54 ZAR	Any	Referral

Show more (Selected 6 records) ▾

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

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

Step 5 In the **Request Payment** dialog box, configure **Payment Options**, click **OK**.

 NOTE

- When you apply for incentive earnings payment, the system selects all the incentive earnings to be applied for by default. If you want to apply for the payment of a single incentive earning or part of the incentive earnings, select the required items.
- When you apply for the payment of a single incentive earning or partial incentive earnings, if you choose to pay them in **Transfer to bank account** or **Top-up HUAWEI CLOUD account** mode, you need to issue an invoice with the same amount as the applied incentive earnings amount after each application.
- Apply for incentive earnings timely because they are valid for only one year.
- Incentive earnings generated from resale customers can be paid to you through two methods: Top up Huawei Cloud account and Exchange for cash coupons, while those generated from referral customers can be paid through three methods: Transfer to bank account, Top up Huawei Cloud account, and Exchange for cash coupons. Refer to the applicable payment options the **Payment Option** column.
- Transfer to bank account (This option is not applicable to incentives specific for revenues from new customers, incentives for quarterly and annual increased revenues, or special incentives in the partner resale model, and it can only be used for the distribution of monthly rebates in the referral model. To initiate a bank transfer, the amount must reach \$200.00 USD, and an invoice is required. The incentive earnings will be transferred to your authenticated bank account within about 30 calendar days of when the invoice is received.)
- Exchange for cash coupons (This option is applicable not only to incentives specific for revenues from new customers, incentives for quarterly and annual increased revenues, and special incentives in the partner resale model, but also to the distribution of monthly rebates in the referral model. There is no approval or invoice required, and no amount thresholds need to be met. You can get the cash coupons within about 10 minutes. The cash coupons are valid for one year and can be used to pay your bills.)
- Top up Huawei Cloud account (This option is applicable not only to incentives specific for revenues from new customers, incentives for quarterly and annual increased revenues, and special incentives in the partner resale model, but also to the distribution of monthly rebates in the referral model. There is no invoice required, and no amount thresholds need to be met. The incentive earnings will be transferred to your Huawei Cloud account within about 30 calendar days of when the invoice is received. They cannot be withdrawn but can be used to pay your bills.) If you choose to top up your Huawei Cloud account, the amount added to your balance is subject to the exchange rate on the day of payment.
- If you choose **Transfer to bank account** or **Top-up HUAWEI CLOUD account**, the incentive earning status will change to **Processing Request** after you submit the request, and then change to **Pending Partner Invoice** after the system processing is complete.
- If you have a negative incentive earning, this item is selected by default and cannot be deselected. The negative amount will be first deducted before the incentive earnings are paid.
- Expired incentive earnings cannot be paid. Incentive earnings attached to an application rejected while pending submission are no longer subject to expiry.

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


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

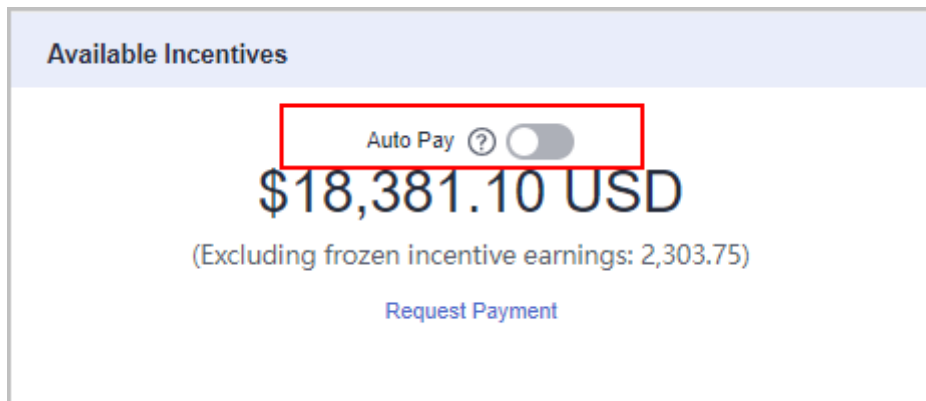
Step 7 (Optional) Enable automatic payment.

 **NOTE**

After you enable this function, the system will automatically pay the incentive earnings to your account on the fifth day after the incentive earnings records were generated.

In addition, if you select **Transfer to bank account** and the incentive earnings are less than \$200 USD, you can wait and submit the request when the earnings reach the amount required.

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

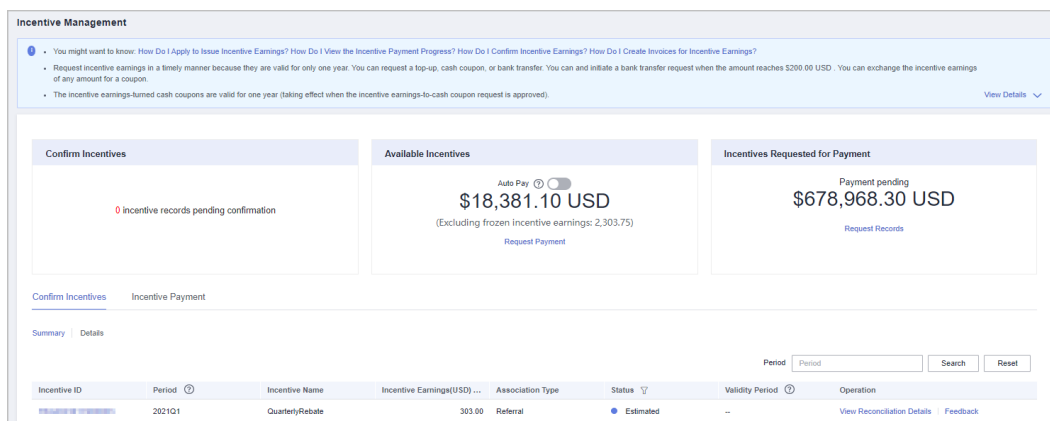


2. In the **Modify Auto Pay Options** dialog box, configure the incentive earnings payment options.
3. Click **OK**.

Step 8 (Optional) View the request history.

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

1. On the **Incentive Management** page, click the **Request Records** to view the request history.



2. Click **View Details** in the **Operation** column. In the **Requisition Details** page, you can view information such as **Incentive Earnings** and **Incentive Earning Details**.
3. Click **View Billing List** in the **Operation** column. In the **View Billing List** page, you can view and print the billing list. For details, see [Creating Invoices for Incentive Earnings](#).

 **NOTE**

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

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

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

----End

11.5.4.6 Creating Invoices for Incentive Earnings

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

 **NOTE**

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

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

Procedure

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

M.S. LTD

Company No.: [REDACTED] **Invoice No.:** [REDACTED]
Account No.: [REDACTED] **Invoice Date:** 2017/10/16
Bank Name: [REDACTED] **Invoice Currency:** USD

Registered address:
[REDACTED]

To:
Huawei [REDACTED]

Payment Requisition Form No. : ITh-201710164e6

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

VAT No. : 514486505

Remark: [REDACTED]



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

NOTE

Alternatively, you can log in to the Partner Center, select **Incentives > Incentive Management > Incentive Payment > Request Records**, and click **View Billing List** in the **Operation** column of the target incentive earning to go to the **View Billing List** page.

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

[Print](#)

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

NOTE

After HUAWEI CLOUD reviews and verifies the invoices, it will issue the incentive earnings to you in your selected way.

----End

11.5.4.7 Viewing Incentive Details

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

Procedure

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

Incentive Management

• For more information, see [How Are the Customers' Expenditures Counted into Performance?](#)

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

[View Details](#)

Confirm Incentives

0 incentive records pending confirmation

Available Incentives

Auto Pay

\$0.00 USD

No incentive earnings are available.

Incentives Requested for Payment

Payment pending

--

[Request Records](#)

[Confirm Incentives](#) [Incentive Payment](#)

Summary Details

Incentive ID	Period	Incentive Name	Incentive Earnings(USD)	Association Type	Status	Validity Period	Operation
HKG2021020700000	2021M1	MonthlyRebate	0.00	Reseller	Distributed	--	View Reconciliation Details

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

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

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

Step 6 Export incentive details.

- Export incentive details.
 - Choose **Export > Export History**, set export options, and click **OK**. The message "Export task created" is displayed.
- View export history.
 - a. Click **Export > View History** to enter the export history page.
 - b. Click **Download** in the **Operation** column to download and view incentive data in the **Completed** state.

----End

11.6 Operation Statistics

11.6.1 Viewing Customer Statistics

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

NOTE

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

Procedure

- Step 1** Use your partner account to log in to **HUAWEI CLOUD**.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, choose **Sales > Operations Statistics > Customer Statistics**.
 - Click the **Overview** tab.
 - On the displayed page, you can check the **Total Customers**, **Total Associations**, and **Spending Customers This Month**.

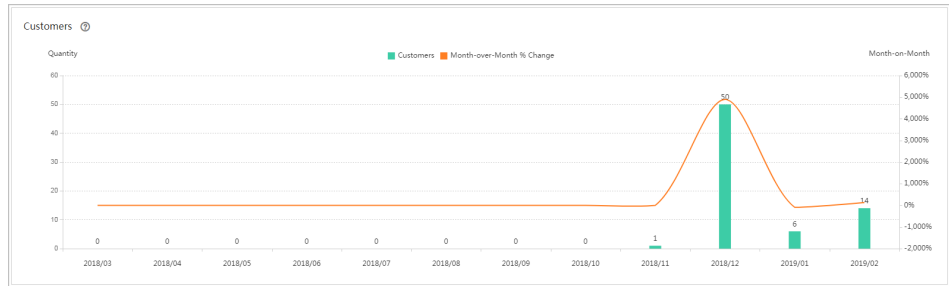
Total Customers 33

Total Associations 2

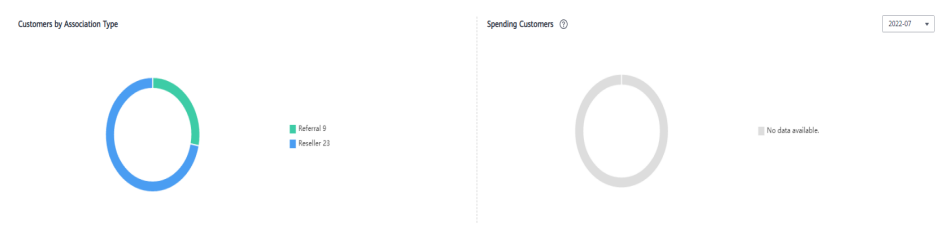
Spending Customers This Month 0

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

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

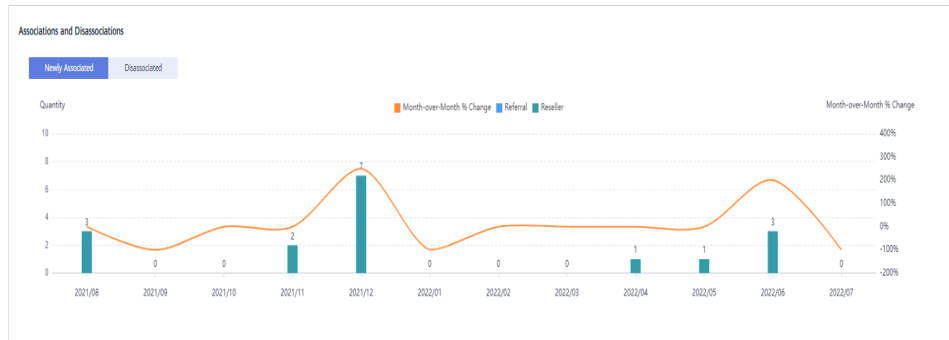


In the **Customers by Association Type** area, you can view the number of customers by association type. In the **Spending Customers** area, you can view the number of customers with cash and other expenditures.



- Click the **Association and Disassociation Records** tab and click **Select Account Manager or Director** to sort out the customers that you want to view.

- In the **Associations and Disassociations** area, you can view the number of customers newly associated and disassociated in the recent year.



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

Customer	Account Name	Association Type	Operation	Account Manager	Operation Time
gpmo1_14_...@11	gpmo1_14_...@11	Reseller	Association	--	Jan 29, 2021 10:24:28
gpmo1_14_...@11	gpmo1_14_...@11	Reseller	Association	--	Jan 28, 2021 08:45:05

----End

11.6.2 Viewing Expenditure Statistics

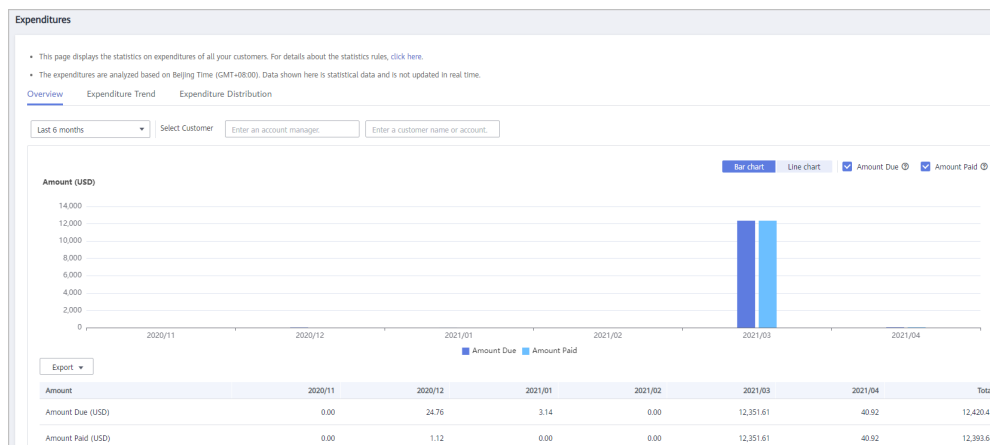
A partner can view the expenditure overview, trend, and distribution of a customer.

Precautions

For details about the expenditure statistics rules, click [here](#).

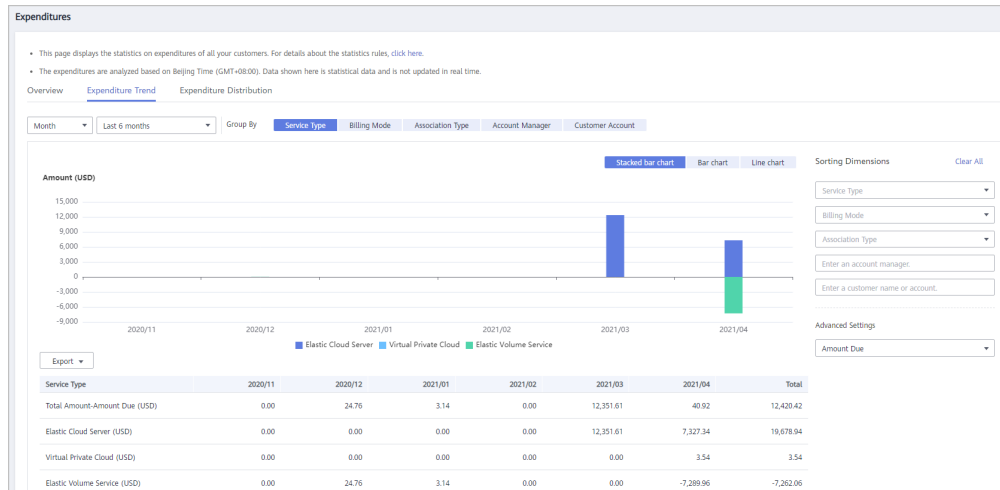
Procedure

- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, choose **Sales > Operations Statistics > Expenditures**.
 - The **Overview** tab page is displayed by default. Select a time range and enter an account manager name or account name in the search box to query the expenditure trend, amount due, and amount paid.



Export customer expenditure data.

- Export the selected records.
 - Choose **Export > Export Selected**. Message "Export task created." is displayed.
- View the export history.
 - i. Choose **Export > View Export** to switch to the **Export History** page.
 - ii. Click **Download** in the **Operation** column to download and view expenditure data in the **Completed** state.
- Select the **Expenditure Trend** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the expenditure trend of customers and detailed fees. You can also set criteria in **Sorting Dimensions** and **Advanced Settings** on the right.



Export the detailed expenditures.

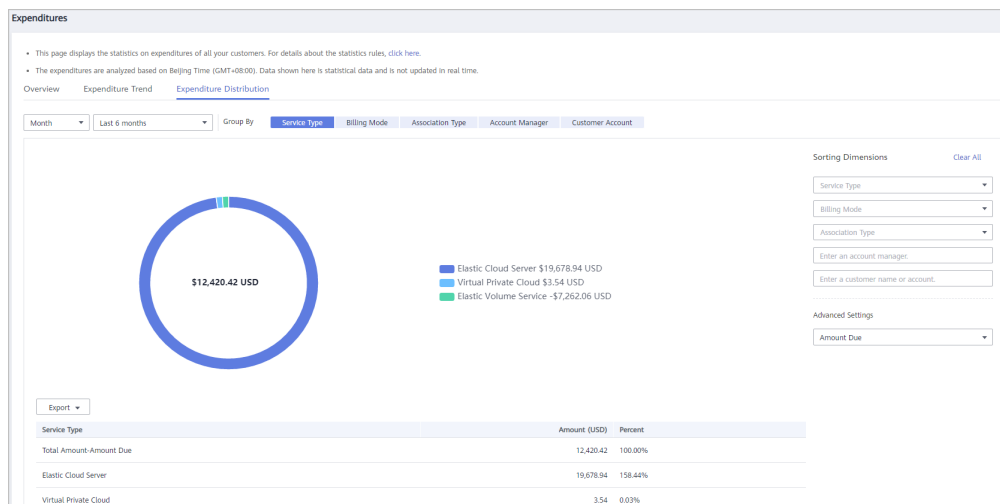
- Export the selected records.

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

- View the export history.

- Choose **Export > View Export** to switch to the **Export History** page.
- Click **Download** in the **Operation** column to download and view expenditure records in the **Completed** state.

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



Export the detailed expenditures.

- Export the selected records.

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

- View the export history.

- i. Choose **Export > View Export** to switch to the **Export History** page.
- ii. Click **Download** in the **Operation** column to download and view expenditure records in the **Completed** state.

----End

11.6.3 Viewing Performance Statistics

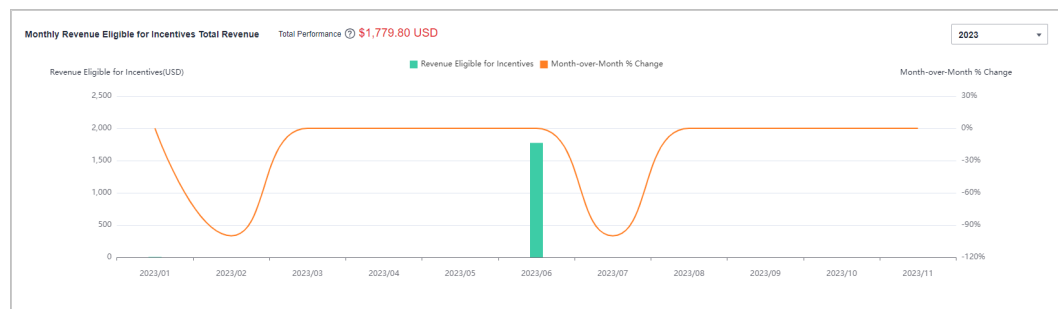
Partners can view the revenue trend, revenue statistics, and revenue summary.

Precautions

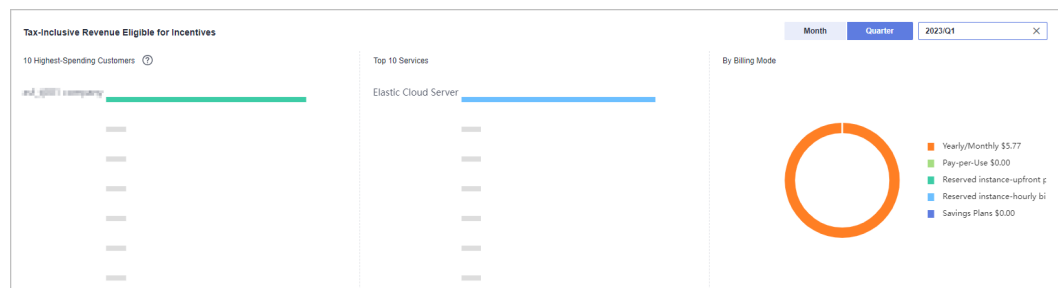
- Account managers can view the revenue of different customers. If an account manager is assigned with a new customer, the expenditures of the new customer will be counted as the account manager's revenue from the following day of the assignment.

Procedure

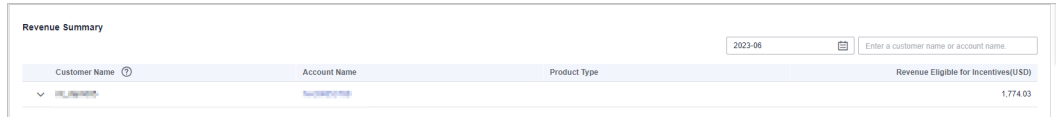
- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Operations Statistics > Revenue**.
- Step 4** In the **Monthly Revenue Eligible for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



In the **Tax-Inclusive Revenue Eligible for Incentives**, you can view the top **10 Highest-Spending Customers** and **Top 10 Services** for a specific month or a quarter. You can also view revenue statistics by billing mode.



In **Revenue Summary**, you can view customer expenditures and refunds.



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

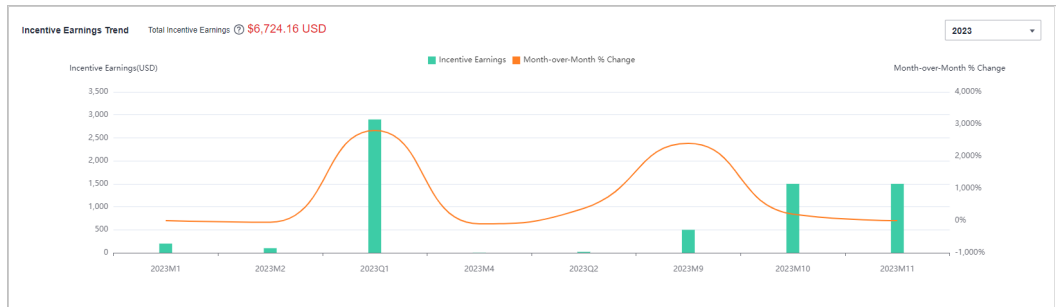
----End

11.6.4 Viewing Incentive Statistics

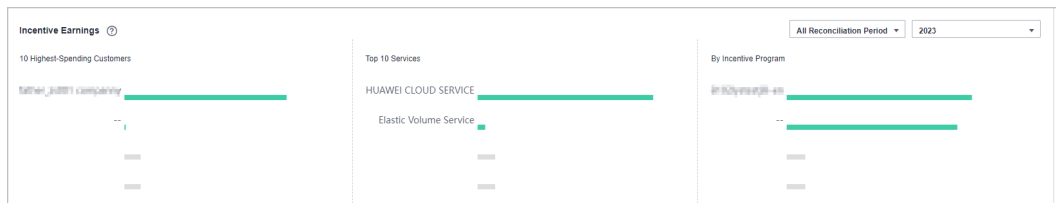
Partners can view the incentive trend, statistics, and summary of the current year.

Procedure

- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Operations Statistics > Incentives**.
- Step 4** In the **Incentive Earnings Trend** area, you can view revenue trend of the current year.



In the **Incentive Earnings** area, you can view the incentives in a statistical period of the top 10 customers and top 10 services. You can also view incentives by incentive program.



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

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

----End

11.6.5 Products That Support 95 Percentile Bandwidth Billing

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

12 Distribution Partner Program

12.1 Overview

The Huawei Cloud Distribution Partner Program is an invitation only program that allows you to enjoy a range of benefits and incentives and develop your businesses through reseller recruitment, technical support, operations support, and value-added services. After joining this program, you will get authorized by Huawei Cloud to sell its products and services to end customers through Huawei Cloud resellers.

Becoming a Distributor

To join the Distribution Partner Program, contact the local ecosystem manager to sent you an invitation link.

 **NOTE**

- [Apply to become an HCPN partner](#) before being invited to join the Distribution Partner Program. After you join the Distribution Partner Program, you are not allowed to join the Cloud Solution Provider Program.

[Logging In to the Partner Center](#)

[Managing Basic Information](#)

[Managing Organization Information](#)

Inviting and Managing Huawei Cloud Resellers

Distributors can invite and manage their Huawei Cloud resellers in Partner Center.

[Inviting a Huawei Cloud Reseller](#)

[A Huawei Cloud Reseller Accepts the Invitation from a Distributor](#)

Assisting Huawei Cloud Resellers in Businesses

Distributors can assist Huawei Cloud resellers in businesses with customers.

 NOTE

After a customer is associated with a reseller, the customer account is frozen by default. The customer cannot purchase products or services until the reseller unfreezes the account and sets a budget for the customer.

[Querying a Customer](#)[Setting Account Freezing and Budget Setting Permissions for Resellers](#)[Setting Monthly Budgets for Customers](#)[Freezing Customer Accounts and Resources](#)[Viewing a Customer's Orders](#)[Viewing Customer Expenditures](#)

Managing Bills

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

 NOTE

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

[Viewing Partner Bills](#)[Repayment](#)[Invoice Management](#)

Managing Revenues and Incentive Earnings

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

 NOTE

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

[Business Information Certification](#)[Applying to Issue Incentive Earnings](#)

12.2 Distributor

12.2.1 Reseller Management

12.2.1.1 Inviting a Huawei Cloud Reseller

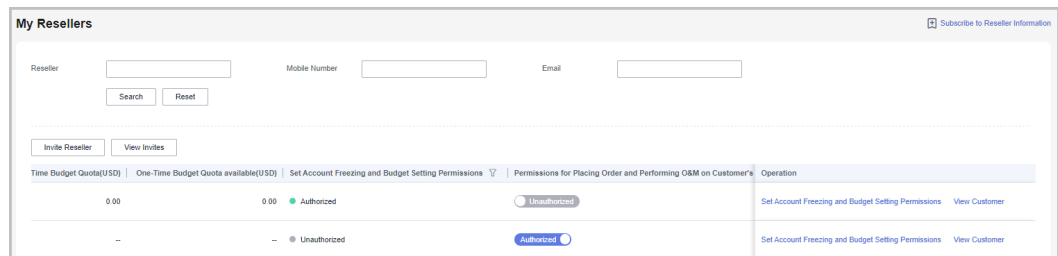
A Huawei Cloud distributor can invite a partner to be associated as a Huawei Cloud reseller.

Important Notes

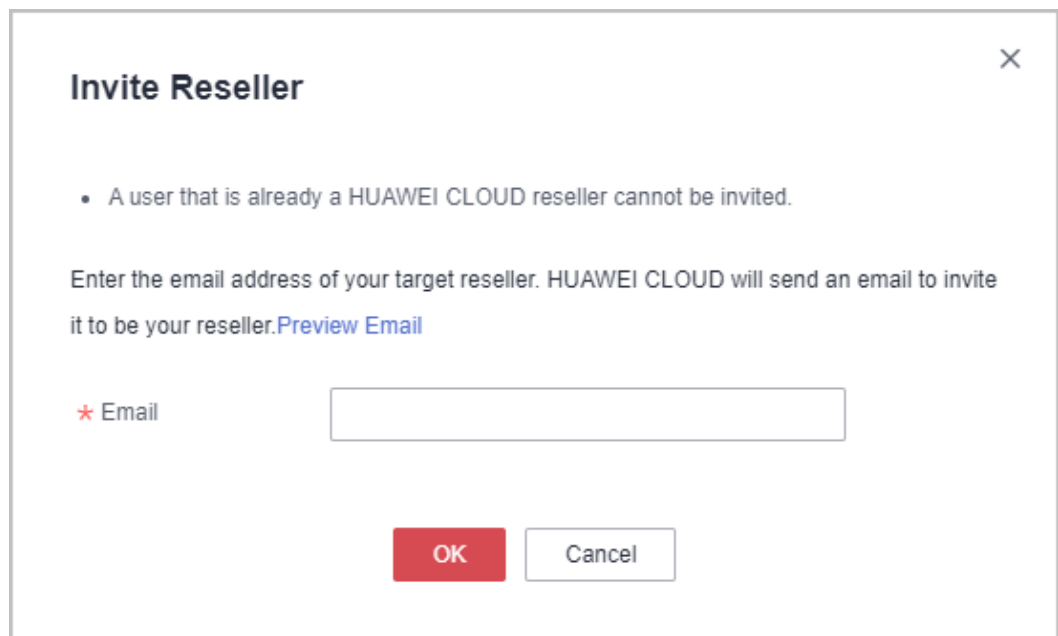
- Only resellers in the authorized regions can be invited for association.
- A user that is already a Huawei Cloud reseller cannot be invited.

Procedure

- Step 1** Use your Huawei Cloud distributor account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Resellers > Reseller Management**.
- Step 4** Click **Invite Reseller**.



- Step 5** Enter the email and click **OK**.



Huawei Cloud will send an invitation email.

After the customer receives the invitation email, it can click the link in the email and perform the association. For details, see [Accepting the Distributor Cooperation Invitation](#)

----End

Other Operations

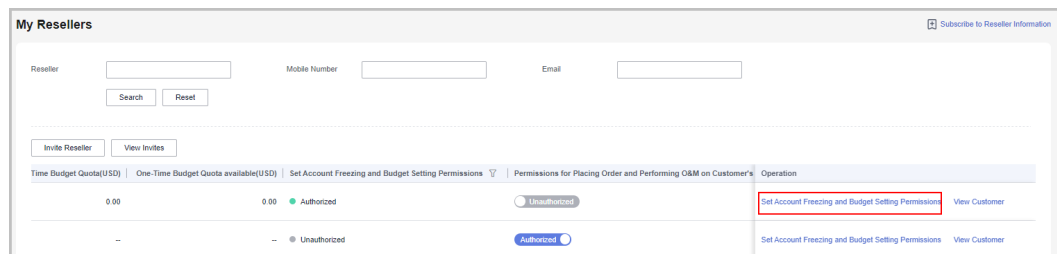
- View Invitation Records
Click **View Invites** to switch to the **Invitation Record** page. You can view the invitation records of the distributor.
- Resending an invitation
On the **Invitation Record** page, click **Resend Invitation** to send an invitation again to a customer. If you select multiple invitation records and click **Batch Invite**, you can send invitations to multiple customers again.

12.2.1.2 Setting Account Freezing and Budget Setting Permissions for Resellers

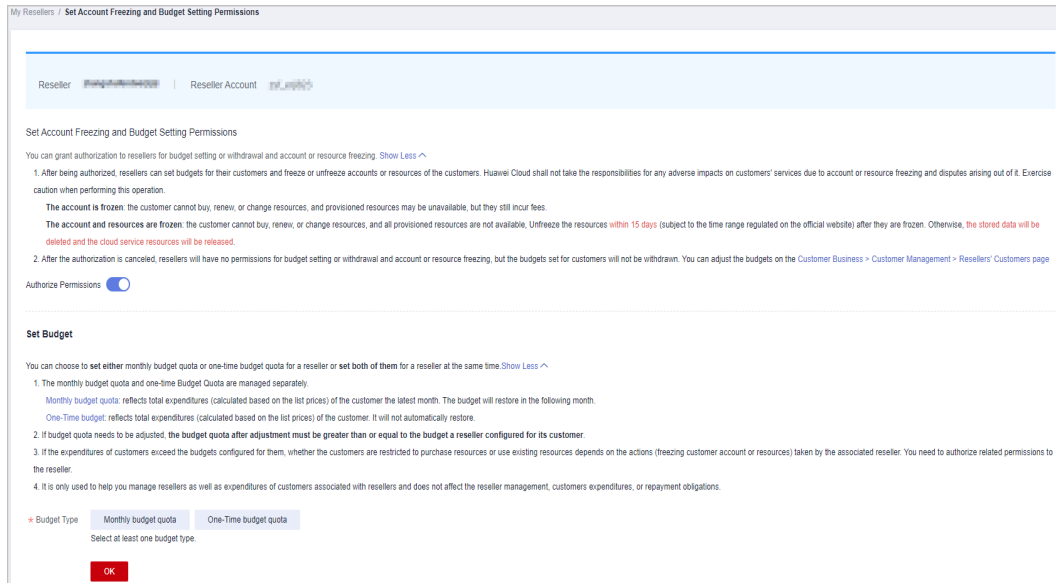
A distributor can set account freezing and budget setting permissions for its associated resellers so that the resellers can set or withdraw budgets or freeze or unfreeze customer accounts.

Procedure

- Step 1** Use your Huawei Cloud distributor account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center**.
- Step 3** In the top navigation, select **Sales > Resellers > Reseller Management**.
- Step 4** Click **Set Account Freezing and Budget Setting Permissions** in the **Operation** column for the target reseller.



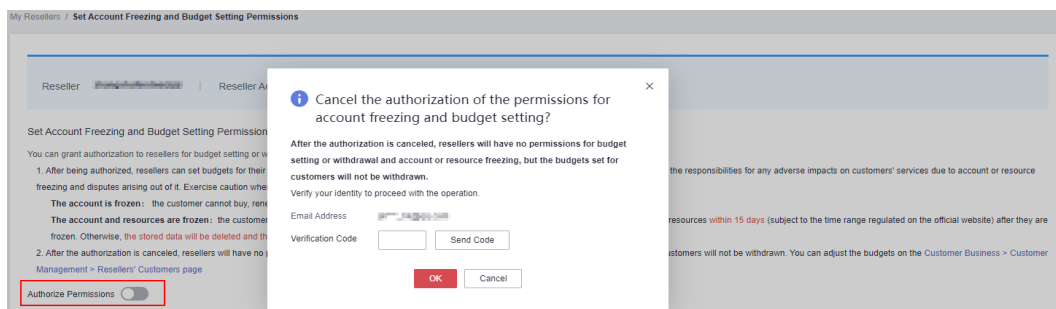
- Step 5** On the displayed page, Click **Authorize Permissions** to set quotas of monthly budget and one-time budget. After the authorization, the reseller can set monthly budgets or freeze or unfreeze accounts or resources of customers.



NOTE

- After the authorization, distributors will no longer manage the accounts or budgets of resellers' customers.
- For details about how a Huawei Cloud reseller freezes or unfreezes the account and resources of its associated customers, see [Freezing Customer Accounts and Resources](#).
- For details about how a Huawei Cloud reseller sets the monthly budget for its customers, see [Setting Monthly Budgets for Customers](#).
- For details about how a reseller sets monthly budgets for their customers, see [Setting Monthly Budgets for Customers](#).

Step 6 To withdraw the permission set for the resellers, disable **Authorize Permissions** on the **Set Account Freezing and Budget Setting Permissions** page, and complete the verification.



NOTE

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

----End

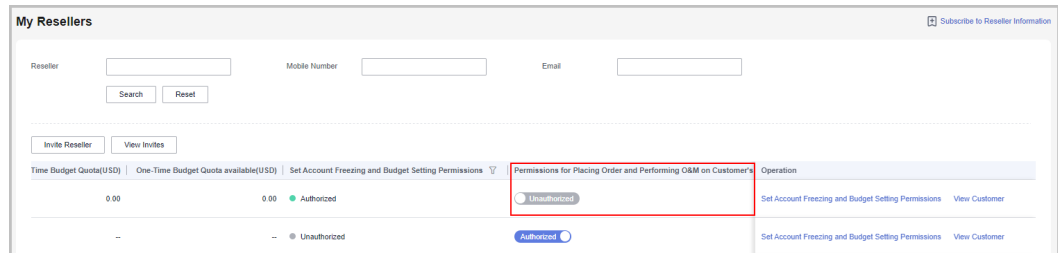
12.2.1.3 Authorizing a Reseller to Place Orders and Perform O&M on the Behalf of Customers

A distributor can authorize its associated resellers to place orders and perform O&M on behalf of the customers and can also withdraw the permissions if necessary.

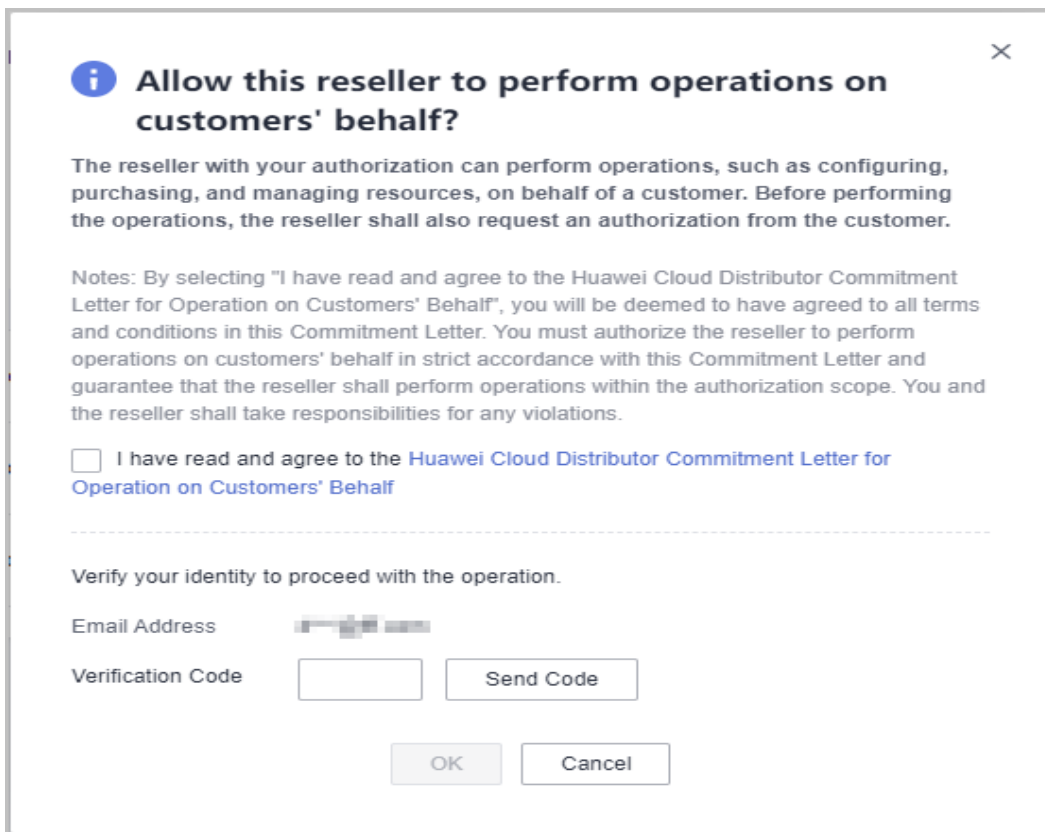
Procedure

- Step 1** Use your Huawei Cloud distributor account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Resellers > Reseller Management**.
- Step 4** Grant permissions.

On the **Permissions for Placing Order and Performing O&M on Customer's Behalf** column, toggle on the switch for the target reseller.



- Step 5** Select **I have read and agree to the Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf**, enter the verification code, and click **OK**.

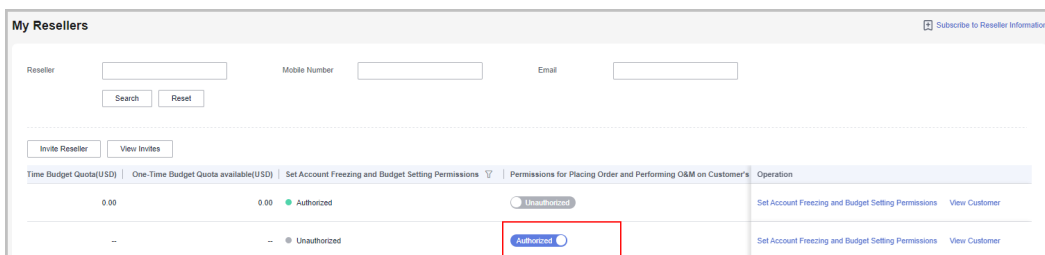


NOTE

- Selecting **I have read and agree to the Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf** is necessary for the first-time authorization.
- Only authorized resellers can place orders and perform O&M on behalf of their customers.

Step 6 Withdraw permissions.

Toggle off the switch in the **Permissions for Placing Order and Performing O&M on Customer's Behalf** column, enter the verification code, and click **OK**.



----End

12.2.1.4 Assigning an Account Manager to a Reseller

You can assign an account manager to your reseller.

Procedure

- Step 1** Log in to [Huawei Cloud](#) as a distributor.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** Choose **Sales > Resellers > Reseller Management** in the menu on the top.
- Step 4** On the displayed page, select a reseller and click **More > Assign Account Manager** in the **Operation** column to switch to the **Assign Account Manager** page.

Assign Account Manager

1 Confirm Reseller ——— 2 Select Account Manager

After you assign an account manager to this reseller, the account manager can manage this reseller and view the reseller's customers.

Name	Account Name	Business Area	Account Manager
19222	19222	--	--

Next **Cancel**

NOTE

- Click the eye icon next to **Account Manager** to show or hide the complete content of account manager names.

- Step 5** Click **Next**, select an account manager, and click **OK**.

Assign Account Manager

✓ Confirm Reseller ——— 2 Select Account Manager

Account Manager [v] [Q]

Account Manager	Account Name
<input checked="" type="radio"/> [eye icon]	19222
<input type="radio"/> z****n	19222

Previous **OK** **Cancel**

A message is displayed indicating that the account manager has been assigned successfully.

 **NOTE**

- Click the eye icon next to **Account Manager** to show or hide the complete content of account manager names.
- You can select a reseller and click **More > Withdraw Account Manager** in the **Operation** column to withdraw the assigned account manager. To view the historical account managers of a reseller, click **More > View Historical Account Managers** in the **Operation** column.
- You can also select multiple resellers and click **Batch Assign Account Manager** or **Batch Withdraw Account Manager** to assign or withdraw account managers for the resellers.

----End

12.2.2 Leads and Opportunities

12.2.2.1 Opportunity Management

12.2.2.1.1 Business Opportunities

Adding an Opportunity

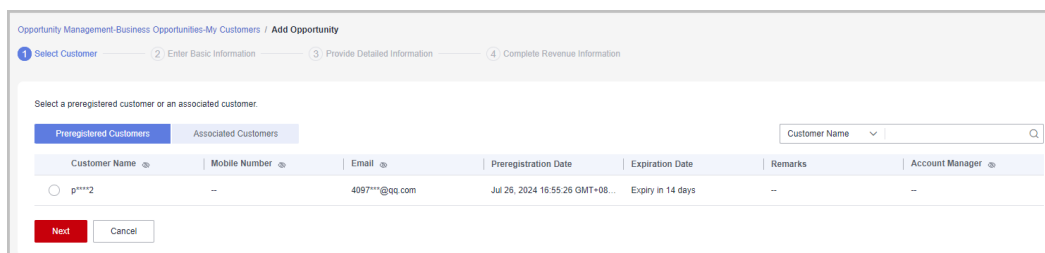
A distributor can create and modify opportunities and specify the progress of opportunities for the customers of its resellers.

Precautions

- An account manager can create opportunities for their preregistered customers or associated customers, and the opportunities belong to the account manager.
- Account manager directors can only view opportunities.

Procedure

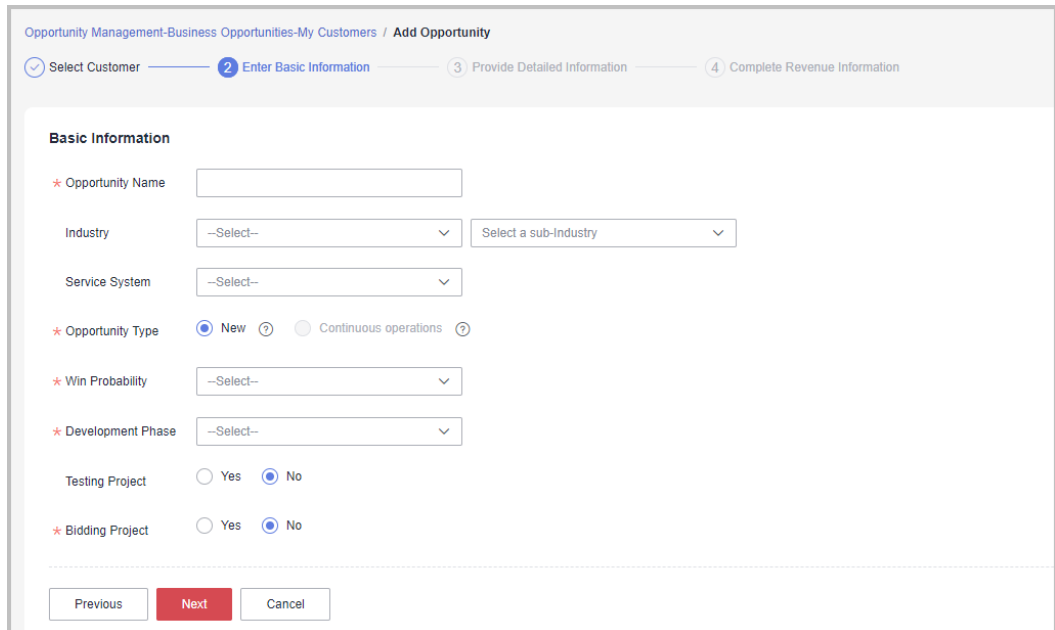
- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Opportunity Management**. The **Business Opportunities** tab is displayed by default.
- Step 4** Click **Add Opportunity**. On the displayed page, select a preregistered customer or an associated customer to create an opportunity. Click **Next**.



 **NOTE**

- Your customers and your resellers' customers are separated into the **My Customers** and **Resellers' Customers** tabs. To create an opportunity for a customer, go to the corresponding tab.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name** to show or hide the complete content of customer names.

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



Opportunity Management-Business Opportunities-My Customers / Add Opportunity

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

Basic Information

* Opportunity Name

Industry Select a sub-Industry

Service System

* Opportunity Type New Continuous operations

* Win Probability

* Development Phase

Testing Project Yes No

* Bidding Project Yes No

Previous **Next** Cancel

 **NOTE**

You can also go to the **Leads and Opportunities > Marketing Tasks** page and click **Add Opportunity** in the **Operation** column to add an opportunity for a target task.

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

Opportunity Management-Business Opportunities-My Customers / Add Opportunity

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

Cloud Migration

Estimated Expenditures on Cloud USD/year

Technical Exchange

Test Details

Peer Vendor Alibaba Cloud Tencent Cloud AWS Microsoft Google Other

Use of Peer Vendor's Cloud Services

Opportunity Operations

Background 0/1,000

Progress Details 0/1,000

Risk & Request 0/1,000

Step 7 Specify the revenue information and click **Submit**. A message indicating the opportunity has been successfully added is displayed. You can click **View Details** or **Go to Business Opportunities**.

Opportunity Management-Business Opportunities-My Customers / Add Opportunity

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

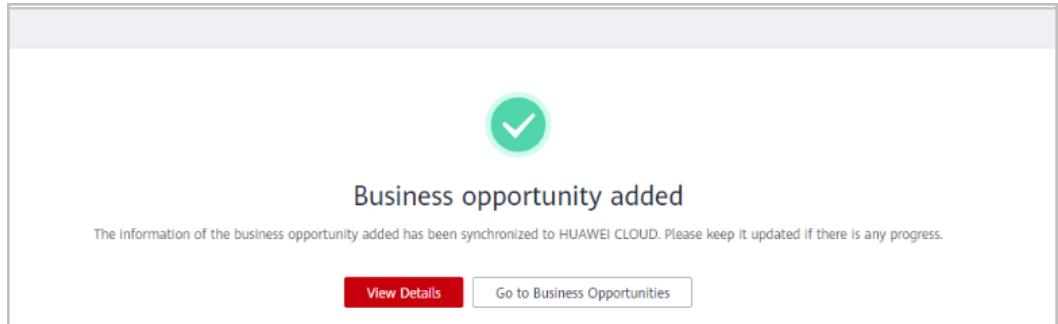
Estimated Monthly Revenue(USD)

Estimated Deadline

Service Period

Major Products

Estimated Monthly Revenue from Major Products(USD)



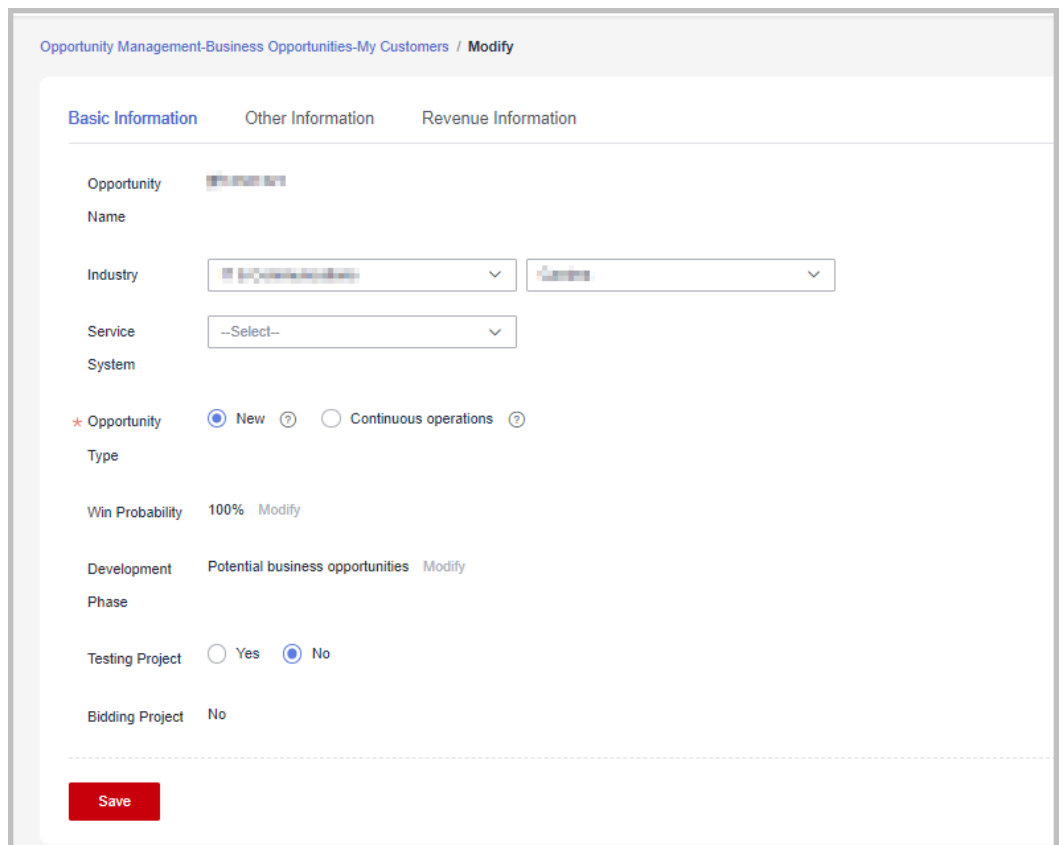
 NOTE

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

----End

Other Operations

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



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

Opportunity Management-Business Opportunities-My Customers / **Modify**

Basic Information **Other Information** Revenue Information

Cloud Migration

Estimated Expenditures on Cloud ? USD/year

Technical Exchange -- Modify

Test Details -- Modify

Peer Vendor Alibaba Cloud Tencent Cloud AWS Microsoft Google Other

Use of Peer Vendor's Cloud Services

Opportunity Operations

Background 0/1,000

Progress Details -- Modify

Risk & Request 0/1,000

Save

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

Opportunity Management-Business Opportunities-My Customers / **Modify**

Basic Information Other Information **Revenue Information**

Estimated Monthly Revenue(USD)

Estimated Deadline 2024/08/08

Service Period 3 months

Major Products Database

Estimated Monthly Revenue from Major Products(USD) 1,111.00

Save

- Specifying progress for an opportunity: Click **Specify Progress** in the **Operation** column. In the displayed dialog box, specify **Development Phase**, **Win Probability**, **Technical Exchange**, **Test Details**, and **Progress Details**. The opportunity progress you added will be displayed in the **Progress Details** area on the **Business Opportunities > Resellers' Customers > Details** page.

The screenshot shows a dialog box titled "Specify Progress" with a close button (X) in the top right corner. It contains the following fields:

- Development Phase**: A dropdown menu with "--Select--" selected.
- Win Probability**: A dropdown menu with "--Select--" selected.
- Technical Exchange**: A dropdown menu with "--Select--" selected.
- Test Details**: A dropdown menu with "--Select--" selected.
- Progress Details**: A text input field with a character count of "0/1,000" in the bottom right corner.

At the bottom of the dialog box, there are two buttons: a red "OK" button and a white "Cancel" button.

Querying an Opportunity

You can view all your and your resellers' customers. You can view customer information, including **Industry**, **Opportunity Type**, **Win Probability**, **Development Phase**, **Estimated Monthly Revenue**, and **Last Updated**.

Precautions

- Account managers can only view their own opportunities.
- Account manager directors can view the opportunities of all their account managers.

Procedure

- Step 1** Use your account to log in to Huawei Cloud.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Opportunity Management**. The **Business Opportunities** tab is displayed by default.
- Step 4** You can configure search criteria as needed to view opportunities.

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

Opportunity Name	Customer Name	Account Name	Industry	Opportunity Type	Win Probability	Development Phase	Estimated Monthly Revenue	Account Manager	Last Updated	Operation
	w****1	hid_892myl_sat_9...	IT & Communicati...	New	100%	Potential business ...	111.00	--	Jul 18, 2024 20:07:...	Specify Progress Modify
	w****1	hid_892myl_sat_9...	IT & Communicati...	New	100%	Solution communi...	33,333.00	--	Jul 18, 2024 11:14:...	Specify Progress Modify

NOTE

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

Step 5 Click an opportunity name to go to its details page where you can view opportunity details and customer information.

Potential business opportunities | Keep in touch with the customer to promote the business development. [Specify Progress] [Modify]

1 Potential business opportunities — 2 Opportunity confirmation — 3 Solution communication — 4 Business negotiation — 5 Contract signed — 6 Revenue recognition

Opportunity ID: 81d3b46b89645ab90ec282849bdcab | Creation Date: Jul 18, 2024 20:07:50 GMT+08:00
Last Updated: Jul 18, 2024 20:07:50 GMT+08:00

Customer Information

Customer Name: w****1 | Account Name: hid_892myl_sat_9...
Mobile Number: -- | Email: wang****@163.com
Account Manager: --

Basic Information | Other Information | Revenue Information

Opportunity Name: [redacted] | Industry: IT & Communications(Carriers)
Service System: -- | Opportunity Type: New
Win Probability: 100% | Development Phase: Potential business opportunities
Testing Project: No | Bidding Project: No

Progress Details

Time | Development Phase | Win Probability | Technical Excha... | Test Details | Progress Details

- On the **Basic Information** tab page, you can view **Opportunity Name, Industry, Service System, Opportunity Type, Win Probability, Development Phase, Testing Project, and Bidding Project.**
- On the **Other Information** tab page, you can view the cloud migration and opportunity operations of the customer.
- On the **Revenue Information** tab page, you can view the **Estimated Monthly Revenue, Estimated Deadline, Service Period, Major Products, and Estimated Monthly Revenue from Major Products.**

----End

12.2.2.2 Customer Development

12.2.2.2.1 Pre-registering Customers

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

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

You can invite customers by [sending emails](#) or [sending hyperlinks and QR codes](#).

 **NOTE**

If you do not have customer development permissions, contact your ecosystem manager.

Precautions

- A customer cannot be pre-registered by a partner if the customer:
 - Is registered with Huawei Cloud (Chinese mainland website).
 - Has been associated with a partner.
 - Has been pre-registered by another partner.
 - Has signed contracts with Huawei Cloud.
 - Has cash expenditure records and has not been followed up by the Huawei Cloud direct sales team.
 - Has been associated with an enterprise master in the unified accounting model.
- A partner can submit a request for manual pre-registration review if the customer:
 - Has registered for more than seven days or has cash expenditure records and has been followed up by the Huawei Cloud direct sales team.
 - Registers in a country that is inconsistent with the location where the partner develops business.
 - Belongs to the Huawei Cloud online sales team.
- The maximum number of pending and pre-registered customers is 100. When the maximum number is reached, the partner cannot pre-register any customers.
- The validity period of pre-registration is 15 days. A pre-registered customer cannot be pre-registered by another partner until the current validity period has expired.
- If a partner does not reserve a mobile number or email address in the Partner Center, the partner cannot preregister a customer. Partners need to add mobile numbers or email addresses on the **Partner Information > Basic Information > Account Information** in the Partner Center before preregistering customers.
- Ensure that the email address provided for pre-registering a customer is in consistent with the email address that was used by the customer for account creation.
- If you need to pre-register a customer who does not meet the pre-registration conditions, you can request manual review. The review will be completed within two working days.

Procedure

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

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

Step 3 In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.

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

The screenshot shows the 'Customer Development' page with a 'Process Flowchart' icon. A blue information box contains three bullet points:

- An account manager can generate an invitation link or a QR code to invite customers. Customers associated using the link or QR code will be automatically assigned to this account manager.
- In the reseller model, if the customer invited has subscribed to resources before, you can freeze the customer's account and resources to prevent new fees from being generated by those resources.
- You can preregister customer in advance in Partner Center and send invitation links via email to invite them for association.

 Below this, the 'From Partner Center' tab is selected. There are three input fields for 'Customer Full Name', 'Mobile Number', and 'Email', with 'Search' and 'Reset' buttons. A 'Preregistered Customers' section shows a count of 1 and a 'Preregister Customer' button. A table below lists customer details:

Customer Full N...	Mobile Nu...	Email	Customer Name/A...	Preregistr...	Expiration Date	Status	Remarks	Accoun...	Operation
▼	+62 223***3322	buai***@163.com	--	Oct 23, 2024 ...	Expiry in 13 d...	Pre-regi...	--	--	Invite Create Opportunity Delete

NOTE

Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Mobile Number** to show or hide the complete content of mobile numbers.

Step 5 Enter the full name, email address, and mobile number of the customer, select whether to send an invitation link, and click **OK**.

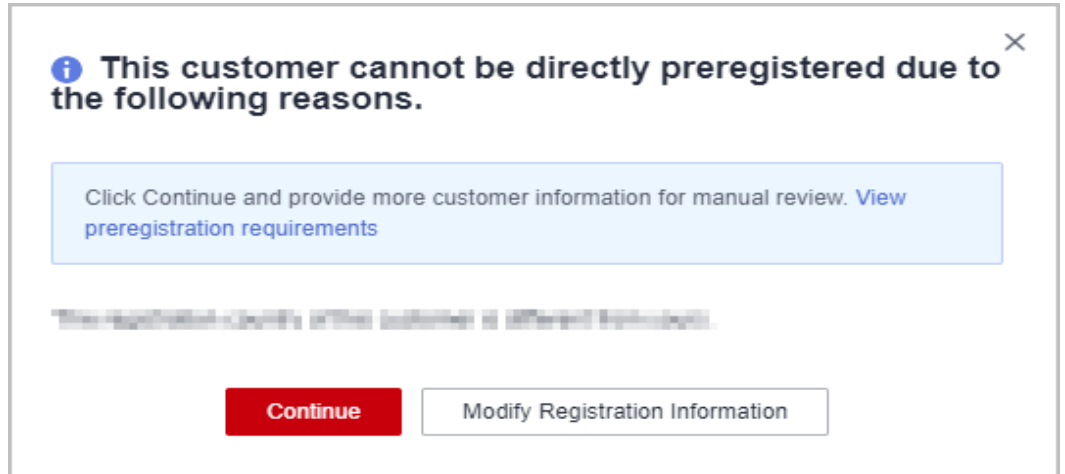
The 'Preregister Customer' dialog box contains the following elements:

- A close button (X) in the top right corner.
- Text: 'Ensure that the customer details are accurate. Invite customers to complete registration within the 15-day preregistration validity period. [View preregistration requirements](#)'
- Form fields:
 - * Customer Full Name: [Text Input]
 - * Email: [Text Input]
 - Mobile Number: [+852(Hong K...)] [Country Selector] [Text Input]
- Radio buttons for 'Sending Invitation Link': Yes (selected) and No.
- Buttons: 'OK' (red) and 'Cancel'.

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

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

1. In the dialog box that is displayed, click **Continue**.



2. In the displayed dialog box, fill in the required information and click **Submit**.
3. You can query the preregistered customer by full name, mobile number, or email on the **From Partner Center** tab page. If the status of the customer changes to **Pre-registered**, it indicates that the preregistration is successful. Then, you can invite the customer for association.

 **NOTE**

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

----End

Other Operations

- Click **Delete** in the **Operation** column to delete a customer. You can also select multiple customers and click **Delete** next to **Preregister Customer** to delete them.
- Click **Create Opportunity** in the **Operation** column to create an opportunity for a customer.

 **NOTE**

- You cannot delete customers whose status is **Under review** or **Associated**.
- After a pre-registered customer is deleted, the pre-registration for the customer becomes invalid.

12.2.2.2 Inviting Pre-Registered Customers by Emails

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

 **NOTE**

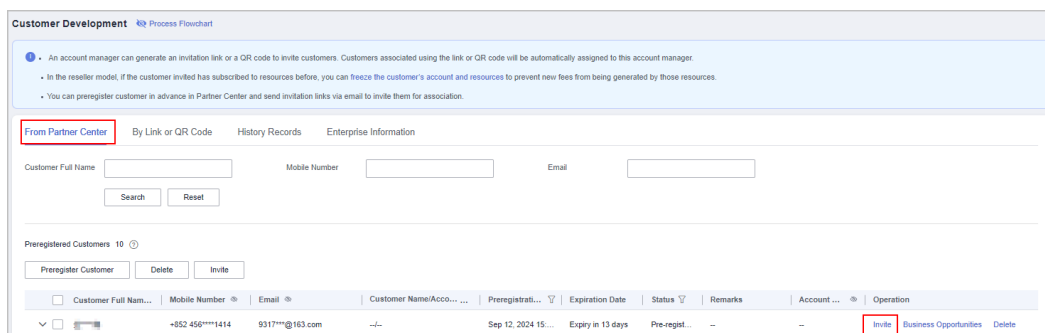
- **By default, you can associate with your customers in the reseller model in Partner Center. If you need to enable the referral model, contact your ecosystem manager.**
- **If you do not have customer development permissions, contact your ecosystem manager.**

Prerequisites

If you need to send an email to invite a customer, you need to pre-register this customer first. For details, see [Pre-registering Customers](#).

Procedure

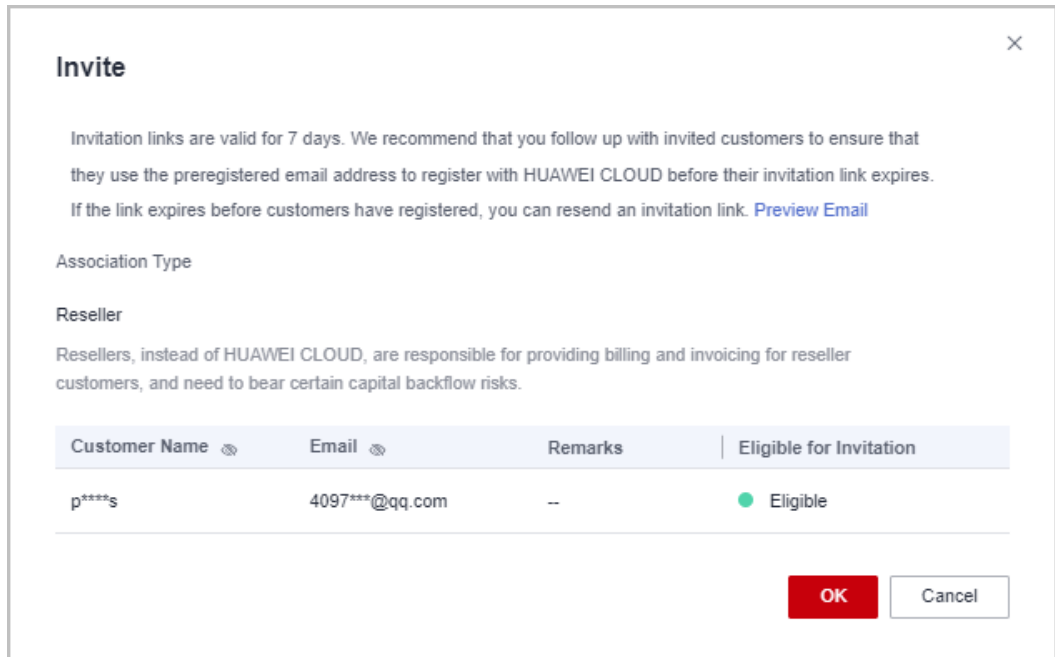
- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** In the customer list, select a customer and click **Invite** in the **Operation** column.



NOTE

- You can select multiple customers and click **Invite** to batch send invitation emails to the customers.
- You can click the eye icon before **Process Flowchart** to view the process guide for developing customers by sending invitation emails.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name/Account Name** to show or hide the complete content of customer names.

- Step 5** On the **Invite** page, select an association type and click **OK**.



NOTE

- Association types
 - Referral (contact your ecosystem manager to apply for the permission):** A customer signs a contract with HUAWEI CLOUD. HUAWEI CLOUD is responsible for the customer's contracts, billing, and invoices, and the customer pays to HUAWEI CLOUD.
 - Reseller:** A customer signs a contract with the partner. The partner is responsible for the customer's contracts, billing, invoices, and support services, and the customer pays to the partner.
- Invitation links have a validity period. Notify invited customers of completing registration within the validity period.
- Click **Preview Email** to view the invitation email content.

The system automatically sends invitation emails to customers. After receiving the invitation emails, the customers click the links to register with HUAWEI CLOUD and associate with the partners. For details, see [Requesting Association with a Partner](#).

----End

12.2.2.2.3 Inviting Customers by Hyperlink or QR Code

You can invite customers by [sending emails](#) or sending hyperlinks and QR codes.

NOTE

- **By default, Partner Center only support association in the reseller model. To enable the referral model, contact your ecosystem manager to apply for the permission.**
- **If you do not have customer development permissions, contact your ecosystem manager.**

Precautions

- The general-purpose invitation link or QR code generated by a partner administrator or operator contains a customized tag, indicating the account name of the administrator or operator.
- An account manager or account manager director who has the permission to assign customers can send invitation links and QR codes to associate with customers offline. After the association, the customers are automatically assigned to the corresponding account manager or account manager director.
- You can only invite new customers through offline invitation. If you want to associate with an existing account, contact your partner to invite the account online.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** Click the **By Link or QR Code** tab.
- Step 5** Obtain the invitation link and QR code.

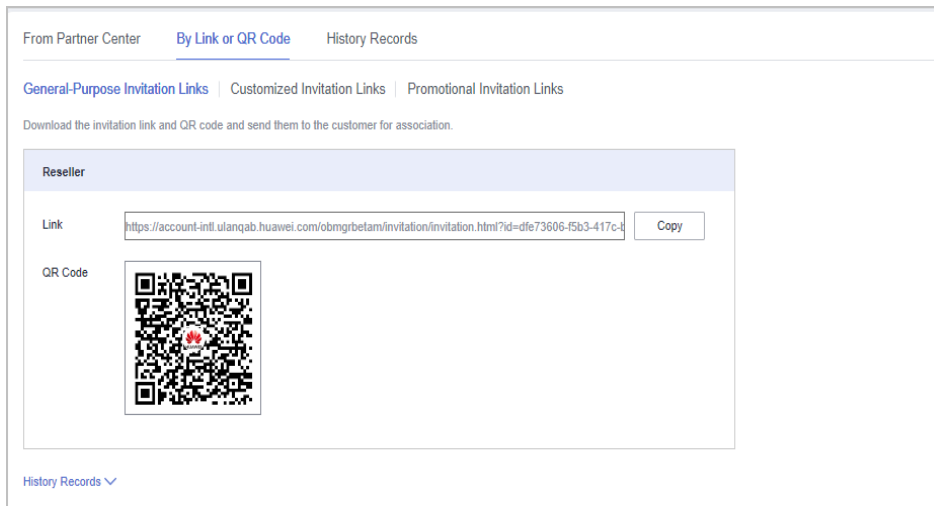
You can invite a customer using a general-purpose/customized invitation link and QR code or a promotional link.

After receiving the invitation, the customer can click the link or scan the QR code to sign up for Huawei Cloud and associate with you. For details, see [Requesting Association with a Partner](#).

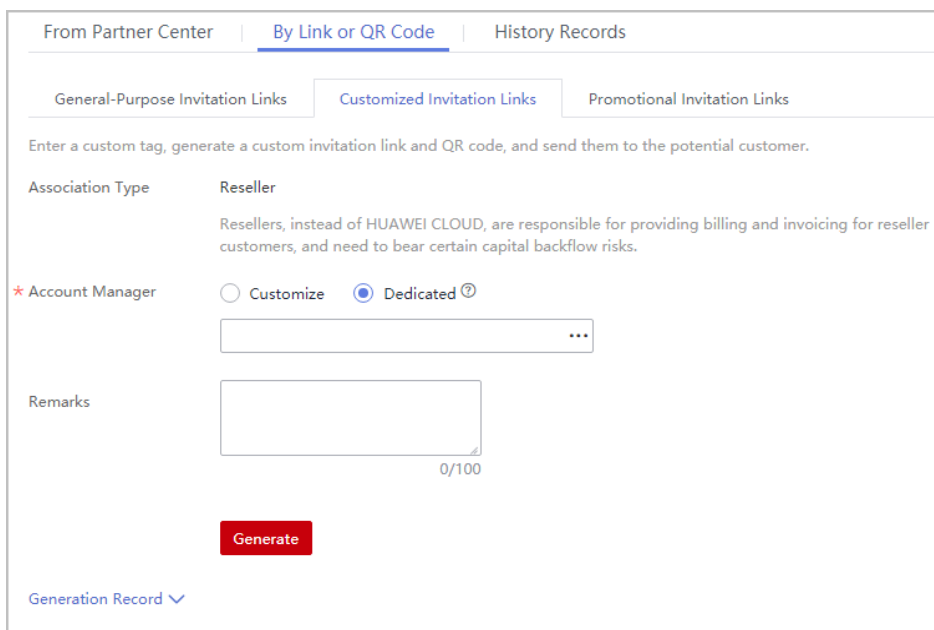
NOTE

- When creating a custom invitation link and a QR code, add a tag to them. Then you can identify associated customers by tag. You can view customer tags in the customer list on the **Customers > Customer Management** page.
- If you do not want to create a custom tag for a customer, use the general invitation link and QR code.
- The validity period of the invitation link and QR code generated by the partner depends on the activity. You need to pay attention to the activity time and remind the customer to complete the registration within the validity period.
- You can click the eye icon before **Process Flowchart** to view the process guide for developing customers by hyperlink or QR code.
- Association Type
 - Referral (contact your ecosystem manager to apply for the permission):** A customer signs a contract with Huawei Cloud. Huawei Cloud is responsible for the customer's contracts, billing, and invoices, and the customer pays to Huawei Cloud.
 - Reseller:** A customer signs a contract with the partner. The partner is responsible for the customer's contracts, billing, invoices, and support services, and the customer pays to the partner.
- Using a General Invitation Link or a QR Code to Invite a Pre-Registered Customer

- a. Click the **General-Purpose Invitation Links** tab.
- b. Click **Copy** next to invitation link or click **Download** on the QR Code image to obtain the invitation link or QR code. Send the invitation link or QR code to the pre-registered customer.



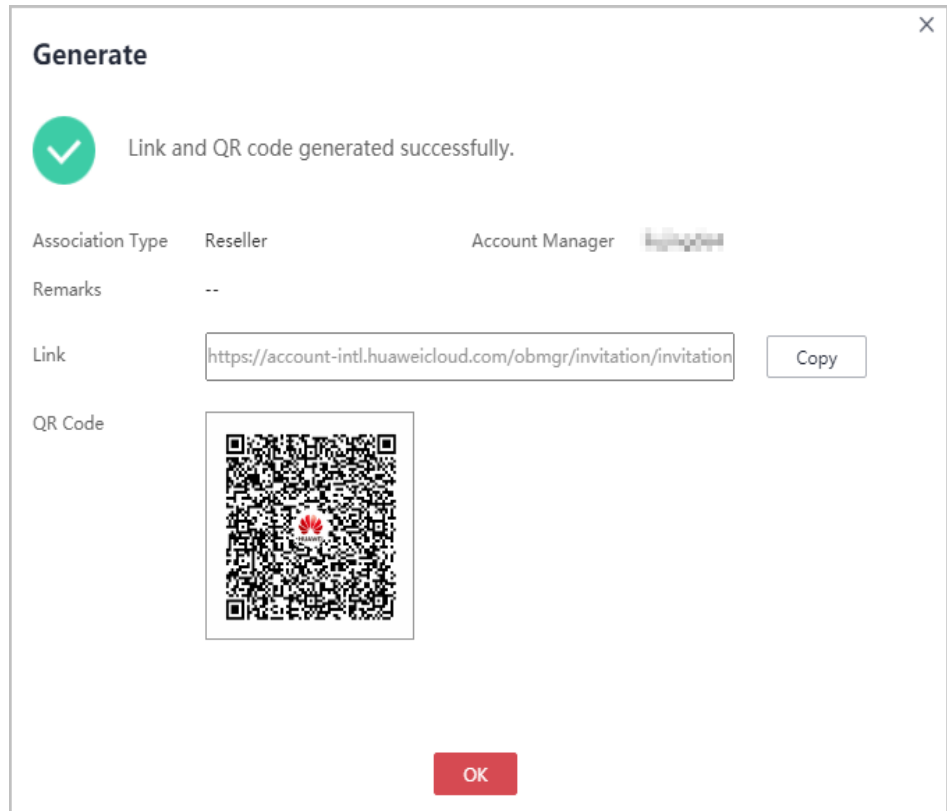
- Using a Customized Invitation Link or a QR Code to Invite a Pre-registered Customer
 - a. Click the **Customized Invitation Links** tab.
 - b. Set **Account Manager** and click **Generate**.



NOTE

You can generate up to 100 invitation links within 24 hours.

- c. On the **Generate** page, click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer offline, such as by email.



NOTE


You can click **Generation Record** to view historical customized invitation links. You can also send a historical invitation link or QR code to a potential customer.

- Using a Promotional Invitation Link to Invite a Pre-registered Customer
No promotion activity is available.

----End

12.2.2.2.4 Managing Invited Customers

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

For a customer in the **Association failed** state, you hover over  next to **Association failed** to view the failure cause.

NOTE

If you do not have customer development permissions, contact your ecosystem manager.

Association Failure Causes and Suggested Operations

Message	Suggested Operation
The system is busy. Try later.	Contact the customer service.
The invitation link does not exist.	Send the invitation email again.

Message	Suggested Operation
The invitation link has expired.	Send the invitation email again.
The invitation code has been used.	Send the invitation email again.
The invitation link has been used.	Send the invitation email again.
Prepaid partners cannot develop customers in reseller model.	Send the invitation email again.
Failed to associate with the partner because the customer has been registered by another partner.	The customer cannot be associated with a partner in this condition.
Failed to set the customer to a partner's customer because the customer is already a partner or is applying for becoming a partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer already associates with another partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer has a special contract.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer uses a Huawei internal account.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner in the reseller model because the customer has associated with an independent accounting member account as the enterprise master account.	The customer cannot be associated with a partner in the reseller model.
Failed to associate with the partner in the reseller model because the customer was using an enterprise member account to do so.	The customer cannot be associated with a partner in the reseller model.
According to your signed relationship with Huawei, some of the customers cannot be associated by referral model. It is recommended that you associate them by reseller model.	The customer cannot be associated with a partner by referral model. Advise the customer to associate with the partner by reseller model.
According to your registration country, some of the customers cannot be associated by referral model. It is recommended that you associate them by reseller model.	The customer cannot be associated with a partner by referral model. Advise the customer to associate with the partner by reseller model.

Message	Suggested Operation
Failed to associate with the partner because the customer has a consumption record.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the top-up account has a balance and the outstanding invoice amount is greater than the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the customer registration time exceeds the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the customer has overdue payment.	Remind the customer to top up the account and settle the overdue payment and then submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner by reseller model because the bill run of the customer's credit account is created and the account has overdue payment.	Remind the customer to settle all the overdue payments and then submit a service ticket or contact the customer service to associate with the partner.

Resending an invitation email

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

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** Click the **History Records** tab.
- Step 5** Sort out customers whose status is **Expired** and click **Resend Invite** in the **Operation** column to send new invitations to these customers.

NOTE

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

- Step 6** In the **Resend Invite** dialog box, confirm the customer information and click **OK**.

----End

Viewing Invited Customers

On the **History Records** page, you can view customers who have received your invitations and those who have accepted your invitations and registered with HUAWEI CLOUD.

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


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

Step 3 In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.

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

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

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

Step 6 Click  to view more details.

----End

Exporting Invited Customers

You can export the records of all invited customers.

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

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

Step 3 In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.

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

Step 5 Click **Export All** to export records of all invited customers.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

----End

12.2.2.2.5 Viewing Enterprise Information

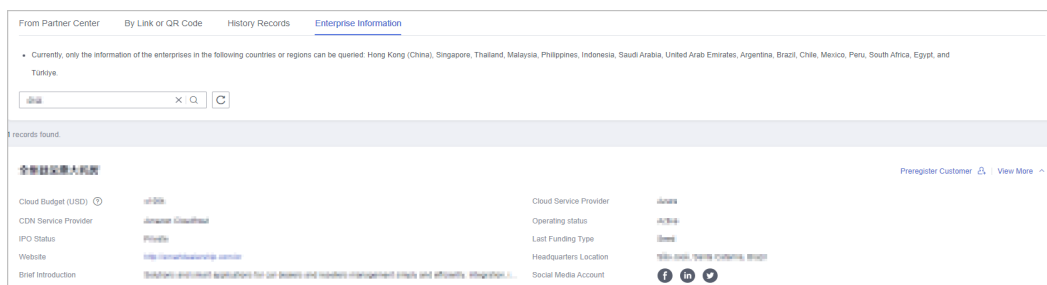
A partner can query the details about an enterprise by enterprise name.

NOTE

Currently, only the information of the enterprises in the following countries or regions can be queried: Hong Kong (China), Singapore, Thailand, Malaysia, Philippines, Indonesia, Saudi Arabia, United Arab Emirates, Argentina, Brazil, Chile, Mexico, Peru, South Africa, Egypt, and Türkiye.

Procedure

- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** Select the **Enterprise Information** tab and enter an enterprise name to search for the enterprise.

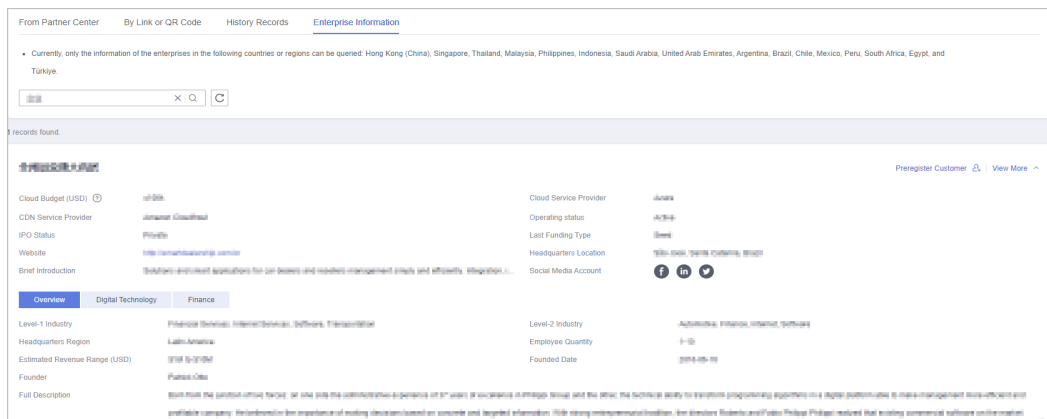


NOTE

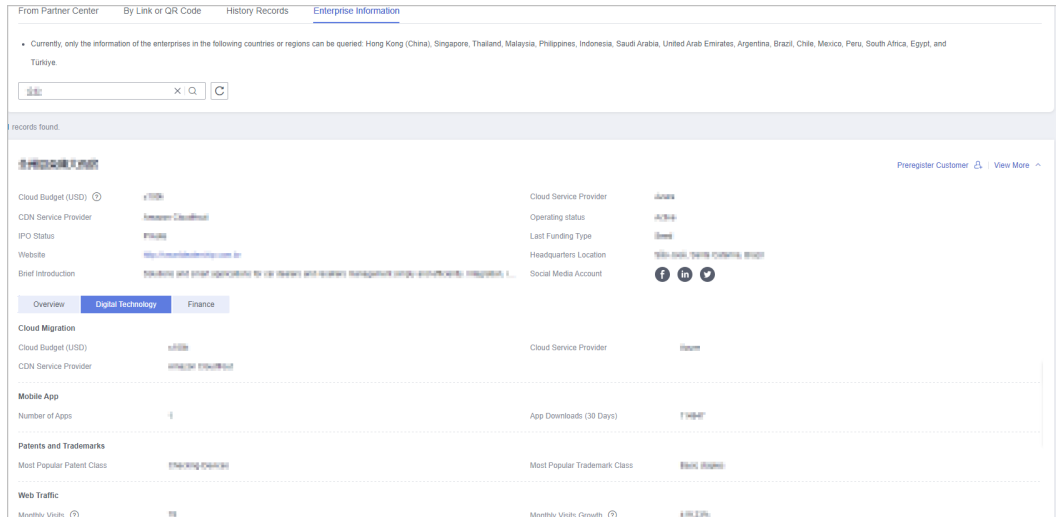
On the displayed page, click **Preregister Customer** to preregister the enterprise displayed.

- Step 5** Click **View More** to view enterprise details (**Overview**, **Digital Technology**, and **Finance**).

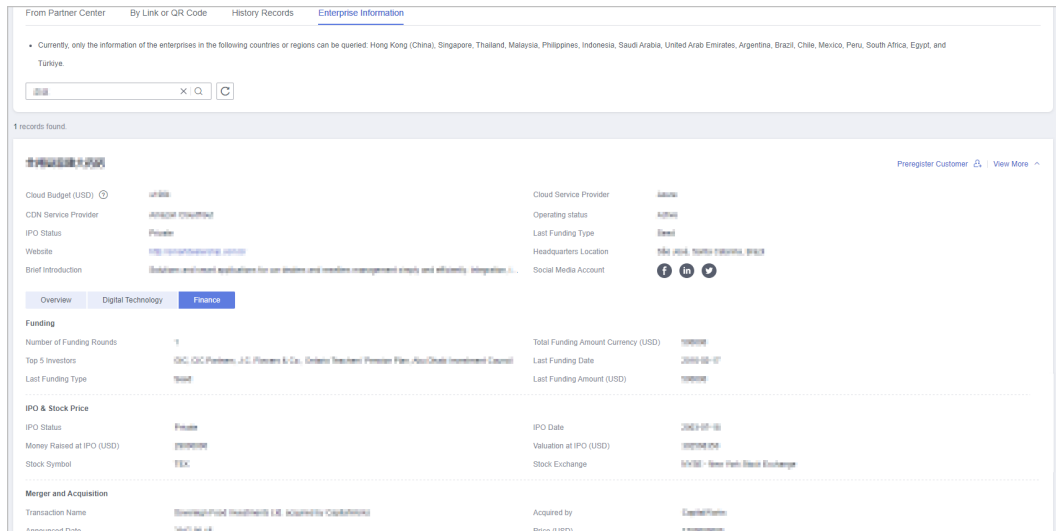
Click the **Overview** tab to view the basic information about the enterprise such as the level-1 industry, level-2 industry, HQ region, and number of employees.



- Step 6** Click the **Digital Technology** tab to view the cloud migration information, app information, patent and trademark information, and website traffic.



Step 7 Click the **Finance** tab to view the information related to funding, IPO and stock price, and merger and acquisition.



----End

12.2.2.3 Marketing Tasks

12.2.2.3.1 Viewing Marketing Tasks

Marketing tasks are a series of strategies, such as opportunity identification, cross-selling, promoting renewal, and scenario-based solution recommendation, used to develop customers. These strategies are used to efficiently and continuously enhance the connection with small and medium businesses and achieve marketing goals.

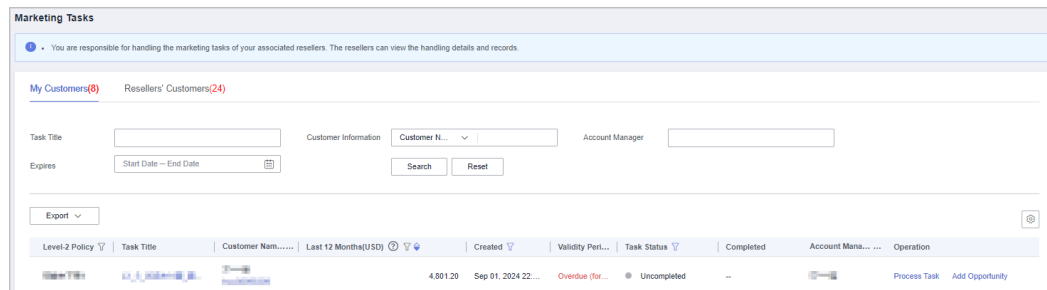
You can view your marketing tasks in Partner Center.

Procedure

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

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

Step 3 In the top navigation, select **Sales > Leads and Opportunities > Marketing Tasks**.



NOTE

- If you are a distributor, you can view both your and your resellers' marketing tasks on the **My Customers** tab and the **Resellers' Customers** tab respectively.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Account Manager** to show or hide the complete content of account manager names.

Step 4 Set search options to search for sales tasks.

You can filter sales tasks by task name, customer name, account manager, level-2 policy, status, expenditure in last 12 months (USD), level-1 policy, task status, created time, and expiration time.

- Click a task name to view task details.
- Click **Process Task** in the **Operation** column to process a marketing task. For details, see [Processing a Marketing Task](#).

NOTE

You can also click a task name to go to the task detail page and then click **Process** to process this marketing task.

----End

12.2.2.3.2 Processing a Marketing Task

You can process marketing tasks based on authorization.

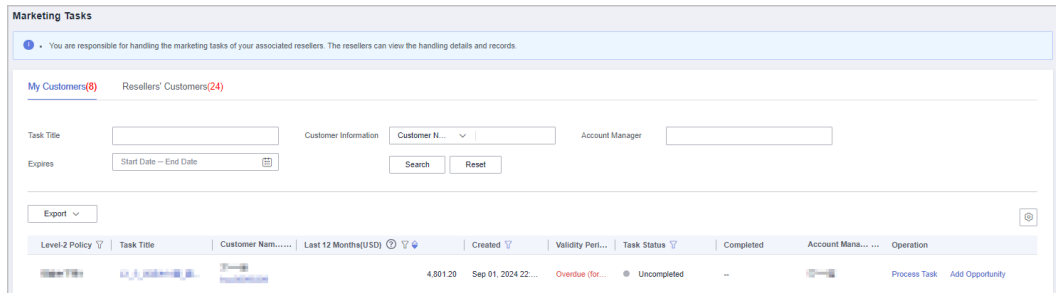
Procedure

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

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

Step 3 In the top navigation, select **Sales > Leads and Opportunities > Marketing Tasks**.

Step 4 Select a task pending processing and click **Process Task** in the **Operation** column to process this task.



NOTE

- If you are a distributor, you can process both your and your resellers' marketing tasks on the **My Customers** tab and the **Resellers' Customers** tab respectively.
- You can select a task and click **Add Opportunity** in the **Operation** column to add an opportunity for this task.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Account Manager** to show or hide the complete content of account manager names.

Step 5 Process the marketing task.

- Specify follow-up details and click **Save Draft** to record your processing.
- Click **OK** to finish this task.

Followup Details

* Call Answered * Interested or Not

Communication completed
 In communication
 Unreachable
 Yes
 No
 Unknown

Others

----End

12.2.3 Customers

12.2.3.1 Customer Management

12.2.3.1.1 Querying Customers

A Huawei Cloud distributor can query all customers associated with its resellers and view the information about the customers such as used budget and basic information.


Procedure

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

You can search for customers by frozen status, association type, association time, customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, budget usage, or customer tag.


Customer/Account Name	Email	Monthly Budget(USD)	One-Time Budget(USD)	Budget Usage	Available Credit(USD)	Alers to Be Handled	Associati	Operation
15551****	wang****@****.com	10,000.00	--	0%	--	1	Reseller	Set Budget View Orders More
15551****	****@****.com	1,000.00	--	0%	--	0	Reseller	Set Budget View Orders More

NOTE

- Click **Manage Association Records** to view association and disassociation records of your resellers' customers.
- Click the eye icon next to a header to view complete contents in the column. For example, you can click the eye icon next to **Email** to view complete email addresses.
- You can view your customers on the **Customers** tab and your resellers' customers on the **Resellers' Customers** tab.
- On the **Resellers' Customers** tab, you can check whether resellers are authorized in the **Authorize Permissions** column of the customer list. You can click  next to **Authorize Permissions** to filter customers. If resellers are not authorized, you are responsible for setting monthly budgets and freezing or unfreezing accounts for the customers of these resellers.

- Step 5** Click a customer or account name to view customer details.

Customer Management-Customers / Customer Details Go to Old Edition



Account Name [redacted] Email: 999999**@103.com Label: [redacted]

Reseller Manual You have frozen the account of the customer.

Assign Account Manager Authorization Obtained Account Freezing/Unfreezing Association Management

Budgets Set Budget

Current Estimate \$0.00 USD

Monthly Budget \$0.00 USD

Cash Coupons (Customer-Specific)

Available: 0 (Total: \$0.00 USD)

Expire in 7 Days: 0

Customer Orders Place Order on Customer's Behalf

Unpaid Orders: 0

All Orders: 0

Expenditure Summary Last 12 months View Expenditure

Expenditures

Last 12 Months(USD)

0.00

Month-to-Date Expenditure: 0.00 [View Details](#)

Expenditure Last Month: 0.00 [View Details](#)

Expenditure Rankings

No data available.

Expenditure Change Add

Customer Alerts

Loss: 0

Pending Renewals OAM on Customer's Behalf All Resources

Expire in 7 Days	Expire in 15 Days	Expire in 30 Days
0	0	0

Business Opportunities Add Opportunity

Opportunities: 0

 NOTE

- You can click **Assign Account Manager** to assign an account manager for the customer. If you need to change the account manager for a customer, you can click **Account Manager: *****.
- You can click the buttons in the **Account Freezing/Unfreezing** drop-down list to freeze or unfreeze the account or both the account and resources.
- You can click **Association Management** and select **View Association Requests** from the drop-down list to view association records and manage association relationships for the customer. You can also click **Disassociate** from the drop-down list to disassociate from the customer.
- You can click **Request Authorization** to request permissions for performing operations on the customer's behalf.
- On the **Overview** tab, you can view budget usage. You can also click **Set Budget** to set a monthly budget or one-time budget for the customer.
- On the **Overview** tab, you can view the customer's cash coupons, including available coupons and coupons that will expire in 7 days.
- On the **Overview** tab, you can view the customer's orders, including unpaid and paid orders. You can also click **Place Order on Customers' Behalf** to place orders for the customer.
- On the **Overview** tab, you can view the customer's resources to be renewed. To manage resources for the customer, you can click **Perform O&M Operations on Customers' Behalf** to obtain customer authorization first and then perform operational tasks for the customer as needed. You can view all resources, such as yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans, by clicking **All Resources**, or view resources that are going to expire in 7 days, 15 days, and 30 days.
- On the **Overview** tab, you can view expenditure analysis and product rankings. You can click **View Expenditure** to view expenditure details. You can click **View Details** next to **Month-to-Date Expenditure** or **Expenditure Last Month** to view expenditure details of this month or last month. You can click the icon next to **Expenditure Change** to view expenditure analysis.
- On the **Overview** tab, you can click **Add Opportunity** to create an opportunity for a preregistered customer or an associated customer. You can also click the number next to **Opportunities** to view detailed information.
- On the **Resources** tab, you can view and export yearly/monthly resources, pay-per-use resources, and savings plans.
- On the **Basic Information** tab, you can click **Account Manager History** to view all account managers assigned to the customers.

----End

Other Operations

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

- Click **Export > Export Selected** to export all the customers of the partner.

 NOTE

Only the administrator can export the customer list. If other operators need to export the customer list, they need to contact the administrator.

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- Click **Export > View Export**. On the **Export History** page, click **Download** in the **Operation** column to download and view the exported customers.

- Click **Set Monthly Budget** to set a monthly budget for your resale customer. For details, see [Setting a Monthly Budget for a Customer](#) and [Setting One-Time Budgets for Customers](#).
- Click **More > Disassociate** to disassociate from a customer.
- Click **View Orders** to view all orders of a customer.
- Click **More > View Resources** to view a customer's pay-per-use and yearly/monthly resources. For details, see [Viewing a Customer's Resources](#).
- Click **More > Customer Spend** to view all expenditure details of a customer.
- If you need to set monthly budgets, freeze accounts, or unfreeze accounts for your resellers' customers, go to the **Resellers' Customers** tab.

12.2.3.1.2 Setting a Monthly Budget for a Customer

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

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center**.
- Step 3** In the top navigation, select **Sales > Customers > Customer Management**.
- Step 4** Select a customer in the **Customer/Account Name** column and click **Set Budget** in the **Operation** column. On the displayed **Set Budget** page, set **Budget Type** to **Monthly Budget**.
 - Automatic account freezing

Customer Management-Customers / Set Budget

Monthly Budget \$100.00 USD (Current Estimate 0 \$0.00 USD) | Customer Name | Account Name [\[Account Name\]](#)

Budget Type Monthly Budget One-Time Budget

Monthly Budget (USD)

Account freezing upon monthly budget exhaustion

Automatic Manual

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

1. **Monthly budget quota:** reflects total expenditures (calculated based on the list prices) of the customer the latest month. The budget will restore in the following month. The spending of the current month on certain monthly-settled cloud services, such as CDN billed by 95th percentile bandwidth, will not be counted into the used budget.
2. Huawei Cloud will send you an email to alert you when your customer uses 75%, 90%, or 100% of the monthly budget. You can set recipients in Message Center > SMS & Email Settings > Message Type > Finance > Partner budget. [Set Recipients](#)
3. If the budget of your customer is exhausted, the system will restrict customer's purchase of yearly/monthly and **pay-per-use resources** and reserved instances, and **some of the provisioned resources may be unavailable**, but the provisioned pay-per-use resources still incur fees. To avoid incurring new fees, you can choose to freeze both the account and its resources. [How Do I Freezing Both an Account and Its Resources?](#)
4. Huawei Cloud shall not take the responsibilities for any adverse impacts on customers' services due to account freezing and disputes arising out of it. Exercise caution when performing this operation.
5. You can increase the budget and then unfreeze the account of the customer to clear the alert.
6. The customer expenditure is an estimate and may be delayed by hours.
7. It is only used for managing expenditures of your customers but will not exempt you from the corresponding responsibility.

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

Unfreeze Now

[Adjustment Records](#)

- Manual account freezing

Customer Management-Customers / Set Budget

Monthly Budget -- (Current Estimate (0) \$0.00 USD) | Customer Name | Account Name panshuzhu0906222

Budget Type Monthly Budget One-Time Budget

Monthly Budget (USD)

Account freezing upon monthly budget exhaustion

Automatic Manual

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

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

OK

[Adjustment Records](#)

NOTE

- You can select multiple customers and click **Set Budget** above the customer list to achieve batch budget setting. The new budget setting will replace the earlier budget setting.
- When you set a monthly budget for a customer, set **Account freezing upon monthly budget exhaustion** to **Automatic** or **Manual**. **Automatic** indicates that the system automatically freezes an account upon budget exhaustion. For details about how to **manually** freeze an account, see [Freezing a Customer](#).
- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- You can view adjustment records of monthly budgets by clicking **Adjustment Records**.
- A distributor can set or withdraw budget setting permissions for its resellers. For details, see [Setting Account Freezing and Budget Setting Permissions for Resellers](#)
- Your customers are separated into the **Customers** and the **Resellers' Customers** tabs. To set a monthly budget for a customer, go to the corresponding tab.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. [Freezing Both an Account and Resources](#)

Step 5 Enter a value and click **OK**.

NOTE

After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a monthly budget for this customer.

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

 NOTE

If you have enabled the verification code function, a verification code is required to verify the identity. For details about how to enable verification code function, see [Managing Basic Information](#).

Step 6 Click **OK**.

----End

12.2.3.1.3 Setting One-Time Budgets for Customers

You can set one-time budgets for the customers associated with your resellers. One-time budget will not restore in the next month.

Procedure

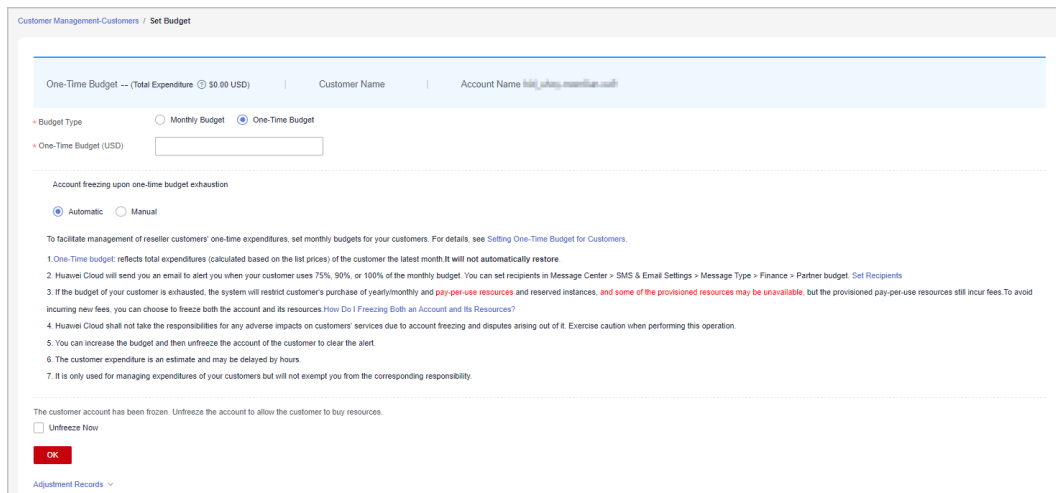
Step 1 Use your account to log in to [Huawei Cloud](#).

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

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

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

- Automatic account freezing



Customer Management-Customers / Set Budget

One-Time Budget -- (Total Expenditure 58.00 USD) | Customer Name | Account Name [hisi_jingyan_reseller@huawei.com](#)

Budget Type Monthly Budget One-Time Budget

One-Time Budget (USD)

Account freezing upon one-time budget exhaustion

Automatic Manual

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

- One-Time budget reflects total expenditures (calculated based on the list prices) of the customer the latest month. It will not automatically restore.
- Huawei Cloud will send you an email to alert you when your customer uses 75%, 90%, or 100% of the monthly budget. You can set recipients in Message Center > SMS & Email Settings > Message Type > Finance > Partner budget. [Set Recipients](#)
- If the budget of your customer is exhausted, the system will restrict customer's purchase of yearly/monthly and pay-per-use resources and reserved instances, and some of the provisioned resources may be unavailable, but the provisioned pay-per-use resources still incur fees. To avoid incurring new fees, you can choose to freeze both the account and its resources. [How Do I Freeze Both an Account and Its Resources?](#)
- Huawei Cloud shall not take the responsibilities for any adverse impacts on customers' services due to account freezing and disputes arising out of it. Exercise caution when performing this operation.
- You can increase the budget and then unfreeze the account of the customer to clear the alert.
- The customer expenditure is an estimate and may be delayed by hours.
- It is only used for managing expenditures of your customers but will not exempt you from the corresponding responsibility.

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

Unfreeze Now

[Adjustment Records](#)

- Manual account freezing

Customer Management/Customers / Set Budget

One-Time Budget \$1.00 USD (Total Expenditure 0 \$0.00 USD) | Customer Name | Account Name panshuzhu0906222

Budget Type Monthly Budget One-Time Budget

One-Time Budget (USD)

Account freezing upon one-time budget exhaustion

Automatic Manual

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

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

Adjustment Records ▾

NOTE

- You can select multiple customers and click **Set Budget** above the customer list to achieve batch budget setting. The new budget setting will replace the earlier budget setting.
- When you set one-time budgets for customers, you also need to set **Account freezing upon one-time budget exhaustion** to **Automatic** or **Manual**. **Automatic** indicates that the system automatically freezes an account upon budget exhaustion. For details about how to **manually** freeze an account, see [Freezing a Customer](#).
- The spending for a one-time budget begins accumulating from the month of successful configuration, and the data may be delayed by about 10 minutes.
- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- To view the one-time budget adjustment record, click **Adjustment Records** on the displayed **Set Budget** page.
- A distributor can grant or withdraw budget setting permissions to its resellers. For details, see [Setting Account Freezing and Budget Setting Permissions for Resellers](#)
- Your customers are separated into the **Customers** and the **Resellers' Customers** tabs. To set a monthly budget for a customer, go to the corresponding tab.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. [Freezing Both an Account and Resources](#)

Step 5 Enter a one-time budget value and click **OK**.

NOTE

After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a one-time budget for this customer.

A message is displayed indicating one-time budget setting success.

 **NOTE**

If you have enabled the verification code function, a verification code is required to verify the identity. For details about how to enable verification code function, see [Managing Basic Information](#).

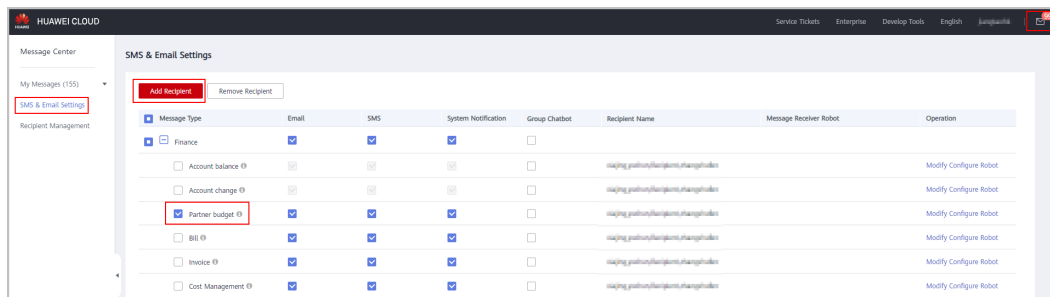
Step 6 Click **OK**.

----End

12.2.3.1.4 Adding Partner Budget Recipients

Step 1 Click  in the upper right corner to go to **Message Center**.

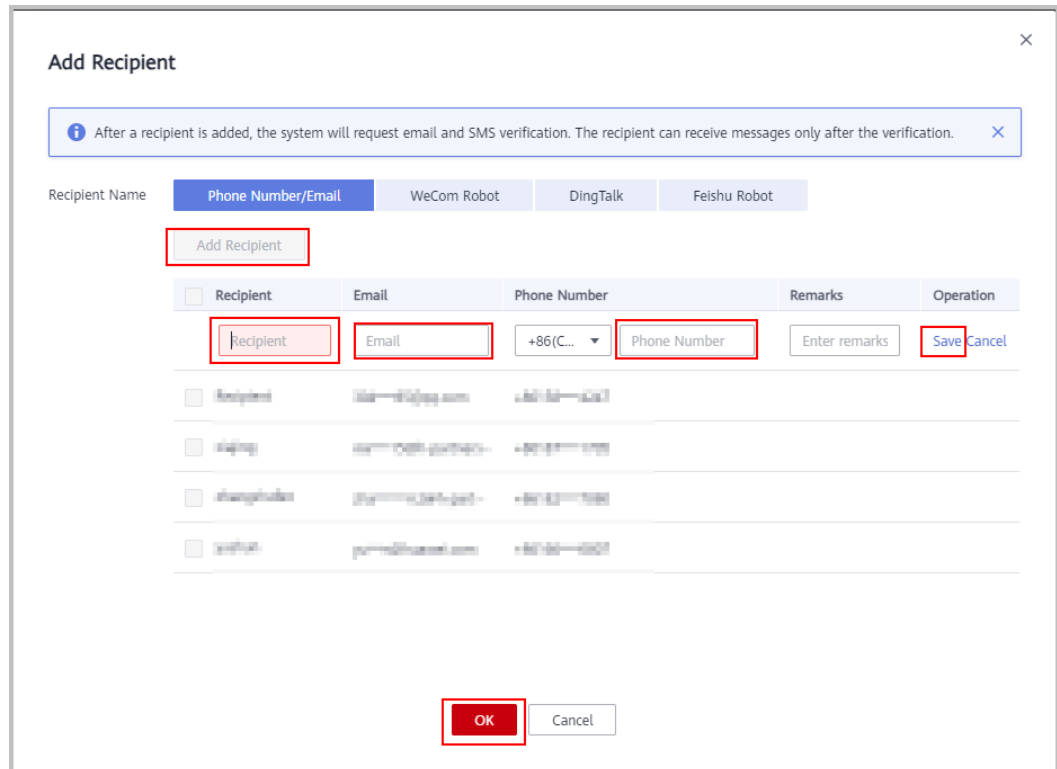
Step 2 In the navigation pane on the left, choose **SMS & Email Settings**. In the **Message Type** column, select **Finance**, select **Partner budget**, and click **Add Recipient**.



Step 3 In the displayed **Add Recipient** dialog box, click **Add Recipient**, enter the recipient name, email address, and phone number, and click **OK**.

To add multiple recipients, repeat this step.

Click **OK**. When the partner budget usage exceeds 75%, 90%, or 100%, the added recipients will receive a warning notification.



----End

12.2.3.1.5 Freezing a Customer

After a customer is associated with a partner in the reseller model, the customer account is frozen by default. Partners can freeze or unfreeze accounts for their reseller customers.

Impacts of Freezing Only Accounts or Both Accounts and Resources

- Impacts of Freezing Only Accounts
If customer's account is frozen, the customer cannot buy, renew, or change resources, and provisioned resources may be unavailable, but still incur fees. The following table describes the impacts on a reseller customer after its account is frozen.

Operation Type	Supported Operations	Operations Not Supported
Operations on yearly/ monthly cloud services	<ul style="list-style-type: none"> Unsubscribing from resources Modifying resource names 	<ul style="list-style-type: none"> Purchasing resources Modifying specifications Renewing subscription to resources Changing yearly/ monthly resources to pay-per-use resources Operations on resources Deleting resources
Operations on pay-per-use cloud services (operations on pay-per-use instances and spot instances)	<ul style="list-style-type: none"> Modifying resource names Viewing resource information 	<ul style="list-style-type: none"> Purchasing resources Modifying specifications Changing pay-per-use resources to yearly/ monthly resources Operations on resources Deleting resources

- Impacts of Freezing Both Accounts and Resources

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

Freezing an Account

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Management**.
- Step 4** Click **Freeze Account** in the **Operation** column in the row of the target customer.

Freeze Account
✕

Freeze Account Notes

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

Reason

0/256

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

OK
Cancel

Step 5 Enter the reason.

Step 6 Click **OK**.

A message is displayed indicating that the account is frozen.

NOTE

- If you have enabled the verification code function, a verification code is required to verify the identity.
- You can freeze accounts of your customers on the **Customers** tab or of your resellers' customers on the **Resellers' Customers** tab.
- You can also unfreeze accounts of your customers on the **Customers** tab or of your resellers' customers on the **Resellers' Customers** tab.
- You can assign or withdraw account or resource freezing and unfreezing permissions to or from your resellers. For details, see [Setting Account Freezing and Budget Setting Permissions for Resellers](#).

----End

Freezing Both an Account and Resources

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

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

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

Step 4 Click **Freeze Account and Resources** in the **Operation** column in the row of the target customer.

Freeze Account and Resources
✕

Freeze Account and Resources Notes

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

Reason

0/256

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

OK
Cancel

Step 5 Enter the reason.

Step 6 Click **OK**.

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

NOTE

- If you have enabled the verification code function, a verification code will be required.
- You can freeze accounts and resources of your customers on the **Customers** tab or of your resellers' customers on the **Resellers' Customers** tab.
- After a customer's account and resources are frozen, the customer cannot purchase cloud services, renew subscriptions, or change resources, and all their cloud services cannot be used. Exercise caution when performing this operation.
- You can unfreeze both accounts and resources of your customers on the **Customers** tab or of your resellers' customers on the **Resellers' Customers** tab.
- You can assign or withdraw permissions to or from your resellers for them to freeze or unfreeze accounts and resources for their customer. For details, see [Setting Account Freezing and Budget Setting Permissions for Resellers](#).

----End

12.2.3.1.6 Unfreezing a Customer

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

Unfreezing an Account

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Management**.
- Step 4** Locate the target customer, click **More > Unfreeze Account** in the **Operation** column.
- Step 5** Enter the reason and click **OK**. A message is displayed, indicating that the account is unfrozen.

✕

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

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

Reason

0/256

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

OK
Cancel

NOTE

- If you have enabled the verification code function, a verification code will be required.
- You can unfreeze accounts of your customers on the **Customers** tab or of your resellers' customers on the **Resellers' Customers** tab.

----End

Unfreezing Both an Account and Resources

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Management**.
- Step 4** Click **Unfreeze Account and Resources** in the **Operation** column in the row of the target customer.

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

Unfreeze Account and Resources

✕

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

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

Reason

0/256

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

OK
Cancel

NOTE

- If you have enabled the verification code function, a verification code is required to verify the identity.
- You can unfreeze both accounts and resources of your customers on the **Customers** tab or of your resellers' customers on the **Resellers' Customers** tab.

----End

12.2.3.1.7 Viewing a Customer's Resources

A partner can view pay-per-use or yearly/monthly resources, reserved instances, and savings plans of customers associated with their resellers.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Management**.
- Step 4** On the **Customer Management** page, set the search criteria for a fuzzy search. Select a target customer and choose **More > View Resource** to enter the resource management page.

NOTE

You can view resources of your customers on the **Customers** tab or of your resellers' customers on the **Resellers' Customers** tab.

Step 5 View the resources purchased by customers.

- View yearly/monthly resources.

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

- View pay-per-use resources.

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

NOTE

- View the reserved instances.

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

- View savings plans.

On the **Savings Plans** tab, set search options to query target savings plans.

----End

12.2.3.1.8 Viewing Enterprise Information

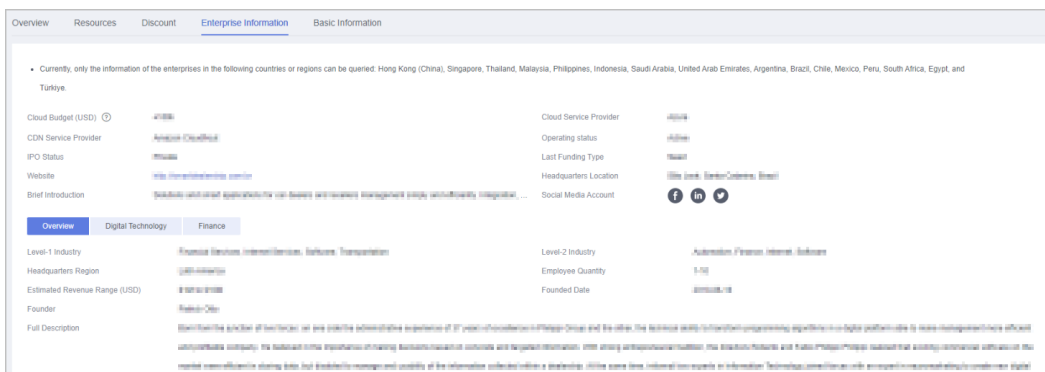
Partners can view the enterprise information of their associated customers in Partner Center.

NOTE

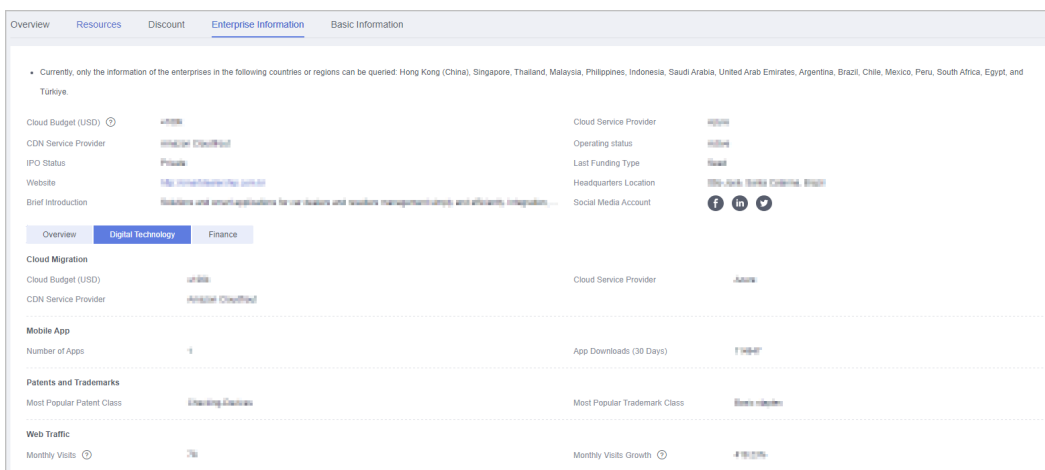
Currently, only the information of the enterprises in the following countries or regions can be queried: Hong Kong (China), Singapore, Thailand, Malaysia, Philippines, Indonesia, Saudi Arabia, United Arab Emirates, Argentina, Brazil, Chile, Mexico, Peru, South Africa, Egypt, and Türkiye.

Procedure

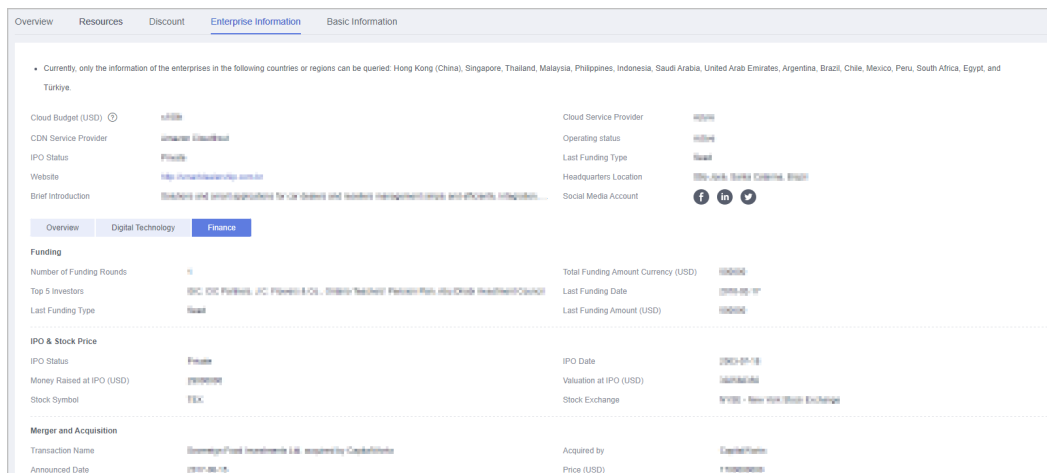
- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** Click **Partner Center** in the drop-down list of your account name.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Select a customer and click the account name to go to the details page. Select the **Enterprise Information** tab and view the enterprise information of the customer.
- Step 5** Click the **Overview** tab to view the basic information about the enterprise such as the level-1 industry, level-2 industry, HQ region, and number of employees.



- Step 6** Click the **Digital Technology** tab to view the cloud migration information, app information, patent and trademark information, and website traffic.



- Step 7** Click the **Finance** tab to view the information related to funding, IPO and stock price, and merger and acquisition.



----End

12.2.3.2 Customer Assignment

12.2.3.2.1 Assigning Customers to an Account Manager

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

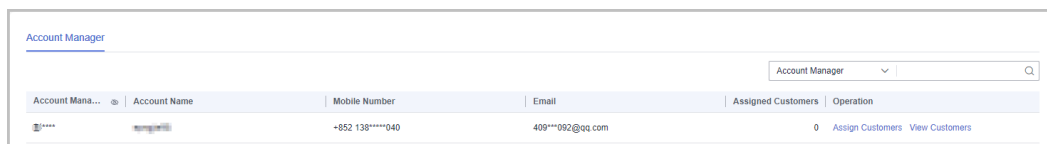
An account manager can view the customers assigned by the partner on the **Customers > Customer Management**.

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

Procedure

- Step 1** Use your partner account to log in to [HUAWAI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Assignment**.

The **Customer Assignment** page is displayed.

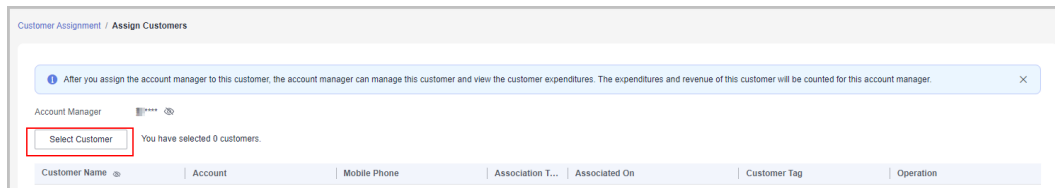


NOTE

If no account manager is available on the **Customer Assignment** page, choose **Account Management > Organization Management > Create Member** and add account managers. For details, see [Adding a Member](#).

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

The **Assign Customer** page is displayed.



Step 5 Click **Select Customer**.

Step 6 In the **Select Customer** dialog box, select a customer whom you want to assign to the account manager and click **OK**.

NOTE

You cannot select a customer who has already been assigned to an account manager. You can select **Show Unassigned Customers** to display all unassigned customers.

Step 7 Confirm the added customer in the customer list and click **OK**.

A message is displayed stating "Customers have been assigned successfully."

NOTE

You can click **Delete** in the **Operation** column to delete an added customer.

----End

Other Operations

- Viewing the customer list
Click **View Customers** in the **Operation** column. On the **View Customers** page, view the account manager information and the customers assigned to the account manager.
- Unassigning customers
After you remove the account manager, this customer will not be managed by the account manager. The expenditures and revenue of this customer will no longer be counted for the account manager.
 - Unassigning a single customer
Click **View Customers** in the **Operation** column. On the **View Customers** page, click **Unassign Customer** in the **Operation** column. Then in the **Unassign Customer** dialog box, click **OK**.
 - Batch unassigning customers
Click **View Customers** in the **Operation** column. On the **View Customers** page, select target customers and click **Unassign Customers**. Then in the **Unassign Customer** dialog box, click **OK**.

NOTE

The unassignment will take effect on the 1st of next month (GMT +08:00). The customer expenditures are still counted into this account manager before the effective date.

12.2.3.3 Customer Orders

12.2.3.3.1 Viewing a Customer's Orders

A distributor can query all orders of customers associated with its resellers. The order data is generated when a customer purchases a yearly/monthly product. To view the order data of pay-per-use resources, see [Viewing a Customer's Resources](#).

Procedure

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

The screenshot shows the 'Customer Orders' page. At the top, there is a blue information banner with two points: 'The data here shows the yearly/monthly product orders of customers. You can view pay-per-use resources of customers in Customer Management. How Do I View a Customer's Resources?' and 'Orders of the last six months are displayed here by default. If you want to view the orders of other periods, use the filter in the "Ordered On" column.' Below the banner, there are two tabs: 'Customer Orders' and 'Reseller Customers' Orders'. An 'Export' button is on the left. Search filters for 'Customer Name' and 'Order No.' are on the right, along with 'Search' and 'Reset' buttons. The main table has the following columns: Order No., Product Type, Order Type, Order Status, Customer Name, Ordered On, Paid, Order Subtotal(USD), Amount Paid, and Operation. Two rows of data are visible, both with a status of 'Canceled' and a subtotal of 2.09.

Order No.	Product Type	Order Type	Order Status	Customer Name	Ordered On	Paid	Order Subtotal(USD)	Amount Paid	Operation
CS24072911237CUXA	Cloud Backup ...	Subscription	⊗ Canceled	W****1 Hid_892my_sa...	Jul 29, 2024 11...	--	2.09	--	
CS24072911226CJKH	Cloud Backup ...	Subscription	⊗ Canceled	W****1 Hid_892my_sa...	Jul 29, 2024 11...	--	2.09	--	

- Step 4** Set search criteria to search for customer orders.

You can query customer orders by reseller name, customer name, order number, and product type.

Click an order ID to view order details.

NOTE

- You can view the orders of your customers on the **Customer Orders** tab or the orders of your resellers' customers on the **Reseller Customers' Orders** tab.
- Click the eye icon next to a header to show or hide the complete content in the column. For example, you can click the eye icon next to **Customer Name/Account Name** to show or hide the complete content of customer names.

- Step 5** Export customer orders.

- Export orders of the current customer.

Choose **Export > Export Selected**. The message **Export task created.** is displayed.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- Export all customer orders.
Choose **Export > Export All**. The message **Export task created.** is displayed.

 **NOTE**

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View export history.
 - a. Choose **Export > View Export** to switch to the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the exported orders.

 **NOTE**

You can export orders of your customers on the **Customer Orders** tab or the orders of your resellers' customers on the **Reseller Customers' Orders** tab.

----End

12.2.3.3.2 Adjusting the Price of a Customer's Order

Partners who have permission to set discounts for their customers can adjust the prices of their customers' orders.

 **NOTE**

- Partners cannot adjust the price for the orders of customers associated with the partners by reseller model.
- Price adjustment applies only to the current orders and not to automatic renewals.
- Price adjustment cannot be enjoyed with other discounts.
- Price adjustment affects partners' incentives.
- The applicable scope of price adjustment for customer orders is the same as that of discounts granted by partners. For details, see [What Is the Applicable Scope of Discounts Granted by Partners?](#)

Prerequisites

You have permission to set discounts for customers.

Procedure

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

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

Step 3 In the top navigation, select **Sales > Customers > Customer Orders**.

Step 4 In the order list, select a pending order and click **Adjust Price** in the **Operation** column.

The **Adjust Price** page is displayed.

Step 5 Adjust the order price.

- Adjust the order price.

On the **Adjust Order Price** tab page, a partner can enter a **Discount** to adjust the order price.

- Adjust the resource price.
On the **Adjust Resource Price** tab page, a partner can enter a Discount Amount to adjust the price of a specific resource.

NOTE

- The discount for an order is the sum of the discounts for each order item.
- The discount for an order is proportionally converted to discounts for applicable products.
- The maximum discount is the maximum amount that a partner can give to a customer.

Step 6 Click **OK**.

The message **Order price adjusted successfully** is displayed.

NOTE

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

----End

Other Operations

You can view price adjustment records for other orders.

12.2.3.4 Customer Expenditures

12.2.3.4.1 Querying Expenditure Summary

You can view the expenditure summary of a customer and export the expenditure details.

Precautions

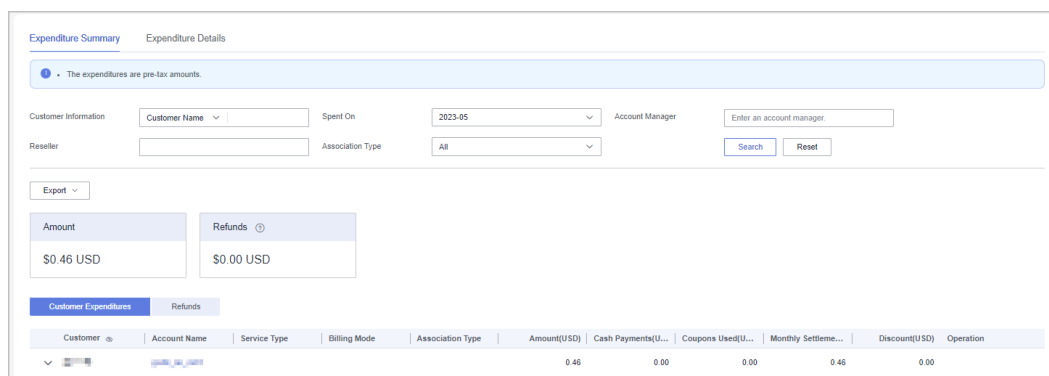
- The expenditure summary data of the current day can only be queried after 24:00 of the following day. The actual expenditures are subject to expenditure details.
- If a customer is assigned with an account manager, customer expenditures are counted from the second day following the assignment.
- You can view expenditures of both your reseller and referral customers. Customers expenditure data cannot be used as the basis for partners' settlement, payment, and invoicing.
- The customer expenditure data can be traced back to a maximum of 18 months ago.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Expenditure**.
- Step 4** Click the **Expenditure Summary** tab.
- Step 5** Set search options to view customer expenditure summary as needed.

The search criteria include the expenditure time, customer name, account manager name, and association type.

- View total expenditure amount and refund amount.



NOTE

Click the eye icon next to a header to show or hide the complete content in the column. For example, you can click the eye icon next to **Customer** to show or hide the complete content of customer names.

- View expenditure and refund data of each customer.
 - Expenditures

Click the **Customer Expenditures** tab to view expenditures of each customer.

- Refunds

Click the **Refunds** tab to view refunds of each customer.

Step 6 Export expenditure summary.

- Export customer expenditures.

Click **Export > Export Customer Bills**. Set the search options and click **OK**. When the export is complete, a message is displayed indicating that the export task has been created.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View export history.
 - Click **Export > View Export** to go to the **Export History** page.
 - Click **Download** in the **Operation** column to download and view the exported expenditure records.

----End

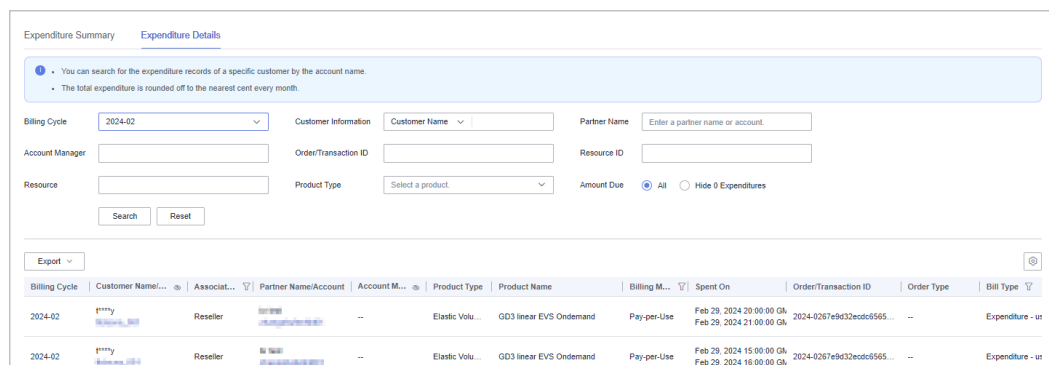
12.2.3.4.2 Querying Expenditure Details

You can view and export customer expenditure details.

Procedure

- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Expenditure**.
- Step 4** Click the **Expenditure Details** tab.
- Step 5** Set search options to search for expenditure details.

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



- In the expenditure details list, you can view the expenditure time, product information, order number, expenditure amount, payment status, and other information.
 - You can select **Hide 0 Expenditures for Amount Due** to exclude related data from the list.

 **NOTE**

- You can select a calendar month (up to 18 months ago) for **Billing Cycle**.
- Click the eye icon next to a header to show or hide the complete content in the column. For example, you can click the eye icon next to **Customer Name/Account** to show or hide the complete content of customer names.

Step 6 Export expenditure details.

- Export selected records.

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

A message is displayed indicating that the export task has been created.

 **NOTE**

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

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View export history.
 - a. Choose **Export > View Export** to switch to the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the exported expenditure details.

----End

12.2.3.5 Customer Alerts

12.2.3.5.1 Handling Customer Alerts

Customer alerts can be handled by only one person.

 **NOTE**

If an account manager has been assigned, the account manager is in charge of handling related alerts. Otherwise, the partner is in charge of alert handling.

Procedure

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

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

Step 3 In the top navigation, select **Sales > Customers > Customer Alerts**.

Step 4 On the **Handle Alerts** tab, view information about the scenario, alert type, title, customer account or account name, alert generation time, and alert status.

Scenario	Alert Type	Title	Customer/Account Name	Alerted	Status	Operation
▼ chum risk warning from Phe...	Loss	User Name [REDACTED], Customer Name [REDACTED] Limited...	[REDACTED]	May 09, 2024 19:16:15 GMT+...	Unhandled	Process Task

- Click to view more alert details and handling information.
- Click **Process Task** in the **Operation** column for a target alert to handle this alert.
 - The customer has been lost.

Process Task

* Customer Lost Yes No

* Reason Product capability Commerce Competitor
 Customer service suspension Short-term customer service
 Other

OK Cancel

- The customer has not been lost.

Process Task

* Customer Lost Yes No

* Feedback for Customer Not Lost Service adjustment, in regular contact
 New customer expenditure Customer service contraction
 Normal customer expenditure fluctuation Other

OK Cancel

NOTE

- You can also go to **Partner Center > Home > Customer Alerts** and select the **Handle Alerts** tab to handle customer alerts.
- Alternatively, you can go to the **My Customers** tab on the **Partner Center > Sales > Customers > Customer Management > Customers** page and click a number in the **Alerts to Be Handled** column to handle customer alerts.

----End

12.2.3.5.2 Viewing Customer Alerts

Partners can view alerts about customers on Partner Center.

 NOTE

- Alerts are updated by day.
- Customer alerts are about customer churn.
- You can view all customer alerts with an Admin account or an account director account.
- If you have customer management or customer alert management permissions, you can view all customer alerts and alert details.

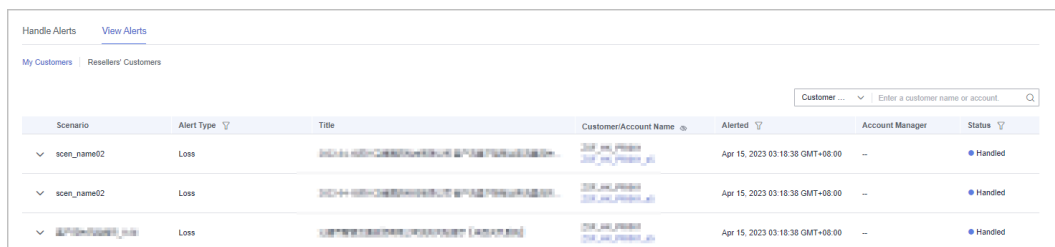
Procedure

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


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

Step 3 In the top navigation, select **Sales > Customers > Customer Alerts**.

Step 4 Click the **View Alerts** tab to view all alerts.



Scenario	Alert Type	Title	Customer/Account Name	Alerted	Account Manager	Status
scen_name02	Loss	[REDACTED]	[REDACTED]	Apr 15, 2023 03:18:38 GMT+08:00	--	Handled
scen_name02	Loss	[REDACTED]	[REDACTED]	Apr 15, 2023 03:18:38 GMT+08:00	--	Handled
[REDACTED]	Loss	[REDACTED]	[REDACTED]	Apr 15, 2023 03:18:38 GMT+08:00	--	Handled

- Click  to view alert details and alert handling information.
- On the right corner above the list, enter a customer name or an account manager name to filter alerts.
- The **My Customers** tab displays alerts about your customers, and the **Resellers' Customers** tab displays alerts about your resellers' customers.

 NOTE

- You can view alerts for your customers on the **Customers** tab or for your resellers' customers on the **Resellers' Customers** tab.
- You can also go to **Partner Center > Home > Customer Alerts** and select the **View Alerts** tab to view customer alerts.
- Alternatively, you can go to **Partner Center > Sales > Customers > Customer Management > Customers**, click a number in the **Alerts to Be Handled** column to go to the **Customer Alerts** page, and select the **View Alerts** tab to view customer alerts.
- Alternatively, you can go to **Partner Center > Sales > Customers > Customer Management > Resellers' Customers**, click a number in the **Alerts to Be Handled** column to view customer alerts.

----End

12.2.4 Financial Information

12.2.4.1 Bill Management

12.2.4.1.1 Partner Bill Description

A bill is generated for the resource consumption of a partner on Huawei Cloud, and the partner needs to request an invoice and pay for the bill. Expenditures of a

distributor on Huawei Cloud come from the customers associated with its resellers.

 **NOTE**

In the Reseller model, the reseller is responsible for the customer's billing and invoicing, and Huawei Cloud does not directly provide related services to the customers.

Calculation Rule of the Amount Due

The calculation rule is as follows:

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

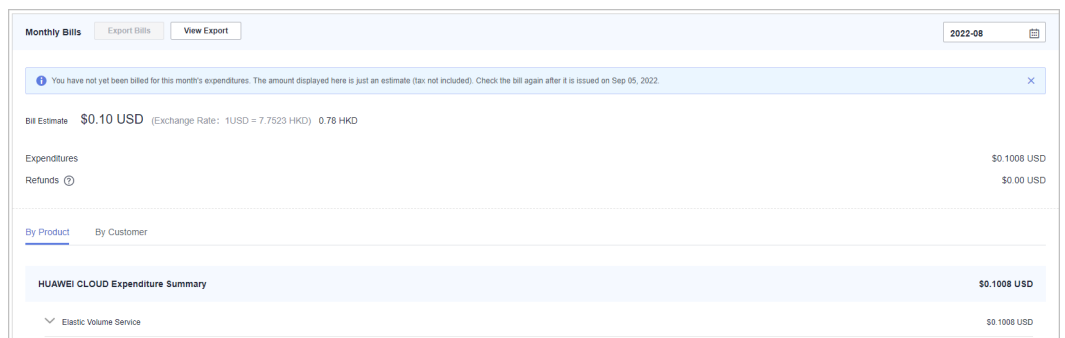
 **NOTE**

The tax calculation rule is determined based on the partner registration area. The tax includes VAT, CGST, SGST, or IGST. The contained parts vary according to the region.

Bill Precision

- Before June 2021, bills on resources for long-term use (for example, pay-per-use resources or spot instances) were settled by hour, day, or month. The settled amount was accurate to the second decimal place, while the remaining decimal places were directly truncated.
- From June to July in 2021, the amount of bills on resources for long-term use (for example, pay-per-use resources or spot instances) is rounded off and summarized to obtain the total amount.
- From August 2021, the amounts during bill generation are no longer truncated. Only the total amount shown in the monthly bill is rounded off to the second decimal place. The following is an example:

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

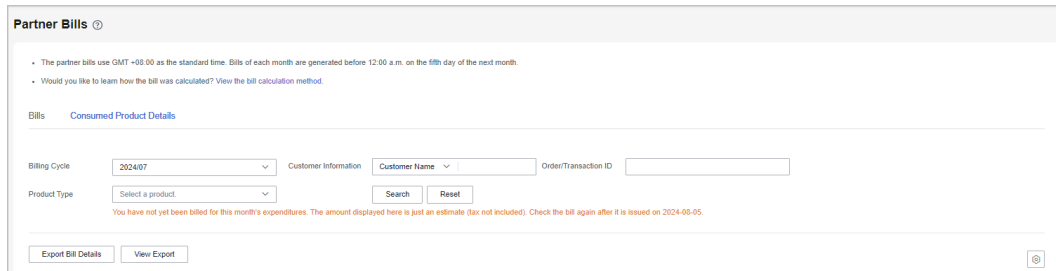


- On the **By Product** or **By Customer** tab of the **Financial Information > Partner Bills > Bills** page, the exact amount is displayed.
- On the **Financial Information > Coupons** page, cash coupon balance is accurate to two decimal places.
- The amount of coupons used in bill run is accurate to eight decimal places.
- The amounts of list price, discounted amount, amount due, cash payment, cash coupons used, and monthly settlement on the **Customers > Customer Expenditure** page are accurate to eight decimal places.

- The **Current Estimate** displayed on the **Customers > Customer Management > Set Budget** page is accurate to eight decimal places.
- The amount on the **Operations Statistics > Expenditures** page is rounded to the nearest hundredth. The amounts in the related APIs and exported expenditures are accurate to eight decimal places.

12.2.4.1.2 Partner Bill Fields

In Partner Center, you can export bill details on the **Consumed Product Details** tab of the **Sales > Financial Information > Partner Bills** page.



Field	Description	Example Value
Customer ID	Unique ID of a customer.	055b11dfc50XXX
Billing Cycle	A reconciliation duration agreed between the customer and partner. Usually it is a calendar month. When a billing cycle ends, the system calculates all the fees a partner needs to pay during this billing cycle and generates a bill.	2019-09
Customer Name	Name of a customer.	GrootXXX
Account Name	Account of a customer.	jingXXX
Partner ID	Unique ID of the partner that a customer is associated with. NOTE If the customer is already associated with a cloud reseller, set this parameter to the ID of the reseller.	a90cdfbd259845afa059621XXX
Partner Name	Name of the partner that a customer is associated with. NOTE If the customer is already associated with a cloud reseller, set this parameter to the name of the reseller.	zhangsan

Field	Description	Example Value
Partner Account Name	Account name of the partner that a customer is associated with. NOTE If the customer is already associated with a cloud reseller, set this parameter to the account name of the reseller.	zhangsanXXX
Bill Type	Bill types of the customer, including: <ul style="list-style-type: none"> • Expenditure • Refund • Adjustment 	Expenditure
Billing Mode	Product billing mode, including: <ul style="list-style-type: none"> • Pay-per-use • Yearly/monthly • Reserved instance–upfront payment • Reserved instance–hourly billing • Savings plan–subscription • Savings plans–hourly billing • Savings plans used 	Pay-per-use
Product Type	Cloud service name.	Elastic Volume Service
Product Type Code	Cloud service type code.	hws.service.type.ebs
Product Name	Name of the cloud service product purchased by a customer.	HD3 linear EVS monthly package
Product ID	Unique ID of a cloud service product.	00301-28215-0--0
Application	Application name of a cloud service hardware product.	XXX
Specifications	A collection of attributes and their values used to describe the features of resources that a cloud service needs. Specifications of resources of the same type have the same attributes but different attribute values.	Common I/O 10.0 GB
Resource Type	Cloud service resource type.	Cloud storage
Resource Type Code	Resource type code of the cloud service.	hws.resource.type.volum e

Field	Description	Example Value
Region	A separate geographic area that provides public cloud resources.	CN North-Beijing1
Cloud Service Region Code	Code of a cloud service region. For details, see the Region column in Regions and Endpoints .	cn-north-1
Order ID/ Transaction ID	Order ID: indicates the unique ID of a yearly/monthly/reserved instance subscription order. Transaction ID: indicates the unique ID of a pay-per-use/reserved instance transaction (hourly billing).	CS19091216532XXXX
Original Order ID	Unique ID of order before it is unsubscribed from.	XVS1909121653XXXX
Transaction Time	Time when a transaction was executed in the transaction bill of a customer. <ul style="list-style-type: none"> Transaction time of a yearly/monthly/reserved instance subscription indicates the time when an order is paid. Transaction time of a pay-per-use/reserved instance transaction (hourly billing) indicates the time when the consumption ends. For example, if the consumption time is 2020-09-10 00:16:50 GMT+08:00 to 2020-09-28 09:00:00 GMT+08:00, the transaction time of this pay-per-use bill is 2020-09-28 09:00:00 GMT+08:00. 	2020-09-28 09:00:00 GMT+08:00
Order Type	Type of a yearly/monthly/reserved instance subscription, including: <ul style="list-style-type: none"> New purchase Renewal Change Unsubscription Price adjustment 	Unsubscription
Number of Terms	Term of a yearly/monthly product order.	1

Field	Description	Example Value
Term Unit	Unit of a term for a yearly/ monthly product order.	Month
Whether a Spot Instance	Whether a spot instance product.	N
Billing Item Code	Code of a usage type.	aom.count
Billing Item Name	Billing dimension of pay-per-use cloud services, such as duration, capacity, upstream traffic, and more.	Quantity
Unit Price	Unit price of a product.	0.15
Unit	Unit of product usage price, such as GB/hour, Mbps/hour, and GB.	Dollar/10,000 (times)
Usage	Usage of pay-per-use products or resources in a specified period (usage of packages and reserved instances not included), including the usage duration, used capacity, used times, and used traffic.	46800
Usage Unit	Measurement unit of the usage for pay-per-use products or resources during a specified period.	Second
Package Usage	Resource package usage in a specified period. If the usage does not exceed the product or resource quota contained in the resource package, the product and resources will not be billed separately.	1200
Unit (Package Usage)	Measurement unit of the resource package usage.	Second
Reserved Instance Usage	Reserved instance usage in a specified period. If the usage does not exceed the reserved instance quota contained in the reserved instance package, the product and resources will not be billed separately.	300
Unit (Reserved Instance Usage)	Measurement unit of the reserved instance package usage.	Second

Field	Description	Example Value
Customer Expenditure (USD)	Total amount generated by customer orders.	1000
Settlement Type	Settlement type of a product, including: <ul style="list-style-type: none"> • Common product • Promotional product • No discount • Special discount request 	Common product
Settlement Discount	<ul style="list-style-type: none"> • Discount that HUAWEI CLOUD set for partners. • Fixed unit price agreed by HUAWEI CLOUD and the partner. 	25%
Payment (USD)	<ul style="list-style-type: none"> • If Settlement Discount is the discount set by HUAWEI CLOUD for partners, Settlement Amount = Consumption amount (USD) x (1 - Settlement discount) • If Settlement Discount is the fixed price agreed by HUAWEI CLOUD and the partner, Settlement amount = Fixed unit price x Usage x Linear size (optional) x Usage Days/Total (optional) <p>NOTE Linear size specifies the specifications of a cloud service product. For example, the value of Linear size for the cloud service product whose specification is EVS General-Purpose SSD 10.0 GB is 10.0 GB.</p>	750
Coupons Used (USD)	Cash coupons deducted for a partner's bill. If a bill type is Refund , this field indicates the cash coupons that should be refunded to a customer. Field Whether to Refund Coupons determines whether the cash coupons will be refunded. For details about cash coupon usage rules, see Usage Rules .	100

Field	Description	Example Value
Whether to Refund Coupons	Whether to refund the deducted cash coupons to the partner when a partner requests a refund.	Yes
Tax-Exclusive Amount Due (USD)	Amount due of a partner's bill, with tax not included. Amount to be paid (tax excluded) = Settlement amount - Coupons used	675
Tax Amount	Tax calculation rules are subject to the region where the partner is registered. The taxes cover VAT, CGST, SGST, IGST, and more, but vary with region.	10
Amount Due (USD)	Amount due. Amount due = Amount to be paid (tax not included) + Tax	685
Usage Days/ Total	(Number of measurement points in a month/288)/Number of days in the month For example, company A pays for CDN by 95th percentile bandwidth, and the number of measurement points in September is 4320 . The value of 4320/288 is the number of days counted as valid days when the total traffic consumed by CDN is exceeds 0 bytes. The number of valid days is the ratio of the number of valid days to the number of days in the current month (15/30).	50%
Quantity	Quantity of orders	1
RI Hours Purchased	Number of purchased RI hours	8760
Unsubscription Reason	Reason for unsubscribing from an order	Incorrect parameters selected for cloud services

Field	Description	Example Value
Total Usage (Pricing Unit)	Usage displayed in the unit used for pricing. The value is truncated to a maximum of 10 decimal places. Total Usage (Pricing Unit) = Total Usage/Conversion Factor For example, 1 byte = 1/(1024 x 1024 x 1024) GB. The value is truncated to 10 decimal places and will be displayed as 0.0000000009 .	268
Usage Unit (for Pricing)	Usage unit used for pricing a product	Count (Times)
Package Usage (Pricing Unit)	Package usage measured in the unit used for pricing. The value is truncated to a maximum of 10 decimal places.	0.00
Usage in Reserved Instances (Pricing Unit)	RI usage measured in the unit used for pricing. The value is truncated to a maximum of 10 decimal places.	0.00
Conversion factor	Used to change the usage unit to the usage unit (for pricing). For example, the conversion factor between seconds and hours is 3600.	1
Start time	Time when billing for the cloud service starts.	2024/05/31 16:00:00 GMT+08:00
End time	Time when billing for the cloud service ends.	2024/06/20 22:59:59 GMT+08:00

12.2.4.1.3 Querying Partner Bills

Partners can view and export their monthly bills. Partner Center provides partners with bill estimate of the current month. The bill estimate updates every day. It does not cover taxes and has not been deducted using cash coupons.

Precautions

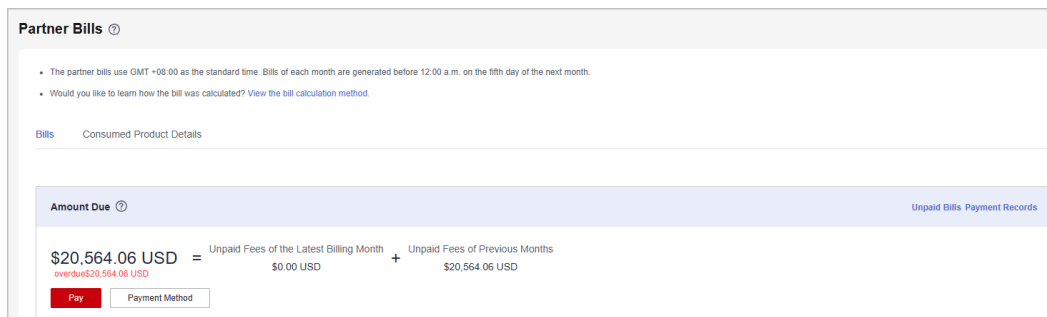
- The partner bill for each month is generated before 12:00 (Beijing Time) on the fifth day of the next month.

Procedure

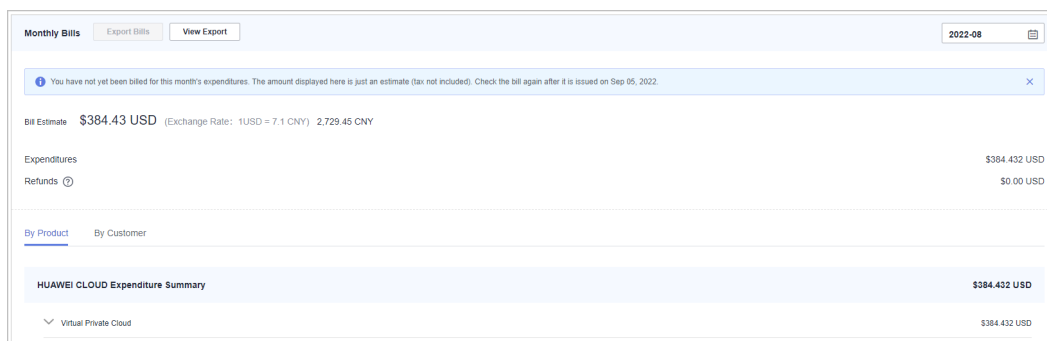
- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Financial Information > Partner Bills**.
- Step 4** In the **Amount Due** pane, you can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

NOTE

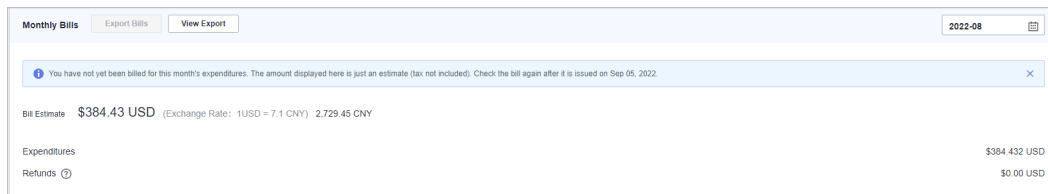
- Click **Pay** to pay the bill. For details, see [Payment](#).
- You can click **Unpaid Bills** to see the bills that you need to pay.
- You can click **Payment record** to switch to the **Revenue & Expenditure** page to view the payment records.



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



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

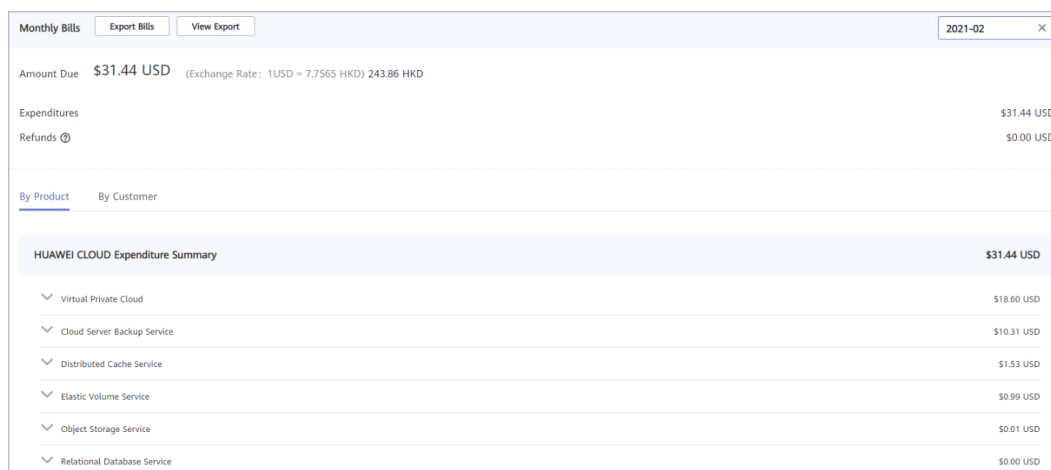


 **NOTE**

- Refunds contain the amount returned to you due to order cancellation or specifications changes.
 - If the unsubscribed amount of all customers associated by reseller model is greater than the partner's expenditures, the amount on the bill is negative and the amount due is 0.
 - You can query **Invoice No.** in the **Amount Due** area, click the invoice number and download the invoice.
- You can query the expenditure summary by product or by customer.

- **By product**

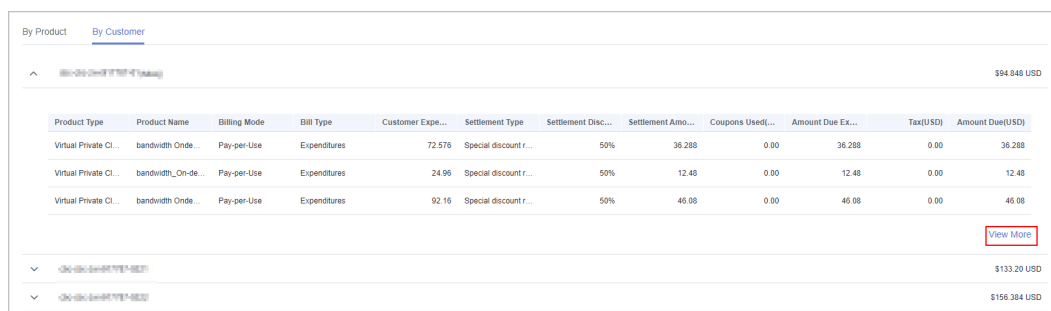
On the **By Product** tab, you can query the expenditures of customers associated with the partner by reseller model in HUAWEI CLOUD and KooGallery. The expenditure records can be filtered by region, and refunds and adjustments records are displayed in the **Others** area.



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

- **By customer**

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

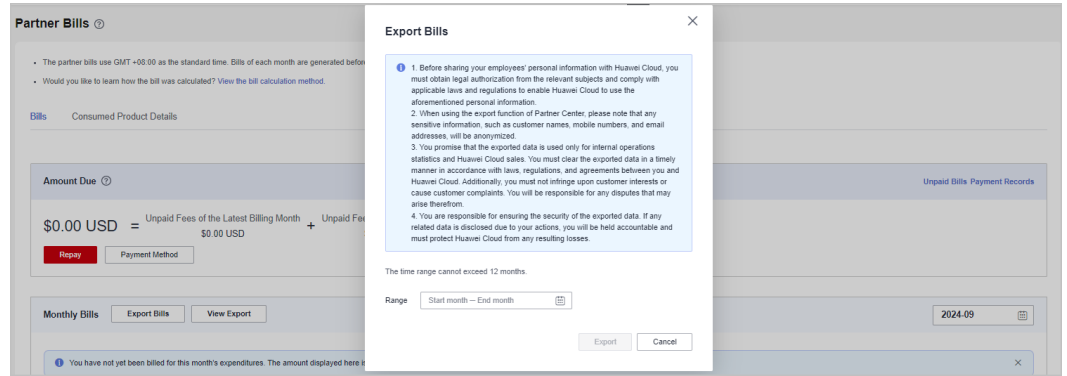


Product Type	Product Name	Billing Mode	Bill Type	Customer Expe...	Settlement Type	Settlement Disc...	Settlement Amo...	Coupons Used...	Amount Due Ex...	Tax(USD)	Amount Due(USD)
Virtual Private Cl...	bandwidth On-de	Pay-per-Use	Expenditures	72.576	Special discount r...	50%	36.288	0.00	36.288	0.00	36.288
Virtual Private Cl...	bandwidth_On-de	Pay-per-Use	Expenditures	24.96	Special discount r...	50%	12.48	0.00	12.48	0.00	12.48
Virtual Private Cl...	bandwidth On-de	Pay-per-Use	Expenditures	92.16	Special discount r...	50%	46.08	0.00	46.08	0.00	46.08

Click **View More** to query the expenditure details of the customer.

Step 6 Export partner bills and view export history.

- Export bills.
Click **Export Bills**, select the **Range**, click OK, and click **Export**. A message is displayed, indicating that the export task is created successfully.



NOTE

- You can export up to 12 months of bills.
- When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.
- View the export history.
 - a. Click **View Export** to go to the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the exported bills.

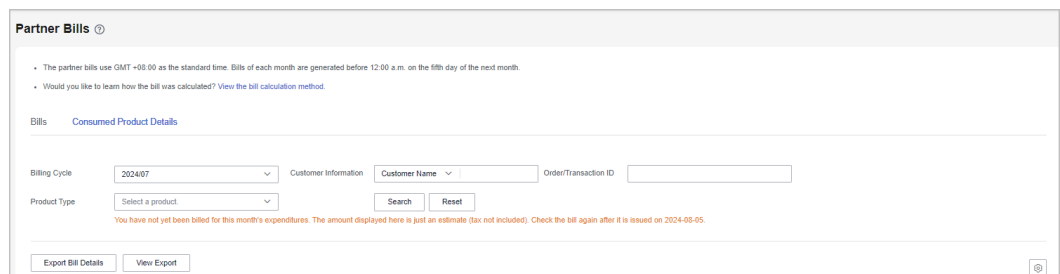
----End

12.2.4.1.4 Querying Bill Details

You can view and export bill details in Partner Center.

Procedure

- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Financial Information > Partner Bills**.
- Step 4** On the displayed page, click the **Consumed Product Details** tab. Then, select a billing cycle to view bill details.



- Step 5** Export bill details and view the export history.
 - Export bill details.
Click **Export Bill Details**. A message is displayed, indicating that the export task is created.

 **NOTE**

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View the export history.
 - a. Click **View Export**. The **Export History** page is displayed.
 - b. Click **Download** in the **Operation** column to download and view the exported bill.

----End

12.2.4.2 Funds

12.2.4.2.1 Payment

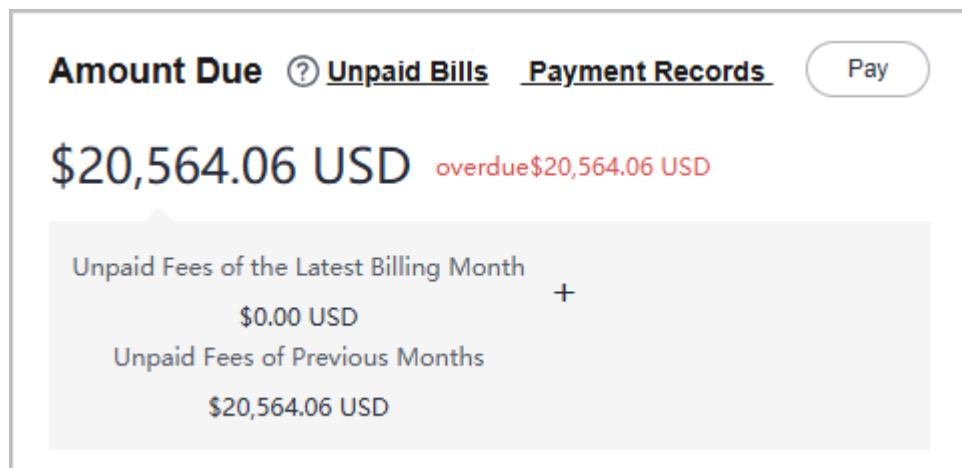
After you set the budget for your customer and the customer purchase products and services on Huawei Cloud, Huawei Cloud will generate and send you the bill and deducts the fee from your account balance to pay the bill. Huawei Cloud generates the bill at the fifth day of each month, and the billing cycle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

Precautions

If the signing entity is Huawei Services (Hong Kong) Co., Limited or Huawei (Chile) S.A., you can top up your account online to pay the bill.

Online Payment

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** Select **Home** on the top navigation bar.
- Step 4** In the **Amount Due** area, click **Pay**.
The **Pay** page is displayed.

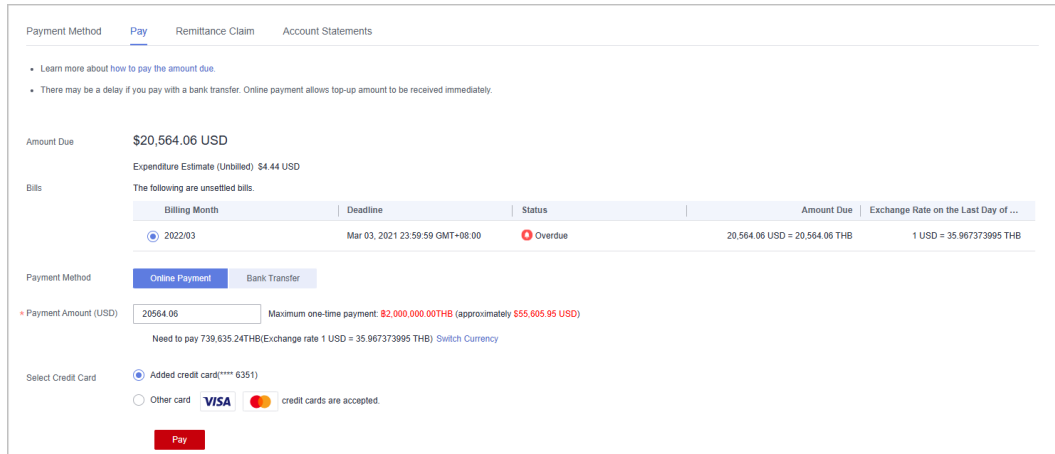


 **NOTE**

You can also go to **Financial Information > Partner Bills** and pay your bills in the **Amount Due** area.



You can also choose **Sales > Financial Information > Funds** in the menu on the top and then access the payment page.

Step 5 Select **Online Payment** for **Payment Method**, specify the amount, and click **Pay**.



The screenshot shows a payment interface with the following elements:

- Payment Method:** Pay (selected), Remittance Claim, Account Statements.
- Amount Due:** \$20,564.06 USD. Expenditure Estimate (Unbilled) \$4.44 USD.
- Bills:** The following are unsettled bills.

Billing Month	Deadline	Status	Amount Due	Exchange Rate on the Last Day of ...
2022/03	Mar 03, 2021 23:59:59 GMT+08:00	Overdue	20,564.06 USD = 20,564.06 THB	1 USD = 35.967373995 THB
- Payment Method:** Online Payment (selected), Bank Transfer.
- Payment Amount (USD):** 20564.06. Maximum one-time payment: 82,000,000.00THB (approximately \$55,605.95 USD). Note: Need to pay 739,635.24THB(Exchange rate 1 USD = 35.967373995 THB). [Switch Currency](#)
- Select Credit Card:** Added credit card(**** 6351) (selected), Other card.   credit cards are accepted.
- Pay** button.

 **NOTE**

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

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

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

----End

Bank Transfer

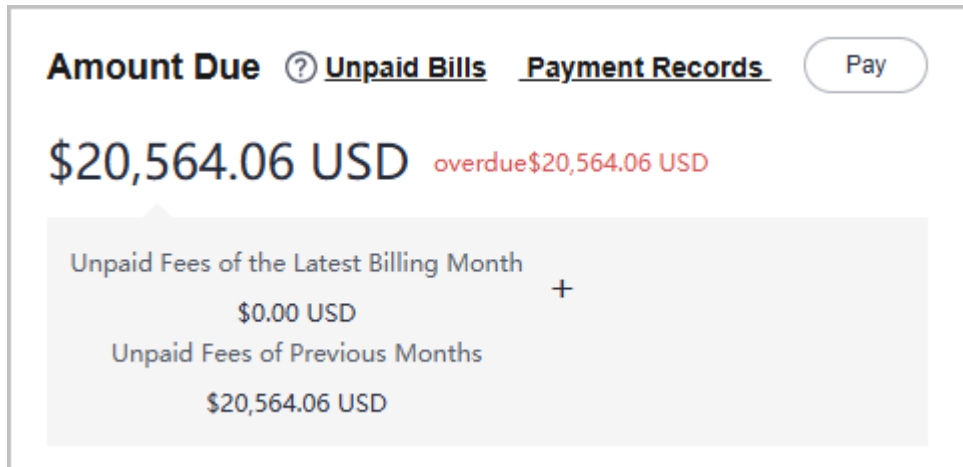
Step 1 Sign in to **Huawei Cloud** as a partner.

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

Step 3 Select **Home** on the top navigation bar.

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

The **Pay** page is displayed.

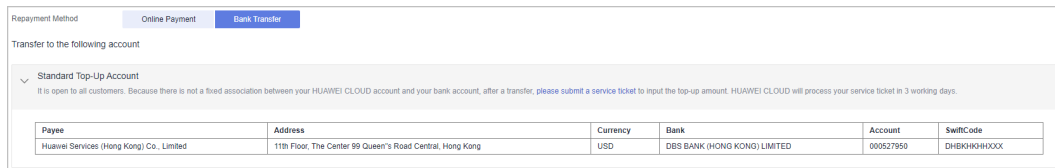


NOTE

You can also go to **Financial Information > Partner Bills** and pay your bills in the **Amount Due** area.

Step 5 Click **Bank Transfer** for **Payment Method**.

You need to submit a service ticket to Huawei after you transfer money to the standard top-up account. For details about how to submit a service ticket, see [Submitting a Service Ticket](#).



----End

Other Operations

- Click **Unpaid Bills**. On the displayed dialog box, you can view the unpaid bills.

NOTE

Overdue bills will affect your credit on HUAWEI CLOUD. Please make the payment timely to avoid service interruption.

- Click **Payment record**. You can view the payment records on the **Account Statements** page.

12.2.4.2.2 Remittance Claim

After you transfer money offline to Huawei Cloud through a standard top-up account, claim the transferred money. Successfully claimed amount will arrive in your Huawei Cloud account.

The money will be transferred to the top-up account in two or three days within the same country/region. The money transfer may take longer time across countries/regions. The arrival time is subject to the bank transaction. Contact your bank to learn about the detailed banking procedures and money arrival time.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** Choose **Sales > Financial Information > Funds** in the menu on the top. Click the **Remittance Claim** tab.
- Step 4** Click **Submit Claim**. On the displayed page, enter the bank transfer information, including the transferred amount, currency, transfer date, sender, and sender's bank account (optional), select the invoice to be applied, upload the bank transfer certificate, and click **OK**.

Submit Claim

Amount Transferred

Currency

Transfer Date

Sender

(Optional) Sender Bank Account

Invoices to Be Applied To

<input type="checkbox"/> Invoice No.	Invoice Amount	Amount to Be Applied	Billing Cycle
No data found.			

Total Records: 0

Attachment

Upload Certificate

Only one file less than 10 MB can be uploaded. Supported formats: JPG, JPEG, PNG, ZIP, DOCX, MSG, XLSX, and PDF.
Ensure that the ZIP package contains only files in the preceding formats.

Cancel OK

- Step 5** You can view the review status of the remittance claim application you submitted.

NOTE

- After you claim a remittance, Huawei Cloud will complete its approval within one working day.
- Please fill in the information in the remittance form and ensure that the information is correct.
- After the application is approved, those selected invoices will be preferred.

----End

12.2.4.2.3 Viewing Account Statements

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

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Financial Information > Funds**.
- Step 4** The income and expense details page is displayed.

Transaction No.	Transaction Time	Transaction Type	Order/Transaction ID	Remarks	Revenue or E...	Amount(USD)	Balance(USD)
AC-17400003283-0	Sep 03, 2024 16:06:19 GMT+08:00	Top-up	--	--	Income	+0.10	20,564.96
AC-17400003282-0	Sep 03, 2024 15:54:41 GMT+08:00	Top-up	--	--	Income	+0.10	20,564.96

- Step 5** Set the transaction time and transaction type to search for desired account statements.

NOTE

- You can search for account statements across months. For account statements of more than 12 months ago, submit a service ticket to obtain them.
- When **Transaction Type** is **Transaction mode change**, the transaction was about allocating balance to a partner subaccount.

- Step 6** Export account statements.

- Export the selected records.
Choose **Export > Export Selected**. When the export is complete, the message **Records exported successfully** is displayed.
- View the export history.
 - a. Choose **Export > Export History** to open the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the completed account statements.

----End

12.2.4.3 Invoice Management

Huawei Cloud will automatically create corresponding invoices after generating the bills for the partner. The system normally creates the invoice of the previous month on the fifth day of the current month.

You can view and download the invoices automatically issued by Huawei Cloud, and configure whether to receive the invoice notification email when there is no expenditure record in the current month.

In addition, you can add or modify your invoice information. Then, the system will create the invoices based on your configured information.

Partners who meet the conditions can also manage WHT certificates. For details, see #Dis_000540/_section1588554152418.

Viewing Invoices

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation, choose **Sales > Financial Information > Invoices** and view the invoices automatically issued by the Huawei Cloud system.

Period	Invoice No.	Invoice Content	Invoice Amount	Status	Operation
202410	C5ER24000005	Top-up	800.00 USD	Invoiced	Download
202304	CHZ23000001	Pre-payment invoice	100.00 USD	Invoiced	Download

NOTE

- If you find that not all invoices are created, click **submit a ticket** in the note to request invoicing, and enter the required information and upload the expenditure bill on the displayed page to create an invoice creation service ticket.
- If you need to return an invoice, click **submit a ticket** in the note to return an invoice, and enter the required information and upload a picture or scanning copy of the original invoice on the displayed page to create an invoice returning service ticket.

- Step 4** Click **Download** in the **Operation** column to download the invoices.

NOTE

Alternatively, you can choose **Sales > Financial Information > Partner Bills**, click **Invoice No.** in the **Monthly Bills** area, and then download the invoices.

----End

Managing Invoice Information

You can add or modify the invoice information.

- To add information, go to the **Invoices** page and click **Manage Invoice Info**. In the **Manage Invoice Info** dialog box, configure **Address** and **Email** and click **Save**. You can add invoice information only when you perform the operation for the first time.
- To modify information, go to the **Invoices** page and click **Invoice Info Management**. In the **Manage Invoice Info** dialogue box, modify **Address** and **Email** and click **Modify**.

NOTE

The system automatically obtains the tax ID that you have entered during your registration. You cannot modify the tax ID here.

Receiving Invoices by Emails

You can also set whether to receive invoice notifications when there is no expenditure record in the current month on the **Invoices** page.

To enable or disable email receiving, go to the **Invoices** page and click **setting up email receipts for electronic invoices**. In the **setting up email receipts for electronic invoices** dialogue box, turn the toggle switch on or off to enable or disable the setting of receiving or not receiving the invoice notification when there are no expenditure records in the current month.

WHT Certificate Management

In Billing Center, you can manage your WHT certificates or receipts. After you have withheld taxes as required and obtained a WHT certificate issued by the tax authority, you can submit the certificate on the Huawei Cloud official website and follow up the certificate processing flow.

Precautions

- The WHT certificate management function is available only to partners below.

Registered Country	Signing Entity
Malaysia	Sparkoo Technologies Singapore Pte. Ltd.
Thailand	Sparkoo Technologies (Thailand) Co., Ltd.

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


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

Step 3 On the top navigation bar, select **Sales > Financial Information > Invoices**, and click **Withholding Tax Certificates**.

Step 4 On the displayed page, click **Upload**.

Step 5 On the displayed **Upload** page, configure the following parameters and click **Submit**.

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

Parameter	Description
Certificate Code	Specify the code in the WHT certificate. If no code is available in the certificate, enter the code generated by the system.
Certificate Date	Select the date when the WHT certificate is issued. Click  and select the date (year-month-day) in the certificate.
Certificate Amount	Enter the total amount according to the amount and currency in the certificate. Select the currency from the drop-down list box.
Select Invoices	<p>Click Add and select the invoices according to the WHT certificate. You can select multiple invoices, because one certificate can match multiple invoices. One invoice can be selected only once.</p> <p>The following invoice information is displayed: (Multiple invoices are displayed in multiple lines if there are any):</p> <ul style="list-style-type: none"> • Invoice No.: Automatically displayed according to the selected invoice. • Issued: Time when the invoice was issued. This field is automatically displayed according to the selected invoice. • Total Invoice Amount (Including VAT) (Payment Currency): Automatically displayed according to the selected invoice. • Total Invoice Amount (Excluding VAT) (Payment Currency): Automatically displayed according to the selected invoice. <p>NOTE The payment currency is the currency used in the invoice, that is, the currency selected in Partner Center > Partner Information > Basic Information > Preferences > Payment Currency.</p> <ul style="list-style-type: none"> • Certificate Amount (Certificate Currency): Specified manually for each invoice. The sum of the specified amounts must be equal to the Certificate Amount value. If only one invoice is selected, the Certificate Amount value is displayed and can be edited. • Certificate Amount (Payment Currency): Manually specified. Convert the Certificate Amount (Certificate Currency) value to a value with two decimal places in the currency used for the payment.
Certificate Attachment	Upload a signed or scanned copy of the WHT certificate. The file to be uploaded can be a JPEG, PNG, GIF, or PDF file and cannot exceed 10 MB. For multiple files, compress them into a .zip package and upload it.
Remarks	Manually specified.

----End

Precautions

After uploading the WHT certificate, you can view the uploading record on the **Withholding Tax Certificates** page, such as the uploading time, review time, and review status (to be reviewed, approved, or rejected). Click **Download** in the **Operation** column to download the certificate. Click **Details** in the **Operation** column to view the WHT certificate details.

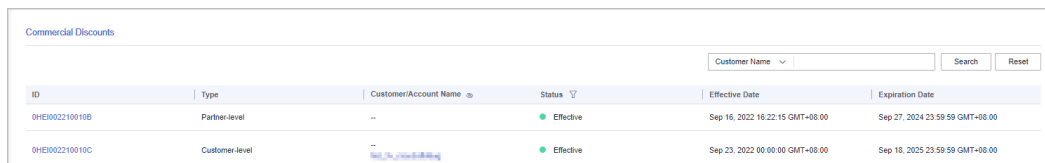
12.2.4.4 Contracts and Commerce

12.2.4.4.1 Viewing Commercial Discounts

Partners can view the commercial discounts in Partner Center.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Financial Information > Contracts and Commerce** to view commercial discounts.



ID	Type	Customer/Account Name	Status	Effective Date	Expiration Date
0HEI002210010B	Partner-level	--	Effective	Sep 16, 2022 16:22:15 GMT+08:00	Sep 27, 2024 23:59:59 GMT+08:00
0HEI002210010C	Customer-level	--	Effective	Sep 23, 2022 00:00:00 GMT+08:00	Sep 16, 2025 23:59:59 GMT+08:00

NOTE

- Click a commercial discount ID to view its details.
- Click an account name to view details about the customer.
- You can enter a customer name or customer account name to filter the discount data.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

----End

12.2.4.5 Coupon Management

12.2.4.5.1 Usage Rules

HUAWEI CLOUD directly issues cash coupons to the partners. These coupons can be deducted for settlement when a bill is generated.

Partners can obtain cash coupons by:

- Requesting basic benefits. For details, see [Creating a Cloud Software Solution](#)
- Exchanging the incentive earnings for cash coupons. For details, see [Applying to Issue Incentive Earnings](#)
- Contacting the ecosystem manager to requesting PoC test coupons.

Cash coupon usage rules are as follows:

- Cash coupons will be deducted for transactions in sequence when a bill is generated.
- Cash coupons assigned to a specific customer will be preferentially used.
- Cash coupons will not be refunded if partners unsubscribe from or downgrade their resources.

NOTE

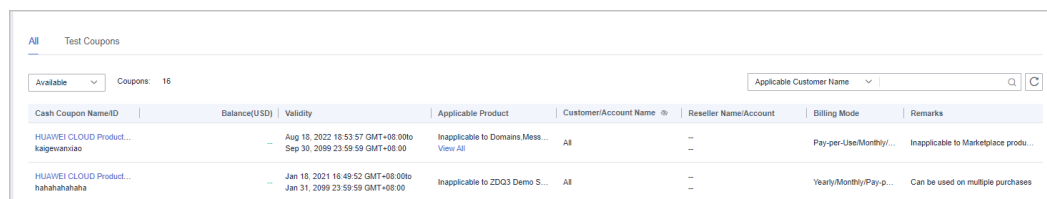
Cash coupons are refunded only in the following unsubscription scenarios: resource unsubscription (the order has not taken effect), unsubscription due to order exceptions, and unsubscription from a renewal period (the renewal period has not taken effect).

12.2.4.5.2 Viewing Cash Coupons

Partners can view their coupon details in the Partner Center.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Financial Information > Coupons** to view coupons on the **All** tab.



Cash Coupon Name/ID	Balance(USD)	Validity	Applicable Product	Customer/Account Name	Reseller Name/Account	Billing Mode	Remarks
HUAWEI CLOUD Product... kaigevanhao	--	Aug 18, 2022 18:53:57 GMT+08:00 Sep 30, 2099 23:59:59 GMT+08:00	Inapplicable to Domains Mess... View All	All	--	Pay-per-Use/Monthly/...	Inapplicable to Marketplace produ...
HUAWEI CLOUD Product... hahahahaha	--	Jan 18, 2021 16:49:52 GMT+08:00 Jan 31, 2099 23:59:59 GMT+08:00	Inapplicable to ZD03 Demo S...	All	--	Yearly/Monthly/Pay-p...	Can be used on multiple purchases

NOTE

- To view the details and usage records of a cash coupon, click the cash coupon name.
- You can click an account name to view customer details.
- To view historical quota and usage records of cash coupons, click **the cash coupon quota history** at the top of the page.
- You can filter cash coupons by status (available, used, and invalid).
- You can enter a customer name or account name to search for all coupons that are available to a specific customer.
- By default, this page only displays cash coupons that expired within the last two years. Click on **the coupons that have expired for more than two years** to view the corresponding coupons.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

----End

12.2.4.5.3 Enabling/Disabling Test Coupon Balance Notification

Partner Center sends notifications about test coupon usage to the partners.

The system will email partners their reseller customers' monthly coupon usage and estimated amount due seven days, and then again three days, before the end of each month. If there are not enough coupons for PoC testing, contact the ecosystem manager to request more.

Usage notification is enabled by default. Partners can disable it in the Partner Center.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Financial Information > Coupons**.
- Step 4** On the **Test Coupons** page, enable or disable **Test Coupon Balance Notification** as needed.

Cash Coupon Name/ID	Balance(USD)	Validity	Applicable Product	Customer/Account Name	Reseller Name/Account	Billing Mode	Remarks
HUAWEI CLOUD Experie... xiaopengyouhehehe	--	Sep 18, 2020 00:00:00 GMT+08:00to Dec 31, 2099 23:59:59 GMT+08:00	Inapplicable to Domains.Mess... View All	--	eg_ h8003 company eg_ h8003	Monthly/Pay-per-Use	Can be used on multiple purchases
HUAWEI CLOUD Experie... CP20691800015GNEK	500.00	Sep 18, 2020 00:00:00 GMT+08:00to Dec 31, 2099 23:59:59 GMT+08:00	Inapplicable to Domains.Mess... View All	f***y id***_end**	--	Monthly/Pay-per-Use	Can be used on multiple purchases

NOTE

- To view the details and usage records of a cash coupon, click the cash coupon name.
- To view customer details, click an account name.
- To view historical quota and usage records of cash coupons, click **the cash coupon quota history** at the top of the page.
- You can filter cash coupons by status (available, used, and invalid).
- You can enter a customer name or account name to search for all coupons that are available to a specific customer.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

----End

12.2.5 Incentives

12.2.5.1 Product Discounts and Incentives

12.2.5.1.1 Querying Product Discounts and Incentives


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

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Incentives > Product Discounts and Incentives**.

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

NOTE

Click  next to **Incentive Policy** in the product list to query the products which the specific incentive policies apply to and the discount policies.

----End

12.2.5.2 Indicator Management

Partners can view and export indicators in the Partner Center.

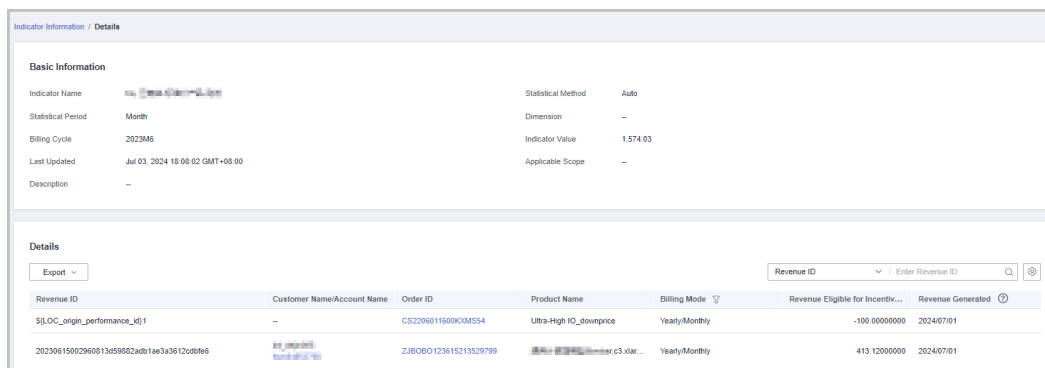
Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Incentives > Indicator Information**.

Indicator Name	Applicable Scope	Statistical Method	Statistical Period	Dimension	Billing Cycle	Indicator Va...	Last Updated	Operation
...	...	Auto	Quarter	--	2024Q3	49,773.42	Jul 12, 2024 15:33:35 ...	View Details Feedback
...	...	Manual	Year	--	2024Y	37,000.00	Jul 10, 2024 12:00:04 ...	View Details
...	...	Auto	Month	--	2023M6	1,574.03	Jul 03, 2024 10:08:02 ...	View Details Feedback
...	...	Manual	Quarter	--	2024Q2	3,900.45	Jun 21, 2024 17:28:3...	View Details
...	...	Auto	Quarter	--	2024Q1	37,000.00	Apr 12, 2024 15:24:32...	View Details
...	...	Auto	Year	--	2023Y	1,950.00	Jan 16, 2024 11:49:31...	View Details Feedback
...	...	Auto	Quarter	--	2023Q4	0.00	Jan 16, 2024 11:46:31...	View Details Feedback
...	...	Auto	Quarter	--	2023Q4	2,340.22	Jan 06, 2024 16:29:0...	View Details Feedback
...	...	Auto	Quarter	--	2023Q4	0.00	Jan 06, 2024 03:01:0...	View Details Feedback
...	...	Auto	Quarter	--	2023Q3	200.00	Dec 15, 2023 14:02:3...	View Details

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

Step 4 Click **View Details** in the **Operation** column to switch to the **Details** page where you can view the basic information and details about an indicator.



- In the upper right corner of the **Details** area, enter a **Revenue ID** or an **Order Number** to search for information.
- Export indicators.
 - Exporting indicators
Click **Export > Export Selected**. The system will display **Export task created**.
 - View export history
 - Click **Export > View Export** to enter the export history page.
 - Click **Download** in the **Operation** column to download and view indicator data in the **Completed** state.

Step 5 Click **Feedback** in the **Operation** column and provide feedback on the indicator data.

Feedback ✕

Indicator Name 2024 Quarterly Revenue Amount ... Billing Cycle 2024Q3

Indicator Value 48,773.42

* Feedback

Example: There is a problem with the indicator. The indicator value should be \$1,000 USD, but the system shows that the value is \$950 USD. (Describe the problem in details, and upload related proof materials if any.)

0/1,000

Attachment

Provide related materials. Compress multiple files into a package and upload it. A JPG or ZIP file of up to 5 MB can be uploaded. The file name must not contain any Chinese characters. Otherwise, the upload may fail.

Email

----End

12.2.5.3 Revenue Management

12.2.5.3.1 Querying Revenues

Partners can query customer revenues and details.

Precautions

Revenue data can be viewed the next working day.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center**.
- Step 3** In the top navigation, select **Sales > Incentives > Revenue Management**.
- Step 4** Select **Revenues** to view information of **Period**, **Revenue Eligible for Incentives**, and **Status**. You can also enter a reconciliation period to query revenues.

Revenue Management

• For more information, see [How Are My Incentives Calculated?](#)
 • The revenue data of the current month can be viewed on the sixth day of the following month.

Revenues
Details
Period

Period	Revenue Eligible for Incentives(USD)	Last Updated	Status	Withdrawal Reason	Operation
2024M5	110.00	Jul 10, 2024 00:00:01 GMT+08:00	● End of publicity	--	View Details

- The data that has not been reviewed in the previous month is in the **Draft** state. The data that has been reviewed is in the **Final** state. The data of the current month is in the **Estimated** state.
- Click **View Details** in the **Operation** column to view revenue details.

Revenue ID	Customer Name(A...	Order ID	Order Type	Product Name	Product Type	Billing Mode	Revenue Eligible L...	Revenue Genera...	Operation
\$\{LOC_origin_performance_id\}	--		Subscription	--	Object Storage Ser...	Yearly/Monthly	2.000.00000000	2024/07/01	View Details Feedback
\$\{LOC_origin_performance_id\}	--	CS2206011600X...	Unsubscription	Ultra-High IO_down...	Elastic Volume Ser...	Yearly/Monthly	-100.00000000	2024/07/01	View Details Feedback

- Click **Feedback** in the **Operation** column to enter your feedback on revenue issues and click **OK**.

Feedback

Period: 2023M4 Issue Type: Revenue list

Revenue Eligibl...: 1,110.39

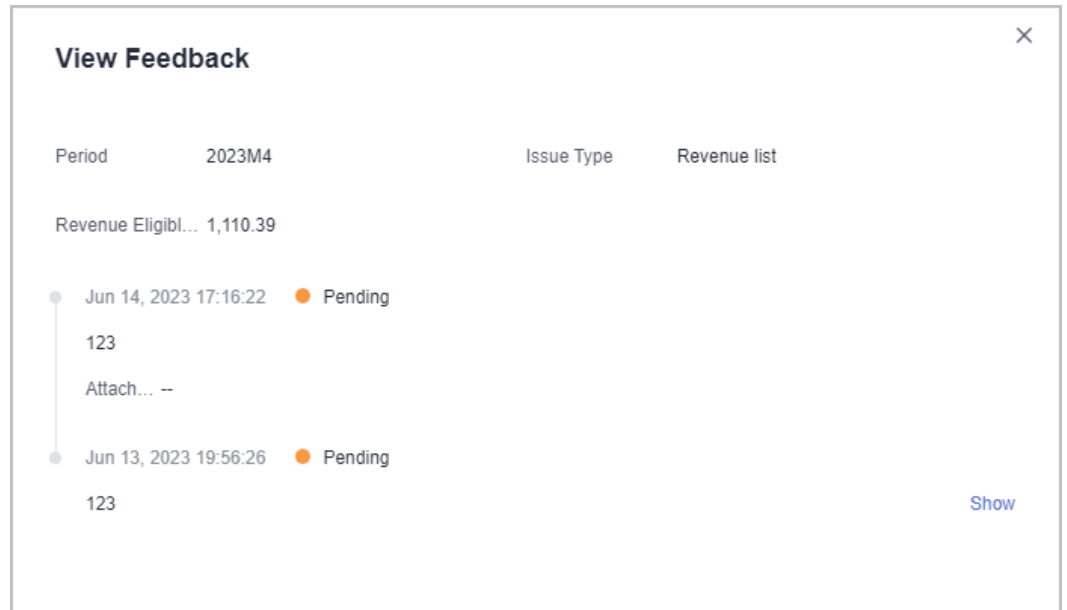
* Feedback: 0/500

Attachment:

Provide related materials. Compress multiple files into a package and upload it. A BMP, JPG, JPEG, PNG, GIF, ZIP, or RAR file of up to 5 MB can be uploaded. The file name must not contain any Chinese characters. Otherwise, the upload may fail.

Email:

- Click **Feedback Details** in the **Operation** column to view the handling result.



Step 5 Select **Details** to view information of **Revenue ID, Order ID, Product Name, Billing Mode**, etc. In this page, you can filter revenue details by revenue confirmation time and feedback status. You can also enter a customer name, a reseller name, or an order ID to query revenue details.

Revenue ID	Customer Name/A...	Order ID	Order Type	Product Name	Product Type	Billing Mode	Revenue Eligible f...	Revenue Generate...	Operation
{LOC_origi_performance_id}	--		Subscription	--	Object Storage Ser...	Yearly/Monthly	2,000,000,000,000	2024/07/01	View Details Feedback
{LOC_origi_performance_id1}	--	CS2285011600K...	Unsubscription	Ultra-High IQ_down...	Elastic Volume Ser...	Yearly/Monthly	-100,000,000,000	2024/07/01	View Details Feedback

- Click a customer name or account name to view customer details in **Customers > Customer Management**.
- Click an order ID to view order details in **Customers > Customer Orders** page.
- Click **View Details** in the **Operation** column to view incentive details, including revenues, expenditures, and other details.
- Click **Feedback** in the **Operation** column to enter your feedback on revenue issues and click **OK**.

- Click **Feedback Details** in the **Operation** column to view the handling result.

Step 6 Export Revenue Details

- Export by Revenue Generation Time
Click **Export > Export by Revenue Generation Time**. Select the generation time and click **Export**. The system will display **Export task created**.
- Export selected records.
Click **Export > Export Selected**. The system will display **Export task created**.
- View export history
 - a. Click **Export > View Export** to enter the export history page.

- b. Click **Download** in the **Operation** column to download and view revenue details in the **Completed** status.

----End

12.2.5.4 Incentive Earning Management

12.2.5.4.1 Revenue Amount Description

Revenue refers to the expenditures (both new purchases and renewals) generated when a distributor's customers and the customers of the distributor's resellers purchase Huawei Cloud products and services. Expenditures generated from cash coupons issued by Huawei Cloud, value-added tax, sales tax, goods and service tax, and other turnover taxes, as well as the expenditures on the products with no revenue or rebate applied cannot be included in the revenue.

12.2.5.4.2 Description of Incentive Earnings Distribution Statuses

The following table describes the incentive earning distribution statuses.

Current Step	Next Step	Current Status	Message	Suggested Operation
Submit an application.	Process the application.	Pending Submission	Please request your incentive earnings or enable the auto pay function.	Applying to Issue Incentive Earnings
Process the application.	Review the invoice.	Processing Request	The payment requisition has been submitted to Huawei. Please issue an invoice.	None
Create the invoice.	Review the invoice.	Pending Partner Invoice	Please complete the invoicing and send the invoice back to HUAWEI CLOUD before the time displayed on the system. HUAWEI CLOUD will review the invoice on the second working day after receiving the invoice. After receiving the invoice, the finance department will review the invoices, and the process enters the payment review step.	Creating Invoices for Incentive Earnings
Review the invoice.	Review the payment application.	Pending Approval	It takes about two working days from invoice received to invoice reviewing completed.	None

Current Step	Next Step	Current Status	Message	Suggested Operation
Review the payment application.	Conduct the payment.	Payment Application Pending Approval	It takes about three working days from invoice review approved to payment application approved.	None
		Payment Application Pending Approval	It takes about three working days for the settlement specialist to complete the review.	None
Conduct the payment.	Complete	Payment in Progress	After the payment application is approved, the finance department will transfer the incentive earnings to your bank account or top up your HUAWEI CLOUD account within 30 calendar days after receiving your invoices.	None
Complete	None	Completed	The finance department has transferred the incentive earnings to your bank account.	None
		Completed	The finance department has topped up your HUAWEI CLOUD account.	None
		Completed	- (Cash coupons have been issued.)	None
		Completed	Unexpected errors occurred during the cash coupon issuing.	Contact the customer service.

12.2.5.4.3 Description of Incentive Earnings Statuses

The following table describes the incentive earnings statuses.

Status	Description
Estimated	Indicates the estimated incentive earnings based on the revenues of the current billing cycle.

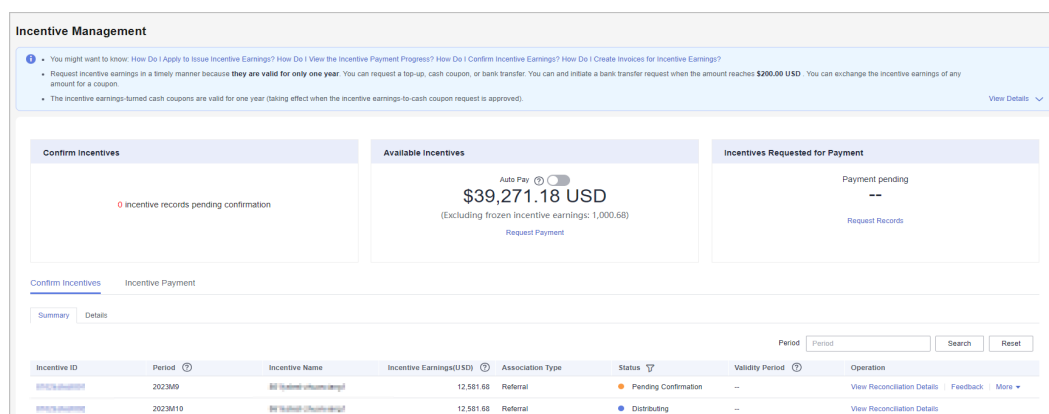
Status	Description
Pending confirmation	Indicates that the officially generated incentive statements are waiting for partner confirmations.
Issuing	Indicates that the officially generated incentive statements are waiting for Huawei operations personnel reviews.
Issued	Indicates that incentive earnings have been issued.

12.2.5.4.4 Confirming Incentive Earnings

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

Confirming Incentive Earnings

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



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

Step 5 Confirm incentive earnings.

1. Select the target incentive record and click **Confirm** in the **Operation** column.
2. Click **OK**.

NOTE

- After confirming the incentive earnings, wait for the approval from Huawei. You can check the processing progress in the **Status** column. If the process is completed, the status will change to **Distributing**.
- If an incentive earning is not confirmed within the specified period, the system will automatically confirm it. The default period is 5 days.

----End

Viewing Incentive Earning Details

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Incentives > Incentive Management**.
The **Incentive Management** page is displayed.
- Step 4** Select **Confirm Incentives > Details**.
- Step 5** You can search for incentive details by reconciliation period, feedback status, product type, incentive program, customer, order, or incentive bill ID.

The screenshot shows the 'Confirm Incentives' page with the 'Details' tab selected. The table below lists several incentive entries for the period 2023Q1.

Period	Reseller Name/Reseller ...	Customer Name/Accou...	Product Type	Product Name	Revenue Confirmed	Rebate Percentage	Incentive Earnings(USD)	Operation
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80.00000000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80.00000000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80.00000000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80.00000000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80.00000000	Details
2023Q1	--	--	Elastic Volume Service	Ultra-High IO_downprice	2023/03/01	80%	80.00000000	Details

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

The 'Feedback' dialog box contains the following fields and options:

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

Step 6 Export incentive details.

- By incentive program

Click **Export** > **Export by Incentive Program**. Select **Period** and **Incentive Program** and click **Export**. The message "Export task created" is displayed.

- Export the selected records.

Click **Export** > **Export Selected**. The message "**Export task created**" is displayed.

- View the export history.
 - a. Choose **Export** > **View Export** to enter the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the completed incentive details.

----End

12.2.5.4.5 Applying to Issue Incentive Earnings

After the incentive data is calculated and reconciled, you can request payment of the incentives. The payment options include Transfer to bank account (only applicable to the referral model), Top up Huawei Cloud account, and Exchange for cash coupons.

You can choose a payment option based on your needs. Currently, you can request to pay all incentives and partial incentives and configure automatic payment.

If you choose to convert the incentives to cash coupons, no invoice will be required, and the system automatically allocates coupons to your account.

If you choose other payment options, you need to issue invoices and mail the invoices and the invoicing information to Huawei Cloud after receiving the incentive invoicing notification. After reviewing and verifying the invoices, Huawei Cloud will issue the incentives to you in the way you selected.

NOTE

When a partner applies for incentive distribution, all the expenditures in the corresponding billing cycle must be paid. (reseller customers' expenditures should be paid by their associated partners.) If not all the expenditures generated in a billing cycle are paid, the incentive earnings of the billing cycle will be frozen and cannot be applied for. The incentive earnings will be unfrozen the next day after all the expenditures are paid.

Prerequisites

You have completed business information certification. For details, see [Business Information Certification](#).

Procedure

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

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

Step 3 In the top navigation, select **Sales** > **Incentives** > **Incentive Management**.

NOTE

The incentive earnings that can be applied for does not include the frozen incentive earnings. You can click **View Freezing Reason** of the target period to query the freezing reason for the incentive earning.

Step 4 You can switch to the **Request Payment** page in either of the following methods:

- In the **Available Incentives** area, click **Request Payment**.
- On the **Incentive Payment > Incentive Distribution** tab, click **Request Payment**.

The **Request Payment** page is displayed.

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

Step 5 In the **Request Payment** dialog box, configure **Payment Options**, click **OK**.

 NOTE

- When you apply for incentive earnings payment, the system selects all the incentive earnings to be applied for by default. If you want to apply for the payment of a single incentive earning or part of the incentive earnings, select the required items.
- When you apply for the payment of a single incentive earning or partial incentive earnings, if you choose to pay them in **Transfer to bank account** or **Top-up HUAWEI CLOUD account** mode, you need to issue an invoice with the same amount as the applied incentive earnings amount after each application.
- Apply for incentive earnings timely because they are valid for only one year.
- Incentive earnings generated from resale customers can be paid to you through two methods: Top up Huawei Cloud account and Exchange for cash coupons, while those generated from referral customers can be paid through three methods: Transfer to bank account, Top up Huawei Cloud account, and Exchange for cash coupons. Refer to the applicable payment options the **Payment Option** column.
- Transfer to bank account (This option is not applicable to incentives specific for revenues from new customers, incentives for quarterly and annual increased revenues, or special incentives in the partner resale model, and it can only be used for the distribution of monthly rebates in the referral model. To initiate a bank transfer, the amount must reach \$200.00 USD, and an invoice is required. The incentive earnings will be transferred to your authenticated bank account within about 30 calendar days of when the invoice is received.)
- Exchange for cash coupons (This option is applicable not only to incentives specific for revenues from new customers, incentives for quarterly and annual increased revenues, and special incentives in the partner resale model, but also to the distribution of monthly rebates in the referral model. There is no approval or invoice required, and no amount thresholds need to be met. You can get the cash coupons within about 10 minutes. The cash coupons are valid for one year and can be used to pay your bills.)
- Top up Huawei Cloud account (This option is applicable not only to incentives specific for revenues from new customers, incentives for quarterly and annual increased revenues, and special incentives in the partner resale model, but also to the distribution of monthly rebates in the referral model. There is no invoice required, and no amount thresholds need to be met. The incentive earnings will be transferred to your Huawei Cloud account within about 30 calendar days of when the invoice is received. They cannot be withdrawn but can be used to pay your bills.) If you choose to top up your Huawei Cloud account, the amount added to your balance is subject to the exchange rate on the day of payment.
- If you choose **Transfer to bank account** or **Top-up HUAWEI CLOUD account**, the incentive earning status will change to **Processing Request** after you submit the request, and then change to **Pending Partner Invoice** after the system processing is complete.
- If you have a negative incentive earning, this item is selected by default and cannot be deselected. The negative amount will be first deducted before the incentive earnings are paid.
- Expired incentive earnings cannot be paid. Incentive earnings attached to an application rejected while pending submission are no longer subject to expiry.

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

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

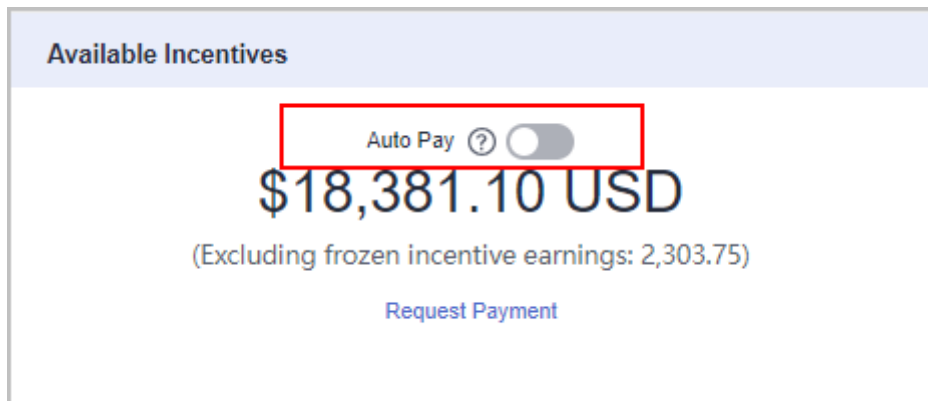
Step 7 (Optional) Enable automatic payment.

NOTE

After you enable this function, the system will automatically pay the incentive earnings to your account on the fifth day after the incentive earnings records were generated.

In addition, if you select **Transfer to bank account** and the incentive earnings are less than \$200 USD, you can wait and submit the request when the earnings reach the amount required.

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

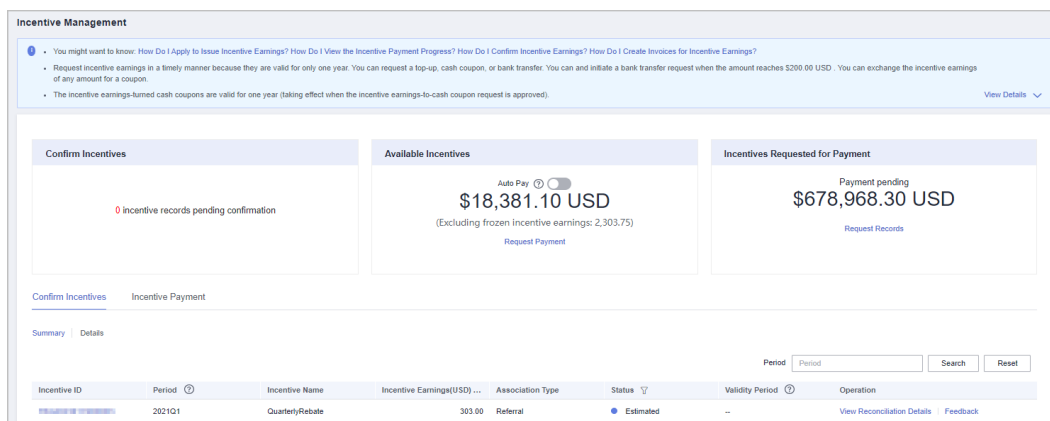


2. In the **Modify Auto Pay Options** dialog box, configure the incentive earnings payment options.
3. Click **OK**.

Step 8 (Optional) View the request history.

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

1. On the **Incentive Management** page, click the **Request Records** to view the request history.



2. Click **View Details** in the **Operation** column. In the **Requisition Details** page, you can view information such as **Incentive Earnings** and **Incentive Earning Details**.
3. Click **View Billing List** in the **Operation** column. In the **View Billing List** page, you can view and print the billing list. For details, see [Creating Invoices for Incentive Earnings](#).

 **NOTE**

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

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

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

----End

12.2.5.4.6 Creating Invoices for Incentive Earnings

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

 **NOTE**

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

Procedure

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

M.S. LTD

Company No.: [REDACTED] **Invoice No.:** [REDACTED]
Account No.: [REDACTED] **Invoice Date:** 2017/10/16
Bank Name: [REDACTED] **Invoice Currency:** USD

Registered address:
[REDACTED]

To:
Huawei [REDACTED]

Payment Requisition Form No. : ITh-201710164e6

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

VAT No. : 514486505

Remark: [REDACTED]



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

NOTE

Alternatively, you can log in to the Partner Center, select **Incentives > Incentive Management > Incentive Payment > Request Records**, and click **View Billing List** in the **Operation** column of the target incentive earning to go to the **View Billing List** page.

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

[Print](#)

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

NOTE

After HUAWEI CLOUD reviews and verifies the invoices, it will issue the incentive earnings to you in your selected way.

----End

12.2.5.4.7 Query Incentive Details

You can query incentive details by order number, customer name, customer account, reseller name, account manager name, and product type.

Procedure

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

Incentive Management

For more information, see [How Are the Customers' Expenditures Counted into Performance?](#)

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

[View Details](#)

Confirm Incentives

0 incentive records pending confirmation

Available Incentives

Auto Pay

\$0.00 USD

No Incentive earnings are available.

Incentives Requested for Payment

Payment pending

--

[Request Records](#)

[Confirm Incentives](#) [Incentive Payment](#)

Summary Details

Period

Incentive ID	Period	Incentive Name	Incentive Earnings(USD)	Association Type	Status	Validity Period	Operation
HKS20210207000000	2021M1	MonthlyRebate	0.00	Reseller	Distributed	--	View Reconciliation Details

Step 4 Click **Incentive Payment > Incentive Details**. Set the search options to filter incentive data.

The screenshot shows a web interface for 'Confirm Incentives' with a sub-tab for 'Incentive Payment'. Below the sub-tab are three tabs: 'Incentive Distribution', 'Incentive Details' (which is active), and 'Request Records'. There are two bullet points of information: 'Incentive earnings are displayed one hour after they are generated. If your incentive earnings are not displayed, please try again later.' and 'The system does not display the incentive earnings that were generated before October 2018.' Below this is a search form with the following fields: 'Year' (a dropdown menu set to '2023'), 'Order ID' (text input: 'Enter an order/transaction number'), 'Account Manager' (text input: 'Enter an account manager'), 'Product Type' (dropdown: 'Select a product.'), 'Customer Name' (text input: 'Enter a customer name or account name.'), and 'Reseller Name' (text input: 'Enter a reseller name or customer name.'). There are 'Search' and 'Reset' buttons at the bottom right of the form.

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

Step 6 Export incentive details.

- Export incentive details.
Click **Export > Export History**, set search options, and click **OK**. The message "Export task created" is displayed.
- View export history.
 - a. Click **Export > View Export** to go to the export history page.
 - b. Click **Download** in the **Operation** column to download and view incentive data in the **Completed** state.

----End

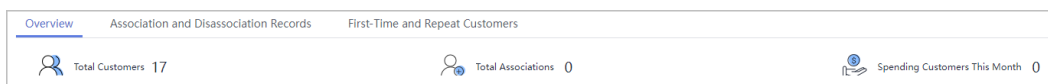
12.2.6 Operation Statistics

12.2.6.1 Viewing Customer Statistics

A distributor can view the customer statistics of its associated resellers, including the number of customers, newly associated customers, customer analysis, disassociated customers, and revenue contributions.

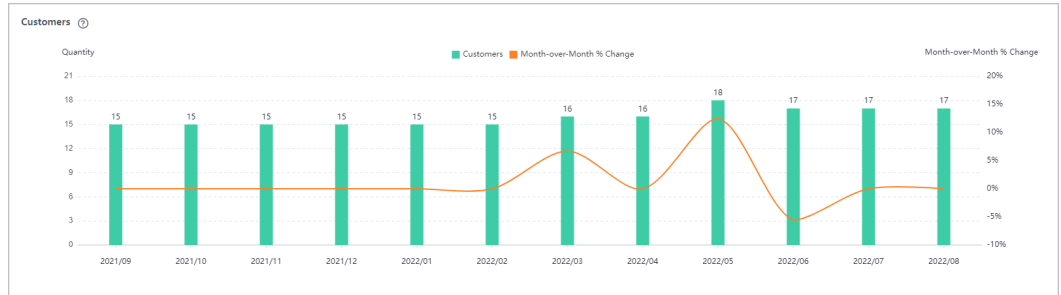
Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** Select **Sales > Operations Statistics > Customers** on the top navigation bar.
 - Click the **Overview** tab.
 - On the displayed page, you can check the **Total Customers**, **Total Associations**, and **Spending Customers This Month**.



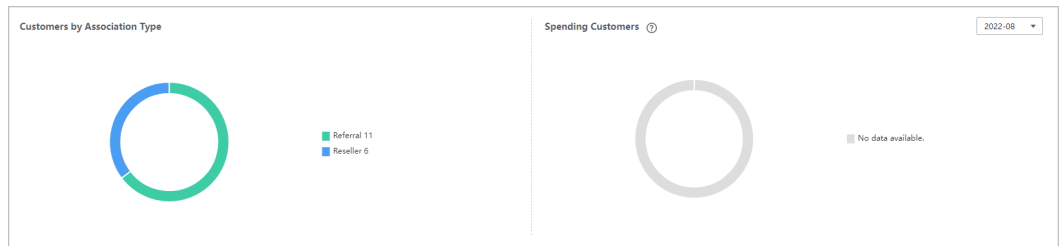
- Click **Select Account Manager or Director** to sort out the customers that you want to view.

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

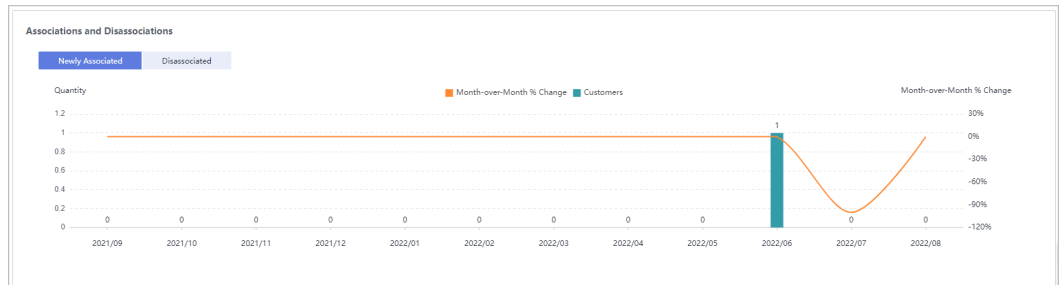


In the **Customers by Association Type** area, you can view how many of each type of associated customers there are.

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



- Click the **Association and Disassociation Records** tab and click **Select Account Manager or Director** to sort out the customers that you want to view.
 - In the **Associations and Disassociations** area, you can view the number of customers newly associated and disassociated in the recent year.



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

Customer	Account Name	Association Type	Operation	Account Manager	Operation Time
	XXXXXXXXXXXX	Reseller	Disassociation	--	Jun 02, 2022 11:38:33
	XXXXXXXXXXXX	Reseller	Association	--	May 10, 2022 16:18:21
	XXXXXXXXXXXX	Reseller	Association	--	May 10, 2022 16:11:42
	XXXXXXXXXXXX	Reseller	Disassociation	--	Apr 18, 2022 16:15:03
	XXXXXXXXXXXX	Reseller	Association	--	Apr 18, 2022 14:54:36
XXXXXXXXXXXX	XXXXXXXXXXXX	Reseller	Disassociation	--	Apr 13, 2022 09:10:39
XXXXXXXXXXXX	XXXXXXXXXXXX	Reseller	Association	--	Apr 12, 2022 21:36:25

----End

12.2.6.2 Viewing Expenditure Statistics

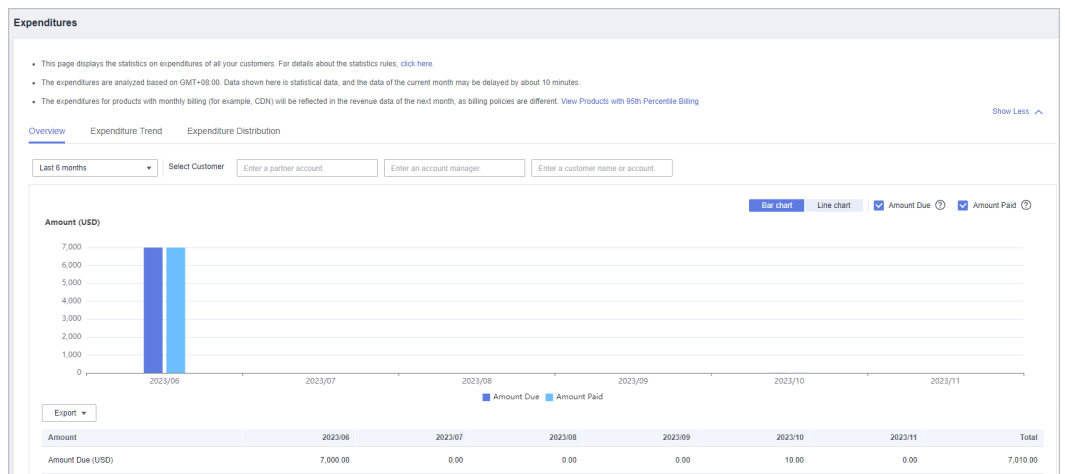
A partner can view the expenditure overview, trend, and distribution of a customer.

Precautions

For details about the expenditure statistics rules, click [here](#).

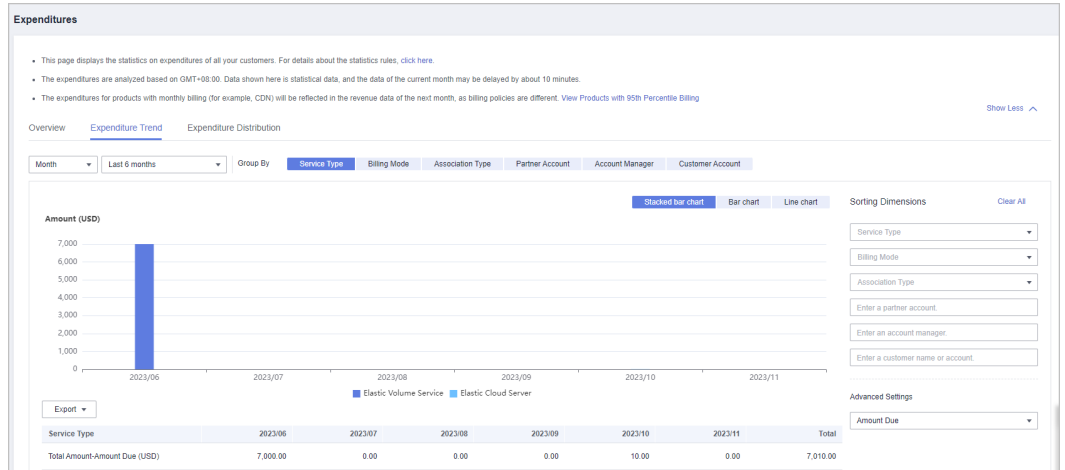
Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** Select **Sales > Operations Statistics > Expenditures** on the top navigation bar.
 - The **Overview** tab page is displayed by default. Select a time range and enter an account manager name or account name in the search box to query the expenditure trend, amount due, and amount paid.



Export customer expenditure data.

- Export the selected records.
 - Choose **Export > Export Selected**. Message "Export task created." is displayed.
- View the export history.
 - i. Choose **Export > View Export** to switch to the **Export History** page.
 - ii. Click **Download** in the **Operation** column to download and view expenditure data in the **Completed** state.
- Select the **Expenditure Trend** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the expenditure trend of customers and detailed fees. You can also set criteria in **Sorting Dimensions** and **Advanced Settings** on the right.

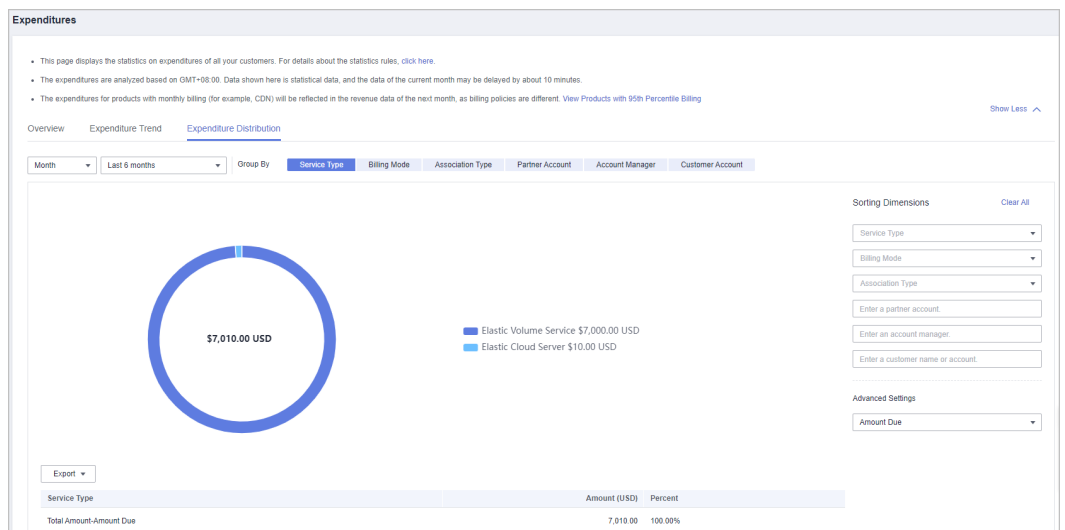


NOTE

When **Customer Account** is selected as a criterion for grouping data, you can click the eye button next to **Customer Name/Customer Account** to show or hide the complete content of customer names.

Export the detailed expenditures.

- Export the selected records.
Choose **Export > Export Selected**. Message "Export task created." is displayed.
- View the export history.
 - i. Choose **Export > View Export** to switch to the **Export History** page.
 - ii. Click **Download** in the **Operation** column to download and view expenditure records in the **Completed** state.
- Select the **Expenditure Distribution** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the expenditure distribution of customer expenditures and detailed fees. You can also set criteria in **Sorting Dimensions** and **Advanced Settings** on the right.



 **NOTE**

When **Customer Account** is selected as a criterion for grouping data, you can click the eye button next to **Customer Name/Customer Account** to show or hide the complete content of customer names.

Export the detailed expenditures.

- Export the selected records.

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

- View the export history.

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

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

----End

12.2.6.3 Viewing Revenue Statistics

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

Precautions

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

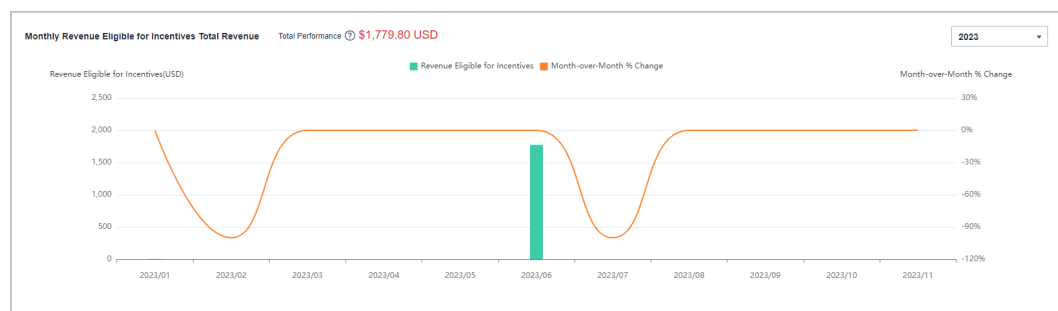
Procedure

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

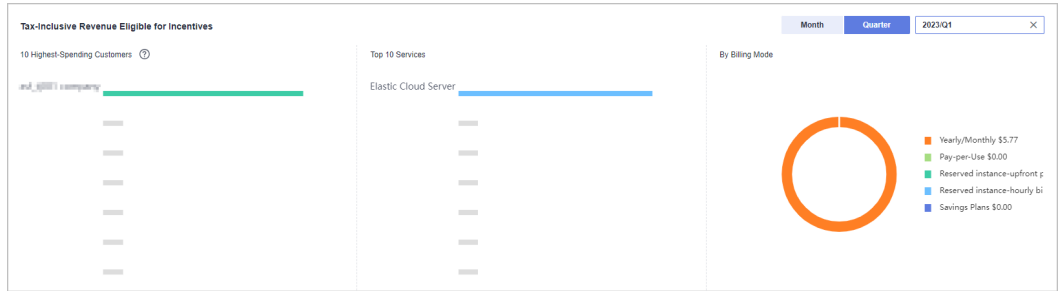
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

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

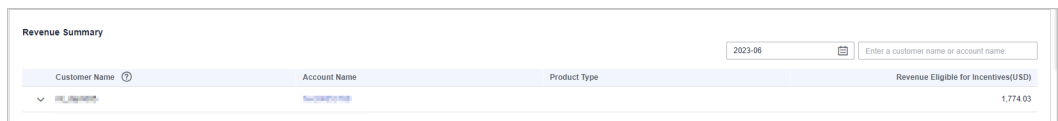
Step 4 In the **Monthly Revenue Eligible for Incentives** area, you can view revenue statistics up to the current month.



In the **Tax-Inclusive Revenue Eligible for Incentives**, you can view the top **10 Highest-Spending Customers** and **Top 10 Services** for a specific month or a quarter. You can also view revenue statistics by billing mode.



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



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

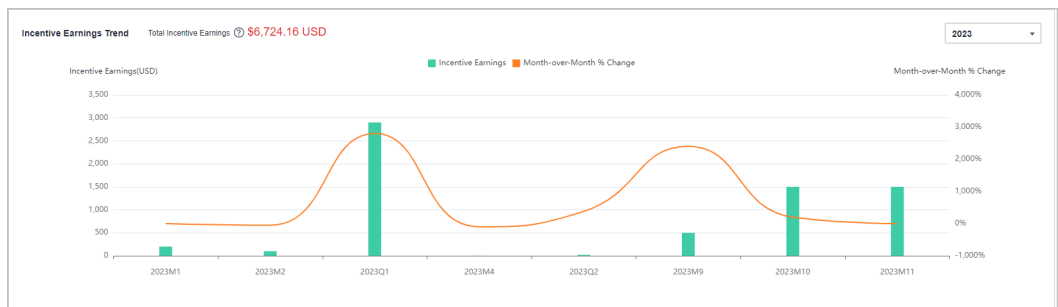
----End

12.2.6.4 Viewing Incentive Statistics

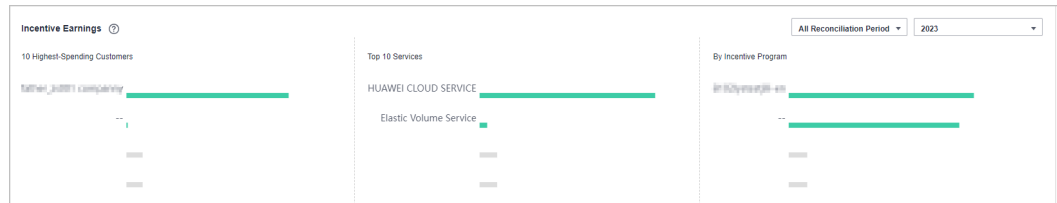
Partners can view the incentive trend, statistics, and summary of the current year.

Procedure

- Step 1** Sign in to **Huawei Cloud** as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Operations Statistics > Incentives**.
- Step 4** In the **Incentive Earnings Trend** area, you can view revenue trend of the current year.



In the **Incentive Earnings** area, you can view the incentives in a statistical period of the top 10 customers and top 10 services. You can also view incentives by incentive program.



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

The screenshot shows the 'Incentive Earnings Summary' interface. It has tabs for 'Expenditures' and 'Refunds'. A dropdown menu is set to '2023'. Below the filters is a table with the following data:

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

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

----End

12.3 Resellers

12.3.1 Transaction Model

12.3.1.1 Overview

A Huawei Cloud reseller is developed and managed by a Huawei Cloud distributor. Resellers will be responsible for presales consulting, product selling, and providing related services.

Resellers can develop customers in the reseller model.

In the reseller model, resellers settle with their associated customers and issues invoices to and collects payments from them. Huawei Cloud makes a settlement with, issues invoices to, and collects payments from the resellers' distributors.

Huawei Cloud will not engage itself in the settlement of the resellers. The settlement rules between a reseller and their associated distributor are defined by the reseller and the distributor.

The following describes the reseller model in detail.

12.3.1.2 Reseller Model

Developing Customers

A reseller can develop customers and sell Huawei Cloud products and services to them. For details about how to develop customers, see [Customer Development](#).

Controlling the Budget

A distributor can set monthly budgets for their resellers' customers to control customer expenditures.

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

Distributors and resellers will receive alerts if their customers' budget usage exceeds a certain limit. Resellers can ask their distributors to adjust monthly budgets or freeze the accounts for their customers. If a customer's account is frozen, the customer cannot buy, renew, or change resources, and provisioned resources may become unavailable, but still incur fees.

If a customer uses up their budget, Huawei Cloud will automatically restrict the customer from purchasing yearly/monthly products and reserved instances. However, the customer can still purchase pay-per-use resources. A distributor can further restrict a customer from purchasing pay-per-use resources.

NOTE

- After a customer is associated with a reseller, the customer account is frozen by default. The customer cannot purchase products or services until the distributor sets a monthly budget and unfreezes the account for the customer.
- A reseller needs authorization from their distributor to set budgets, freeze or unfreeze accounts, and freeze or unfreeze resources for their customers. For details, see [Setting Account Freezing and Budget Setting Permissions for Resellers](#).

Purchasing Huawei Cloud Products

The expenditures displayed on Billing Center for your customer are calculated based on list prices. These figures are used as a reference for cloud service resource usage. They do not represent the money spent. The actual payment amount of a customer is determined by you and your customers.

Querying Customer Expenditures

Resellers can check their customers' expenditures in Partner center.

For details, see [Viewing a Customer's Orders](#) and [Customer Expenditures](#).

Customers expenditure summary is not the partner bill and cannot be used as the basis for partners' settlement, payment, or billing.

NOTE

- The expenditure summary data has a latency. The actual expenditure data is subject to the expenditure details.
- The expenditure summary and details are collected based on Beijing time (GMT+08:00).
- The expenditure summary and details do not include the tax.
- Cash coupons will be deducted from the customer account before the bill of the customer's pay-per-use product fees is generated at the end of the month. The deducted cash coupons calculated before the settlement contain only the cash coupons deducted when the order is paid.

12.3.2 Leads and Opportunities

12.3.2.1 Customer Development

12.3.2.1.1 Pre-registering Customers

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

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

A partner can send [emails](#) or [hyperlinks and QR codes](#) to invite potential customers.

Precautions

- A customer cannot be pre-registered by a partner if the customer:
 - Registers with Huawei Cloud (Chinese mainland website).
 - Has been associated with a partner.
 - Has been pre-registered by another partner.
 - Has signed contracts with Huawei Cloud.
 - Has cash expenditure records and has not been pre-registered by the Huawei Cloud direct sales team.
 - Has been associated with an enterprise master in the unified accounting model.
- A partner can submit a request for manual pre-registration review if the customer:
 - Has registered for more than seven days or has cash expenditure records and has been pre-registered by the Huawei Cloud direct sales team.
 - Registers in a country that is inconsistent with the location where the partner develops business.
 - Belongs to the Huawei Cloud online sales team.
- The maximum number of pending and pre-registered customers is 100. When the maximum number is reached, the partner cannot preregister any customers.
- The validity period of pre-registration is 15 days. A pre-registered customer cannot be pre-registered by another partner until the current validity period has expired.
- If a partner does not reserve a mobile number or email address in the Partner Center, the partner cannot preregister a customer. The partner needs to add mobile numbers or email addresses on the **Partner Information > Basic Information > Account Information** tab in the Partner Center before preregistering customers.
- When preregistering a customer, enter the email address the customer uses to register its account.

- If a partner wants to pre-register a customer who does not meet the pre-registration requirements, the partner needs to submit a request for manual review. The review will be completed within two working days.

Procedure

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

The screenshot shows the 'Customer Development' interface. At the top, there are instructions: 'An account manager can generate an invitation link or a QR code to invite customers. Customers associated using the link or QR code will be automatically assigned to this account manager. In the reseller model, if the customer invited has subscribed to resources before, you can freeze the customer's account and resources to prevent new fees from being generated by those resources. You can preregister customer in advance in Partner Center and send invitation links via email to invite them for association.' Below this, there are tabs: 'From Partner Center' (highlighted with a red box), 'By Link or QR Code', 'History Records', and 'Enterprise Information'. Under 'From Partner Center', there are input fields for 'Customer Full Name', 'Mobile Number', and 'Email', with 'Search' and 'Reset' buttons. Below the input fields, there is a 'Preregistered Customers' section with a 'Preregister Customer' button (highlighted with a red box), 'Delete', and 'Invite' buttons. At the bottom, there is a table with columns: 'Customer Full Name...', 'Mobile Number', 'Email', 'Customer Name/Account...', 'Preregistration...', 'Expiration Date', 'Status', 'Remarks', 'Account M...', and 'Operation'. A row of data is visible with a checkbox, 'g***', '+852 138****9040', '4897***@qq.com', '--', 'Sep 29, 2024 09...', 'Expiry in 14 days', 'Pre-registe...', '--', and 'Invite Delete'.

NOTE

Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Mobile Number** to show or hide the complete content of mobile numbers.

- Step 5** Enter the full name, email address, and mobile number of the customer, select whether to send an invitation link, and click OK.

The screenshot shows the 'Preregister Customer' dialog box. It has a title bar with a close button (X). The main text reads: 'Ensure that the customer details are accurate. Invite customers to complete registration within the 15-day preregistration validity period. View preregistration requirements'. Below this, there are input fields: '* Customer Full Name', '* Email', and 'Mobile Number'. The 'Mobile Number' field has a dropdown menu showing '+852(Hong K...'. Below the input fields, there are radio buttons for 'Sending Invitation Link' with options 'Yes' and 'No'. At the bottom right, there are 'OK' and 'Cancel' buttons.

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

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

1. In the dialog box that is displayed, click **Continue**.
2. In the displayed dialog box, fill in the required information and click **Submit**.
3. You can query the preregistered customer by full name, mobile number, or email on the **From Partner Center** tab page. If the status of the customer changes to **Pre-registered**, it indicates that the preregistration is successful. Then, you can invite the customer for association.

 **NOTE**

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

----End

Other Operations

Click **Delete** in the **Operation** column to delete a customer. You can also select multiple customers and click **Delete** next to **Preregister Customer** to delete them.

 **NOTE**

- You cannot delete customers whose status is **Under review** or **Associated**.
- After a pre-registered customer is deleted, the pre-registration for the customer becomes invalid.

12.3.2.1.2 Inviting Pre-Registered Customers by Emails

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

 **NOTE**

Not preregistered customers are the partner's historical customers.

Prerequisites

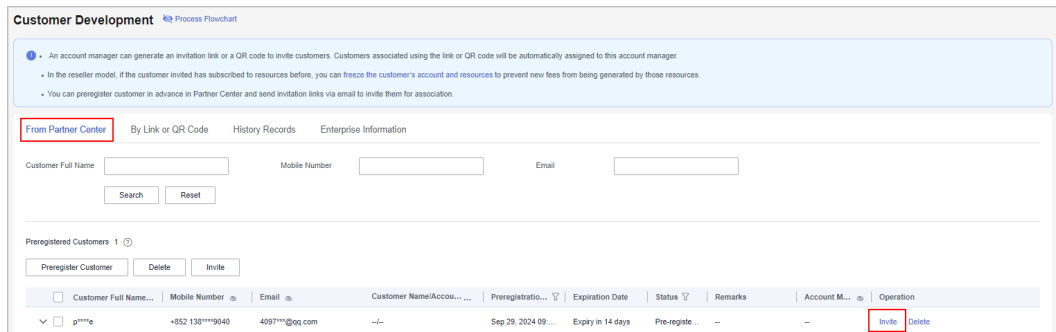
A partner must preregister a customer before sending an email to the customer. For details about pre-registering a customer, see [Pre-registering Customers](#).

Procedure

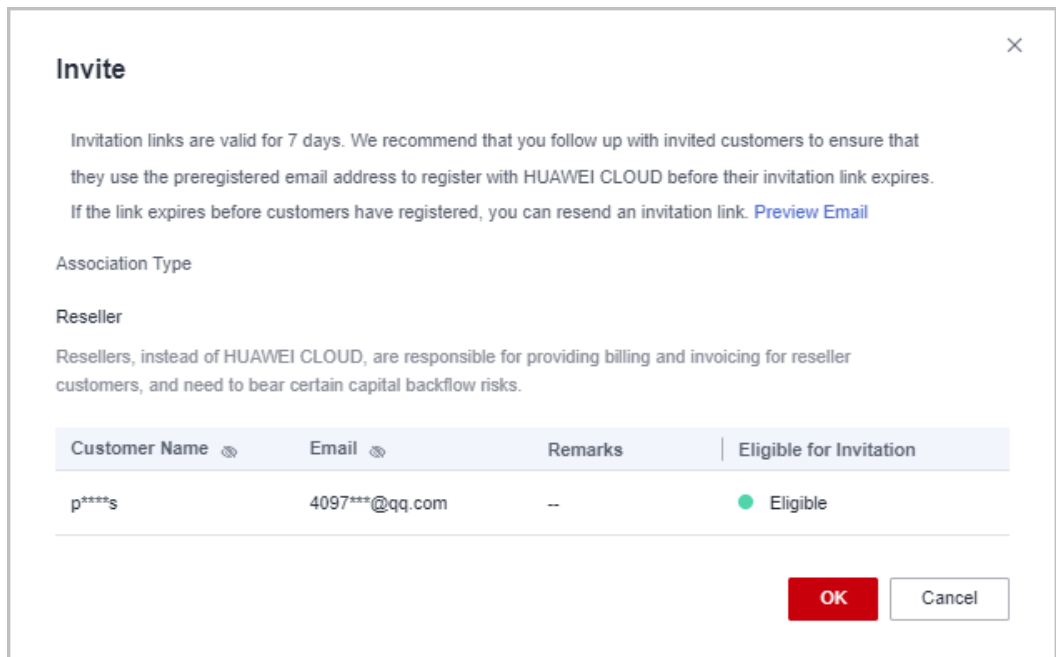
- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** In the customer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

 **NOTE**

- You can select multiple customers and click **Invite** to batch send invitation emails to these customers.
- You can click the eye icon before **Process Flowchart** to view the process guide for developing customers by sending invitation emails.
- Click the eye icon next to a header to view complete contents in the column. For example, you can click the eye icon next to **Email** to view complete emails.



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



 **NOTE**

- Association types:
 - **Reseller:** A customer signs a contract with the partner. The partner is responsible for the customer's contracts, billing, invoices, and support services, and the customer pays to the partner.
- Invitation links have a validity period. Notify invited customers of completing registration within the validity period.
- Click **Preview Email** to view the invitation email content.

The system automatically sends invitation emails to customers. After receiving the invitation emails, the customers click the links to register with Huawei Cloud and

associate with the partners. For details, see [Requesting Association with a Partner](#).

----End

12.3.2.1.3 Inviting Pre-Registered Customers by Hyperlinks or QR Codes

Except for [sending emails](#), partners can send hyperlinks and QR codes to invite potential customers.

Precautions

- The general-purpose invitation link or QR code generated by a partner administrator or operator contains a customized tag, indicating the account name of the administrator or operator.
- After an account manager or account director invites customers by invitation links and QR codes, the customers will be automatically associated with and assigned to the account manager or account director.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** Click the **By Link or QR Code** tab.
- Step 5** Obtain the invitation link and QR code.

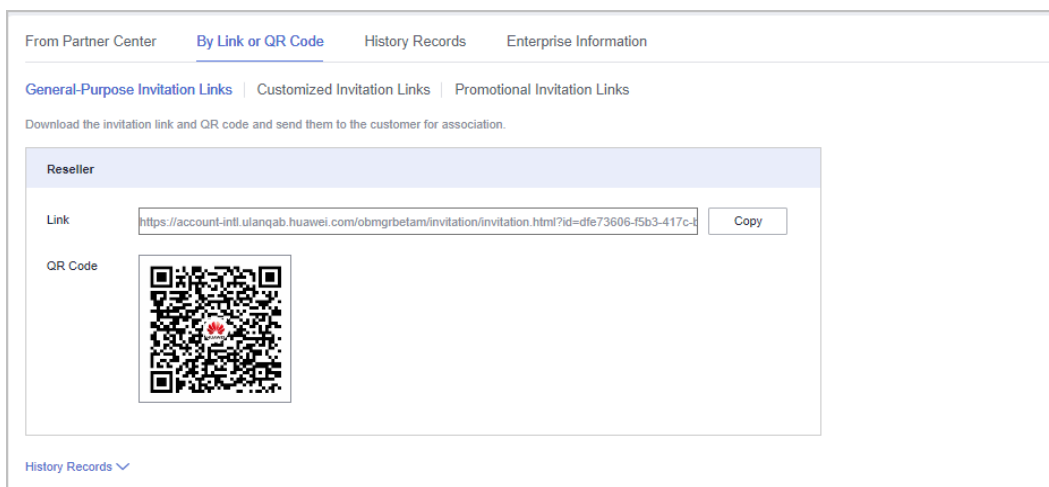
You can invite a customer using a general-purpose/customized invitation link and QR code or a promotional link.

After receiving the invitation, the customer can click the link or scan the QR code to register with Huawei Cloud and associate with the partner. For details, see [Requesting Association with a Partner](#).

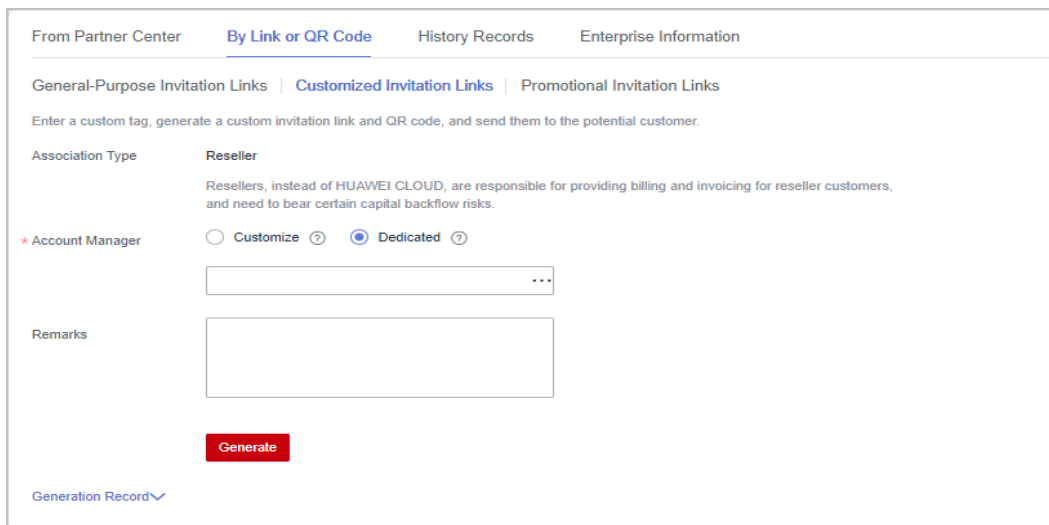
NOTE

- When creating a custom invitation link and a QR code, add a tag to them. Then you can identify associated customers by tag. You can view customers' custom tags in the customer list on the **Customers > Customer Management** page.
- If you do not want to create a custom tag for a customer, use the general invitation link and QR code.
- The invitation link and QR code for a promotional activity are valid only for a period of time. Remind your customers to complete the registration within the validity period.
- You can click the eye icon before **Process Flowchart** to view the process guide for developing customers by hyperlinks or QR codes.
- Invite a pre-registered customer by a general-purpose invitation link and QR code.
 - a. Click the **General-Purpose Invitation Links** tab.

- b. Click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer offline, such as by email.



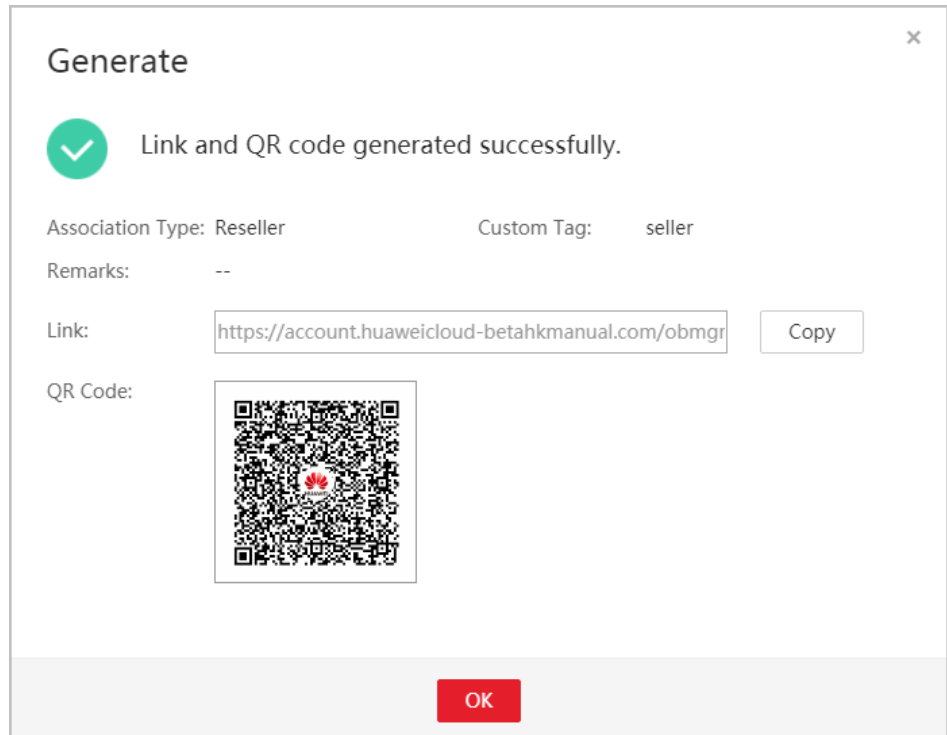
- Invite a pre-registered customer by a customized invitation link or QR code.
 - a. Click the **Customized Invitation Links** tab.
 - b. Set **Account Manager** and click **Generate**.



NOTE

You can generate up to 100 invitation links within 24 hours.

- c. On the **Generate** page, click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer offline, such as by email.



NOTE


You can click **Generation Record** to view historical invitations. You can also send a historical invitation link or QR code to a potential customer.

- Invite a pre-registered customer by a promotional invitation link.
No promotion activity is available.

----End

12.3.2.1.4 Managing Invited Customers

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

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

Association Failure Causes and Suggested Operations

Message	Suggested Operation
The system is busy. Try later.	Contact the customer service.
The invitation link does not exist.	Send the invitation email again.
The invitation link has expired.	Send the invitation email again.
The invitation code has been used.	Send the invitation email again.
The invitation link has been used.	Send the invitation email again.

Message	Suggested Operation
Prepaid partners cannot develop customers in reseller model.	Send the invitation email again.
Failed to associate with the partner because the customer has been registered by another partner.	The customer cannot be associated with a partner in this condition.
Failed to set the customer to a partner's customer because the customer is already a partner or is applying for becoming a partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer already associates with another partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer has a special contract.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer uses a Huawei internal account.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner in the reseller model because the customer has associated with an independent accounting member account as the enterprise master account.	The customer cannot be associated with a partner in Reseller model.
Failed to associate with the partner in the reseller model because the customer was using an enterprise member account to do so.	The customer cannot be associated with a partner in Reseller model.
Failed to associate with the partner because the customer has a consumption record.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the top-up account has a balance and the outstanding invoice amount is greater than the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the customer registration time exceeds the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the customer has overdue payment.	Remind the customer to top up the account and settle the overdue payment and then submit a service ticket or contact the customer service to associate with the partner.

Message	Suggested Operation
Failed to associate with the partner by reseller model because the bill run of the customer's credit account is created and the account has overdue payment.	Remind the customer to settle all the overdue payments and then submit a service ticket or contact the customer service to associate with the partner.

Resending an invitation email

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

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** Click the **History Records** tab.
- Step 5** Sort out customers whose status is **Expired** and click **Resend Invitation** in the **Operation** column to send new invitations to these customers.

NOTE

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

- Step 6** In the displayed dialog box, confirm the customer information and click **OK**.


----End

Viewing Invited Customers

On the **History Records** page, you can view customers who have received your invitations and those who have accepted your invitations and registered with Huawei Cloud.

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.
- Step 4** Click the **History Records** tab.
- Step 5** Set search criteria to query for the invited customers to be viewed.

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

Step 6 Click  to view information about invited customers.

----End

Exporting Invited Customers

You can export the records of all invited customers.

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

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

Step 3 In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.

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

Step 5 Click **Export All** to export records of all invited customers.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

----End

12.3.2.1.5 Viewing Enterprise Information

A partner can query the details about an enterprise by enterprise name.

NOTE

Currently, only the information of the enterprises in the following countries or regions can be queried: Hong Kong (China), Singapore, Thailand, Malaysia, Philippines, Indonesia, Saudi Arabia, United Arab Emirates, Argentina, Brazil, Chile, Mexico, Peru, South Africa, Egypt, and Türkiye.

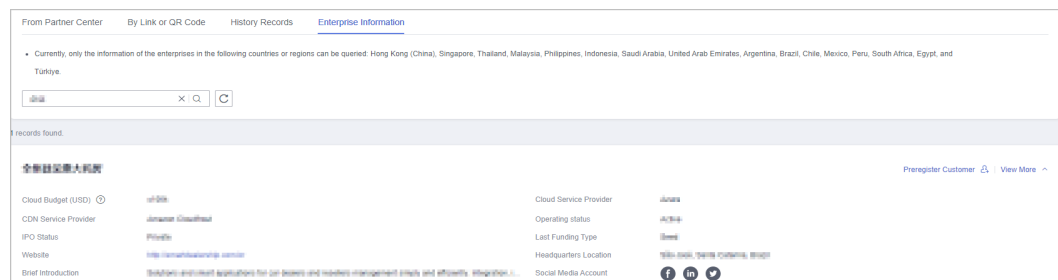
Procedure

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

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

Step 3 In the top navigation, select **Sales > Leads and Opportunities > Customer Development**.

Step 4 Select the **Enterprise Information** tab and enter an enterprise name to search for the enterprise.

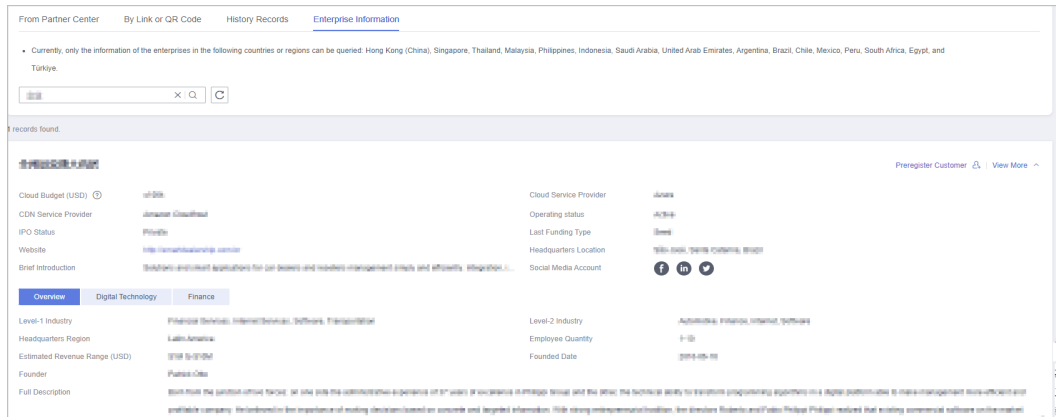


 **NOTE**

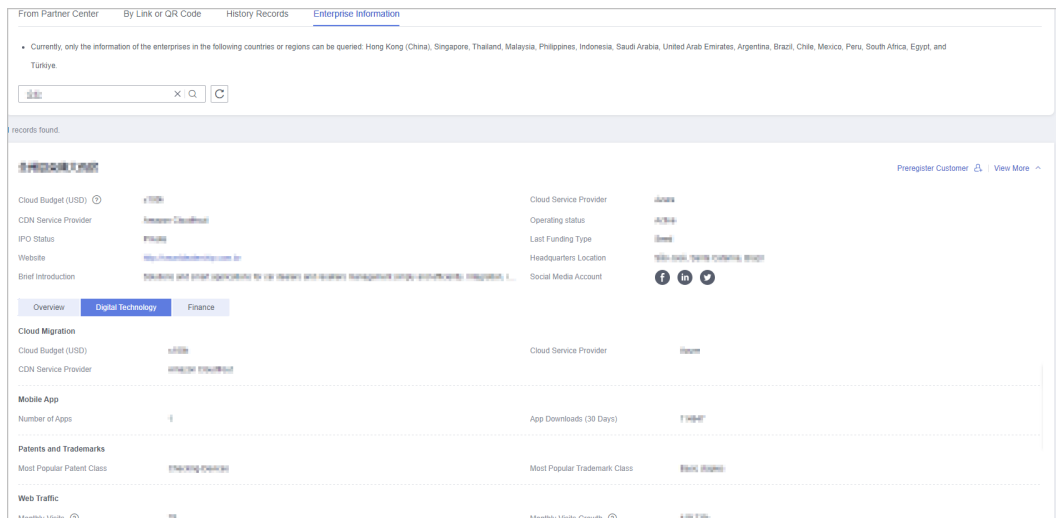
On the displayed page, click **Preregister Customer** to preregister the enterprise displayed.

Step 5 Click **View More** to view enterprise details (**Overview, Digital Technology, and Finance**).

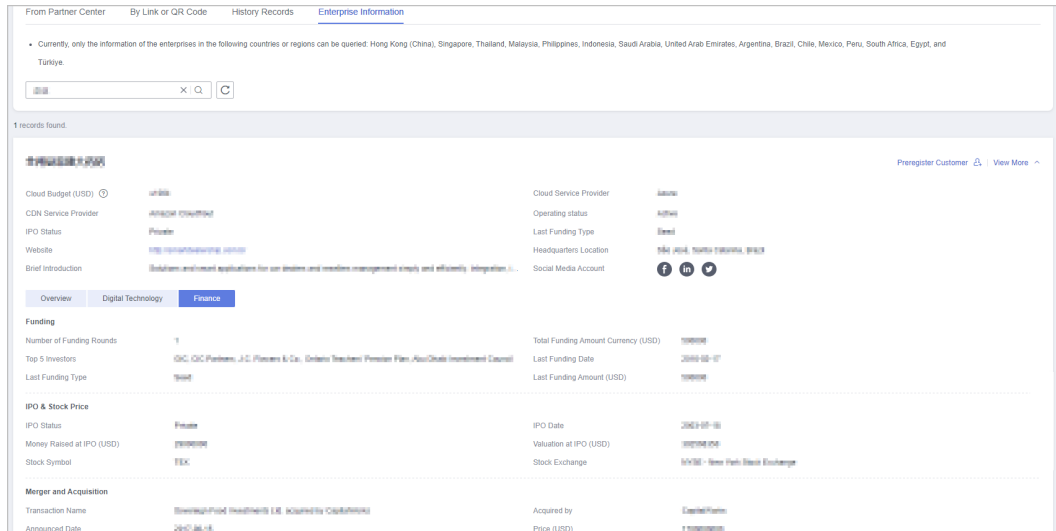
Click the **Overview** tab to view the basic information about the enterprise such as the level-1 industry, level-2 industry, HQ region, and number of employees.



Step 6 Click the **Digital Technology** tab to view the cloud migration information, app information, patent and trademark information, and website traffic.



Step 7 Click the **Finance** tab to view the information related to funding, IPO and stock price, and merger and acquisition.



----End

12.3.2.2 Marketing Tasks

12.3.2.2.1 Viewing Marketing Tasks

Marketing tasks are a series of strategies, such as opportunity identification, cross-selling, promoting renewal, and scenario-based solution recommendation, used to develop customers. These strategies are used to efficiently and continuously enhance the connection with small and medium businesses and achieve marketing goals.

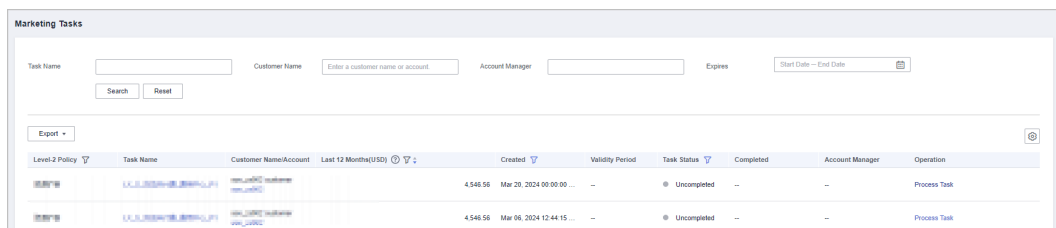
You can view your marketing tasks in Partner Center.

NOTE

If you authorize your distributor to manage marketing tasks for you, you cannot view the marketing tasks during the takeover. If you have any questions, contact your distributor.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Marketing Tasks**.



- Step 4** Set search options to search for sales tasks.

You can filter sales tasks by task name, customer name, account manager, status, task status, created time, and expiration time.

- Click **View Details** in the **Operation** column to view details about a marketing task.
- Click **Process Task** in the **Operation** column to process a marketing task. For details, see [Processing a Marketing Task](#).

 **NOTE**

You can also select a task and click **View Details** in the **Operation** column and then click **Process** in the task detail page to process the task.

----End

12.3.2.2.2 Processing a Marketing Task

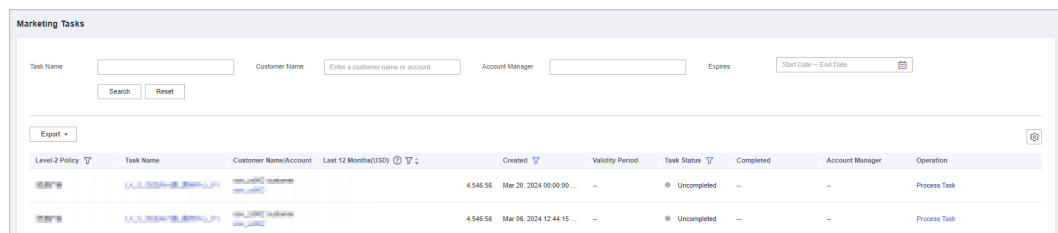
You can process marketing tasks based on authorization.

 **NOTE**

If you authorize your distributor to manage marketing tasks for you, you cannot view the marketing tasks during the takeover. If you have any questions, contact your distributor.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Leads and Opportunities > Marketing Tasks**.
- Step 4** Select a task and click **Process Task** in the **Operation** column to process this task.



Level-2 Policy	Task Name	Customer Name/Account	Last 12 Months(USD)	Created	Validity Period	Task Status	Completed	Account Manager	Operation
	4,546.56	Mar 29, 2024 00:00:00	...	Uncompleted	--	--	Process Task
	4,546.56	Mar 06, 2024 12:44:15	...	Uncompleted	--	--	Process Task

- Step 5** Process the marketing task.
 - Specify follow-up details and click **Save Draft** to record your processing.
 - Click **OK** to finish this task.

Followup Details

* Call Answered * Interested or Not

Communication completed In communication Unreachable Yes No Unknown

Others

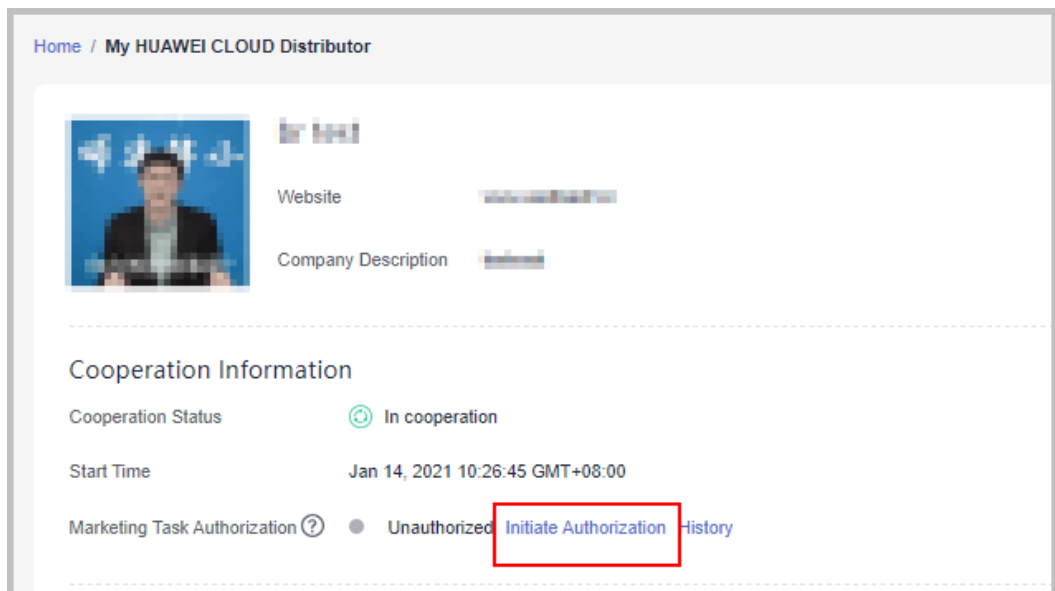
----End

12.3.2.2.3 Entrusting Marketing Tasks

If you authorize your distributor to manage marketing tasks for you, you cannot view the marketing tasks during the takeover.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Overview > My HUAWEI CLOUD Distributor**.
- Step 4** Click **Authorization initiation** for **Marketing Task Authorization**.

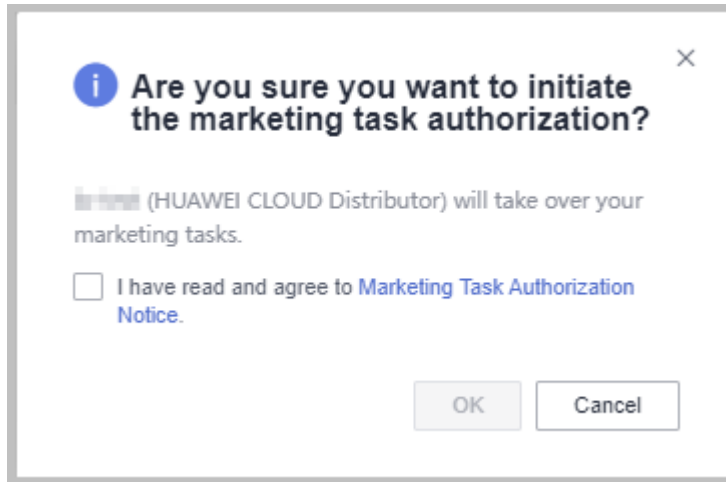


NOTE

- To cancel authorization for your distributors, click **Unauthorized** for **Marketing Task Authorization** and then click **OK**.
- To view authorization records, click **History** for **Marketing Task Authorization**.

- Step 5** In the dialog box that is displayed, select **I have read and agree to Marketing Task Authorization Notice** and click **OK**.

A message is displayed indicating authorization initiated.



----End

12.3.2.2.4 Marketing Task Authorization Notice

You understand and agree to authorize your associated distributor to manage marketing tasks for you, including but not limited to tasks of encouraging your customers to buy advanced Huawei Cloud services and sending renewal notifications. You can cancel authorizations for your distributor at any time in Partner Center. Huawei Cloud is not responsible for any disputes arising from the marketing task authorization between you and your distributor.

12.3.3 Customers

12.3.3.1 Customer Management

12.3.3.1.1 Querying Customers

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

Procedure

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

You can search for customers by customer name, customer account, customer ID, account manager name, month-to-date expenditure, resource expiration date, mobile number, and customer tag.

Customer Management

- To view the customer associations and disassociations, visit [Manage Association Records](#) page.
- To view the batch transfer history, visit [Batch transfer history](#).
- You might also want to know [How Can I Request Authorization from My Customers?](#) [How Can I Place Orders on My Customers' Behalf?](#) [How My Customers Manage the Authorization?](#)

View Details

Set Budget | Batch Assign Account Manager | Export

Customer Name: [Search] | Advanced Search

Customer/Account Name	Mobile Nu...	Email	One-Time Budget(USD)	Budget Usage	Available Credit(USD)	Month-to-Date Expenditures(USD)	Operation
[Redacted]	17711***		0.00	--	--	0.00	Set Budget View Orders More
[Redacted]			0.10	0%	--	0.00	Set Budget View Orders More

NOTE

- Click **Manage Association Records** to view historical association and disassociation records and process disassociation requests from customers.
- Click the eye icon next to a header to view complete contents in the column. For example, you can click the eye icon next to **Email** to view complete emails.

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

Customer Management / Customer Details

Go to Old Edition

Assign Account Manager | Authorization Obtained | Account Freezing/Unfreezing | Association Management

Account Name: [Redacted] | Email: 15046***@163.com | Label: zhangshufen01

Reseller | Enterprise User | Automatic | You are authorized to freeze the account and set a budget for this customer. | You are authorized to place orders and perform OAM on behalf of this customer.

Overview | Resources | Basic Information

Expenditure Summary Last 12 months

Expenditures

Last 12 Months(USD)

0.00

Month-to-Date Expendit... 0.00 View Details

Expenditure Last Month... 0.00 View Details

Expenditure Change

No data available.

Budgets

Total Expenditure 0% Budget Usage 0.00 USD View Details

One-Time Budget \$100.00 USD

Customer Orders Place Order on Customers' Behalf

Unpaid Orders 0

All Orders 2

Customer Alerts

Loss 0

Pending Renewals OAM on Customers' Behalf All Resources

Expire in 7 Days 0

Expire in 15 Days 0

Expire in 30 Days 0

 NOTE

- You can click **Assign Account Manager** to assign an account manager for the customer. If you need to change the account manager for a customer, you can click **Account Manager: *****.
- If you are assigned the permissions for freezing accounts and setting budgets for your customers, you can click **Unfreeze Account** from the drop-down list of **Account Freezing/Unfreezing** to unfreeze accounts for your customers.
- If you are assigned the permissions for freezing accounts and setting budgets for your customers, you can click **Unfreeze Account and Resources** from the drop-down list of **Account Freezing/Unfreezing** to unfreeze both accounts and resources for your customers.
- You can click **Request Authorization** to apply for permissions to perform operations for the customer.
- You can click **Association Management** and select **View Association Requests** from the drop-down list to view association records and manage association relationships for the customer. You can also click **Disassociate** from the drop-down list to disassociate from the customer.
- On the **Overview** tab, you can view customer budget usage. You can click **Set Budget** to set a monthly or one-off budget for the customer after required permissions have been granted to you.
- On the **Overview** tab, you can click the number under **Unpaid Orders** or **All Orders** to view order information. You can click **Place Order on Customers' Behalf** to place orders for resale customers after required permissions have been granted to you.
- On the **Overview** tab, you can view the customer's resources to be renewed. You can click **Perform O&M Operations on Customers' Behalf** to obtain customer authorization first and then perform operational tasks for the customer as needed after required permissions have been granted to you. You can view all resources, such as yearly/monthly resources, pay-per-use resources, reserved instances, and savings plans, by clicking **All Resources**, or view resources that are going to expire in 7 days, 15 days, and 30 days.
- On the **Overview** page, you can view expenditure analysis and product rankings. You can click **View Expenditure** to view expenditure details. You can click **View Details** next to **Month-to-Date Expenditures** or **Expenditure Last Month** to view expenditure details of this month or last month. You can click the icon next to **Expenditure Change** to view expenditure analysis.
- On the **Resources** page, you can view and export yearly/monthly resources, pay-per-use resources, and savings plans.
- On the **Basic Information** tab, you can click **Account Manager History** to view the account managers assigned to the customer.

----End

Other Operations

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

- Choose **Export > Export Selected** to export all the customers of the partner.

 NOTE

Only the administrator can export the customer list. If other operators need to export the customer list, contact the administrator.

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- Click **Export** > **View Export**. On the **Export History** page, click **Download** in the **Operation** column to download and view the exported customers.
- Click **More** > **Disassociate** to disassociate from a customer.
- Click **View Orders** to view all orders of a customer.
- Choose **More** > **View Resources** to view a customer's pay-per-use and yearly/monthly resources. For details, see [Viewing a Customer's Resources](#).
- Click **More** > **Customer Spend** to view all expenditure details of a customer.
- Choose **More** > **Assign Account Manager** to assign an account manager to a customer. For details, see [Assigning an Account Manager for a Customer](#).

12.3.3.1.2 Managing Customer Association Relationships

In the reseller model, a partner can disassociate from its customers and process the disassociation requests submitted by customers.

NOTE

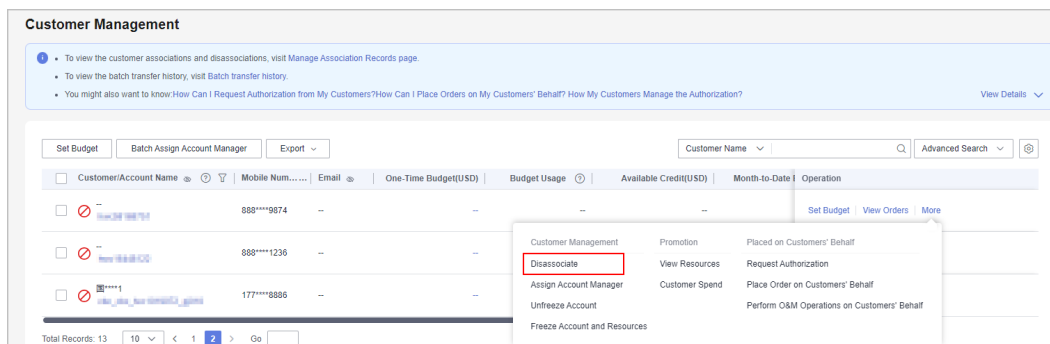
- Only partners with the corresponding permissions can disassociate from their customers.

Precautions

1. You can request to disassociate from a customer three months after the customer's latest request for disassociation.
2. Only one disassociation request can be initiated by a partner within a 3 month period.
3. You cannot disassociate from an enterprise master if this enterprise master has been associated with any independent accounting member.
4. If you need to disassociate from a customer whose account has been manually frozen, you need to unfreeze this customer account first.
5. You cannot disassociate from a customer if this customer has any reserved instance that has not expired or any partner support plan product.

Disassociate from a Customer.

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



 **NOTE**

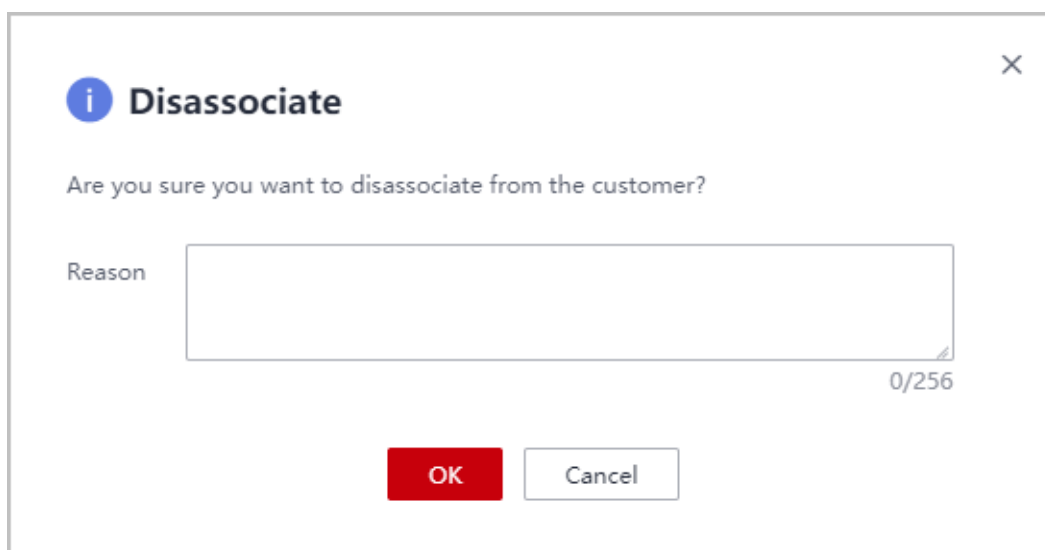
Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer/Account Name** to show or hide the complete content of customer names.

Step 5 If the account passes the check, select **I understand the preceding statement and confirm to disassociate from the partner account**, and click **Disassociate**.

 **NOTE**

If the account fails the check, handle the failed items as prompted. Then check the account again.

The **Disassociate** dialog box is displayed.



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

The system displays a message indicating that the request for disassociating from the customer has been submitted. After your customer completes the processing, you will be notified of the processing result at the first time. Please wait.

 **NOTE**

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

----End

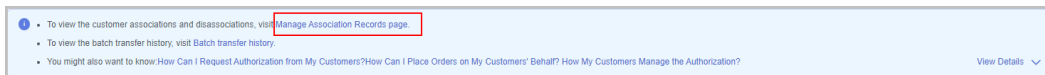
Other Operations

You can query the records of associations and association cancellation of your customers. You can also process requests from your customers to associate with you.

 **NOTE**

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

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



- Step 5** On the displayed page, you can query the association and disassociation records. Click **Agree** or **Reject** in the **Operation** column.

The screenshot shows the 'Manage Association Records' page. At the top, there are search filters for 'Customer Name', 'Account Manager', and 'Mobile Number'. Below the filters is a table with the following columns: Account Name, Customer, Mobile Number, Associati..., Purpose, Reason, Initiation..., Status, Account..., Request T..., Approval..., and Operation. The table contains two rows of data. The first row shows a customer with a mobile number 193****003, who is a Reseller, with a disassociation purpose and reason 'test'. The second row shows a customer with a mobile number --, who is a Reseller, with an association purpose and reason --.

NOTE

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

----End

12.3.3.1.3 Setting Monthly Budgets for Customers

A distributor can authorize the budget setting permission for its associated resellers, and the resellers can set monthly budgets for their customers. The budget will automatically restore at 00:00:00 on the first day of the following month.

Procedure

- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** On the customer list, select the target customer, and click **Set Budget** in the **Operation** column.
 - Automatic account freezing

Customer Management / Set Budget

Monthly Budget: \$0.00 USD (Current Estimate ⓘ \$0.00 USD) | Customer Name -- | Account Name [XXXXXXXXXX](#)

Budget Type Monthly Budget One-Time Budget

Monthly Budget (USD)

Account freezing upon monthly budget exhaustion

Automatic Manual

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

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

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

Unfreeze Now

Adjustment Records ▾

● Manual account freezing

Customer Management / Set Budget

Monthly Budget -- (Current Estimate ⓘ \$0.00 USD) | Customer Name | Account Name [XXXXXXXXXX](#)

Budget Type Monthly Budget One-Time Budget

Monthly Budget (USD)

Account freezing upon monthly budget exhaustion

Automatic Manual

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

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

Adjustment Records ▾

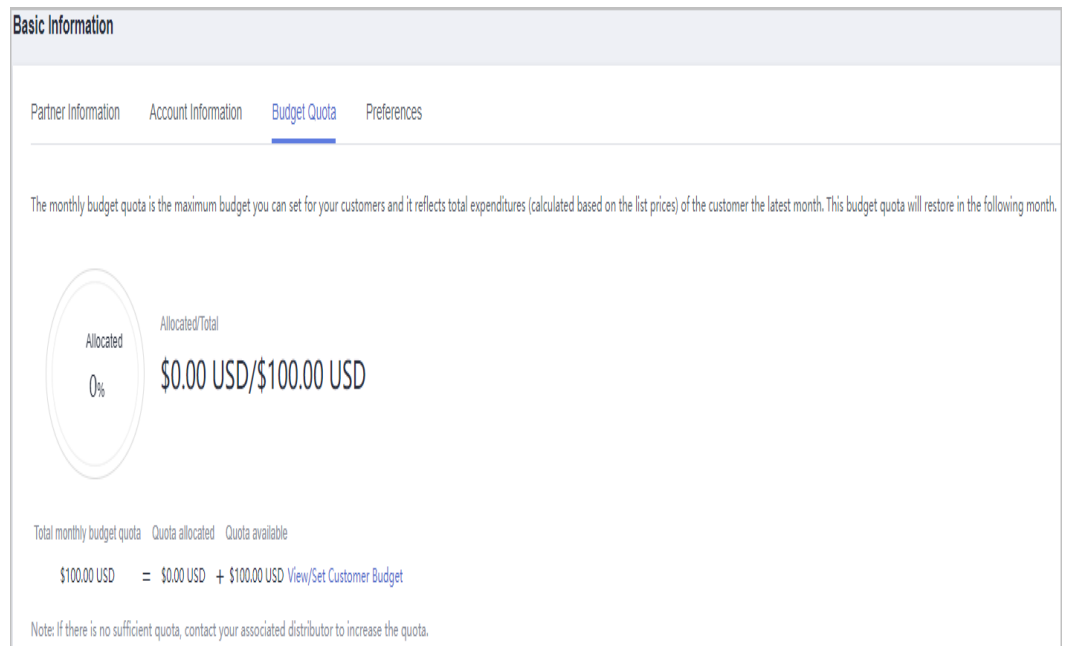
 **NOTE**

- You can select multiple customers and click **Set Budget** above the customer list to achieve batch budget setting. The new budget setting will replace the earlier setting.
- When setting monthly budgets for your customers, you can decide whether to manually or automatically freeze their accounts when they use up their budgets. **Automatic** indicates that the system automatically freezes an account upon budget exhaustion. For details about how to **manually** freeze an account, see [Freezing Customer Accounts and Resources](#).
- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- You can view adjustment records of monthly budgets by clicking **Adjustment Records**.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. [Freezing Both an Account and Resources](#)

Step 5 Enter a value and click **OK**.

 **NOTE**

- After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a monthly budget for this customer.
- The budget set by you for your customers cannot exceed the budget quota configured by your distributor. You can view the monthly budget granted by your distributor in **Partner Center > Partner Information > Basic Information > Budget Quota**.



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

 **NOTE**

If partners have enabled the verification code function, a verification code is required. For details about how to enable verification code function, see [Managing Basic Information](#).

Step 6 Click **OK**.

----End

12.3.3.1.4 Setting One-Time Budgets for Customers

After a distributor authorizes their resellers to manage budgets for customers, the resellers can create one-time budgets for customers associated in the reseller model. One-time budgets are based on customers' monthly gross expenditures at list price and will not be automatically restored in the next month.

Procedure

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

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

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

Step 4 On the customer list, select the target customer, and click **Set Budget** in the **Operation** column.

- Automatic account freezing

The screenshot shows the 'Set Budget' configuration page for a customer. At the top, it displays 'One-Time Budget -- (Total Expenditure 0.00 USD)', 'Customer Name gwhk_qjyezhu03', and 'Account Name gwhk_qjyezhu03'. Below this, there are radio buttons for 'Monthly Budget' and 'One-Time Budget', with 'One-Time Budget' selected. A text input field for 'One-Time Budget (USD)' is present. Under the heading 'Account freezing upon one-time budget exhaustion', the 'Automatic' radio button is selected. A detailed list of 7 numbered notes explains the process, including how the budget is calculated, the email alert system, and the consequences of budget exhaustion. At the bottom, there is an 'Unfreeze Now' checkbox (which is unchecked) and an 'OK' button.

- Manual account freezing

The screenshot shows the 'Set Budget' configuration page for a customer. At the top, it displays 'One-Time Budget \$1.00 USD (Total Expenditure 0.00 USD)', 'Customer Name', and 'Account Name'. Below this, there are radio buttons for 'Monthly Budget' and 'One-Time Budget', with 'One-Time Budget' selected. A text input field for 'One-Time Budget (USD)' is present. Under the heading 'Account freezing upon one-time budget exhaustion', the 'Manual' radio button is selected. A detailed list of 6 numbered notes explains the process, including the email alert system and the consequences of budget exhaustion. At the bottom, there is an 'OK' button.

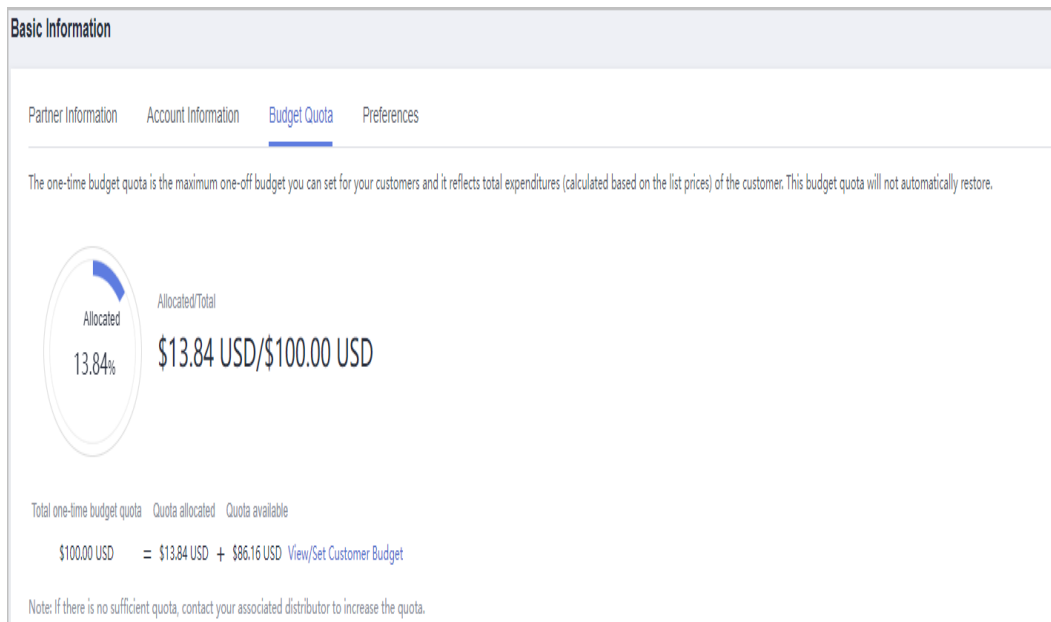
 **NOTE**

- You can select multiple customers and click **Set Budget** above the customer list to batch set budgets. The new budget setting will replace the earlier setting.
- When setting one-time budgets for your customers, you can decide whether to manually or automatically freeze their accounts when they use up their budgets. **Automatic** indicates that the system automatically freezes an account upon budget exhaustion. For details about how to **manually** freeze an account, see [Freezing Customer Accounts and Resources](#).
- The spending for a one-time budget begins accumulating from the month of successful configuration, and the data may be delayed by about 10 minutes.
- If a customer account is frozen, the customer cannot purchase resources. If you want to unfreeze the account, select **Unfreeze Now** and click **OK**.
- You can view adjustment records of one-time budgets by clicking **Adjustment Records**.
- Click the eye button next to **Customer Name** to show or hide the complete content of customer name.
- The budget type can be changed. The new budget type will take effect immediately. After you have changed the budget type from one-time budget to monthly budget for a customer, pay attention to the current estimate (the data is an estimate and may be delayed by about 10 minutes). In this case, the current estimate is equal to the month-to-date expenditure. When you change the budget type from monthly budget to one-time budget for a customer, the accumulated expenditure is calculated only from the month when the budget type is changed.
- Having no budget will not prevent the customer from purchasing pay-per-use resources, and the provisioned pay-per-use resources still incur fees. To avoid incurring additional charges for those resources, please promptly freeze both the account and the resources. [Freezing Both an Account and Resources](#)

Step 5 Enter a one-time budget value and click **OK**.

 **NOTE**

- After a customer is associated with a partner in the resale model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. The partner can select **Unfreeze Now** when setting a one-time budget for this customer.
- The one-time budget set by a reseller for its customers cannot exceed the budget quota configured by the distributor. You can view the one-time budget granted by your distributor in **Partner Center > Partner Information > Basic Information > Budget Quota**.



A message is displayed indicating one-time budget setting success.

 **NOTE**

If partners have enabled the verification code function, a verification code is required. For details about how to enable verification code function, see [Managing Basic Information](#).

Step 6 Click **OK**.

----End

12.3.3.1.5 Freezing a Customer

You need to be authorized by your distributor to freeze accounts and resources for your customers.

When a customer associates with you in the reseller model, the customer's account will be frozen upon association by default. You can freeze or unfreeze accounts for customers after being authorized by your distributor.

Impacts of Freezing Only Accounts or Both Accounts and Resources

- **Impacts of Freezing Accounts**
If a customer's account is frozen, the customer cannot buy, renew, or change resources, and provisioned resources may become unavailable, but still incur fees.

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

Operation Type	Supported Operations	Operations Not Supported
Operations on yearly/monthly cloud services	<ul style="list-style-type: none"> Unsubscribing from resources Modifying resource names 	<ul style="list-style-type: none"> Purchasing resources Modifying specifications Renewing subscription to resources Changing yearly/monthly resources to pay-per-use resources Operations on resources Deleting resources
Operations on pay-per-use cloud services (operations on pay-per-use instances and spot instances)	<ul style="list-style-type: none"> Modifying resource names Viewing resource information 	<ul style="list-style-type: none"> Purchasing resources Modifying specifications Changing pay-per-use resources to yearly/monthly resources Operations on resources Deleting resources

- Impacts of Freezing Accounts and Resources

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

Freezing an Account

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

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

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

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

Freeze Account
✕

Freeze Account Notes

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

Reason

0/256

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

OK
Cancel

Step 5 Enter the reason.

Step 6 Click **OK**.

A message is displayed indicating that the account is frozen.

NOTE

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

----End

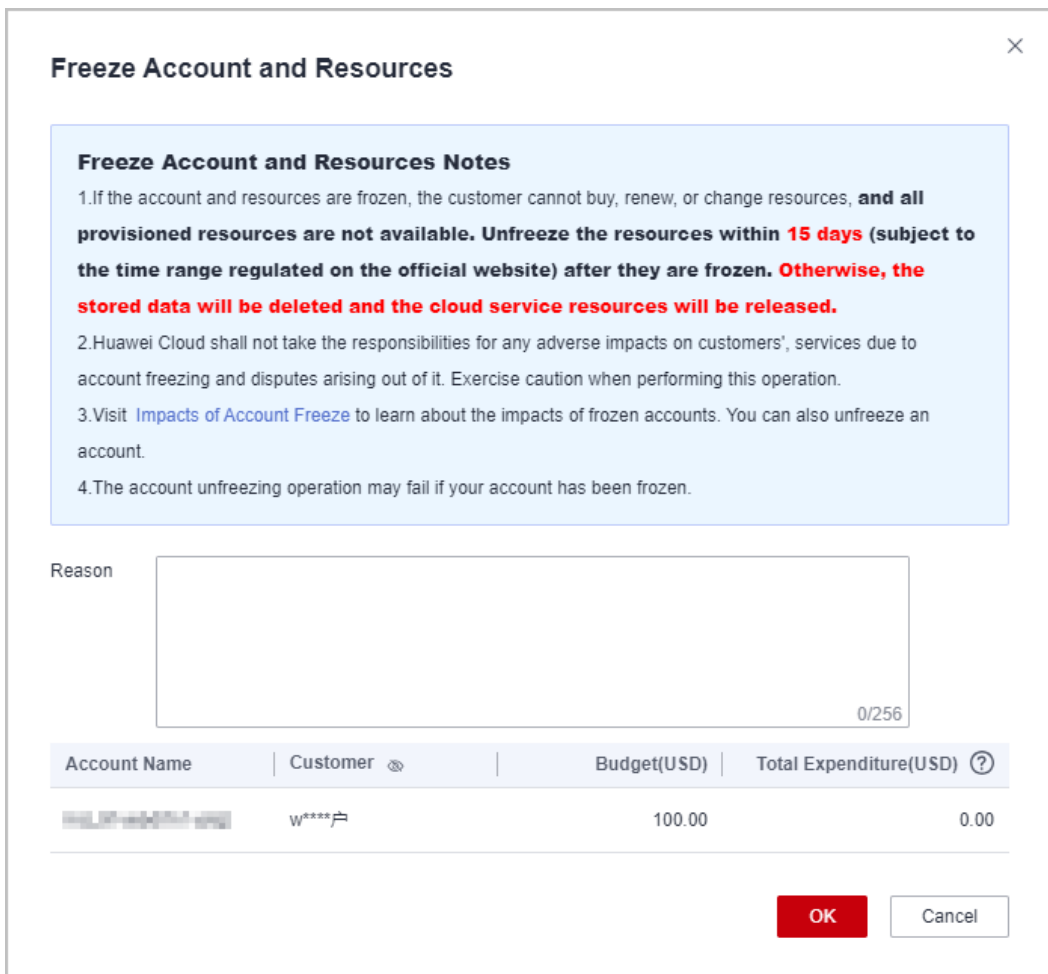
Freezing Both an Account and Resources

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

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

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

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



Step 5 Enter the reason.

Step 6 Click **OK**.

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

NOTE

- If you have enabled the verification code function, a verification code will be required.
- After a customer's account and resources are frozen, the customer cannot purchase cloud services, renew subscriptions, or modify resources, and all their cloud services cannot be used. Exercise caution when performing this operation.
- To unfreeze both the account and resources for a customer, click **Unfreeze Account and Resources** in the **Operation** column for the customer.

----End

12.3.3.1.6 Unfreezing a Customer

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

Unfreezing an Account

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

- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Locate the target customer, click **More > Unfreeze Account** in the **Operation** column.
- Step 5** Enter the reason and click **OK**. A message is displayed, indicating that the account is unfrozen successfully.

✕

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

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

Reason

0/256

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

NOTE

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

----End

Unfreezing Both an Account and Resources

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Click **Unfreeze Account and Resources** in the **Operation** column for the target customer.
- Step 5** Enter the reason and click **OK**. A message is displayed indicating that the account and resources are unfrozen.

Unfreeze Account and Resources

✕

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

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

Reason

0/256

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

OK
Cancel

NOTE

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

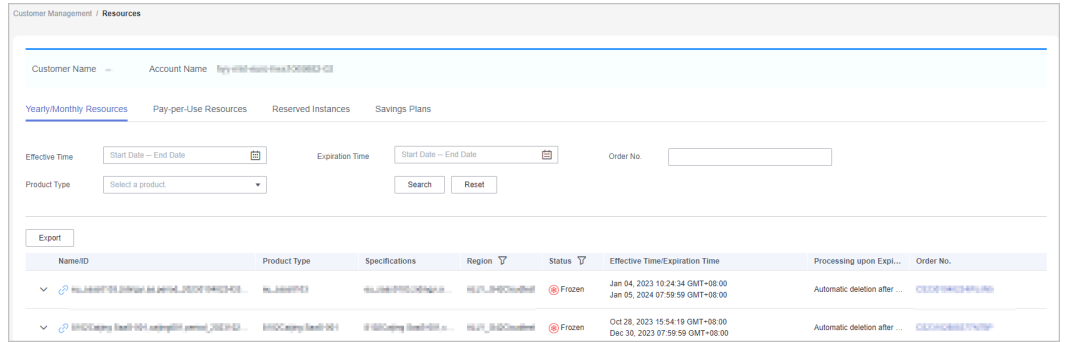
----End

12.3.3.1.7 Viewing a Customer's Resources

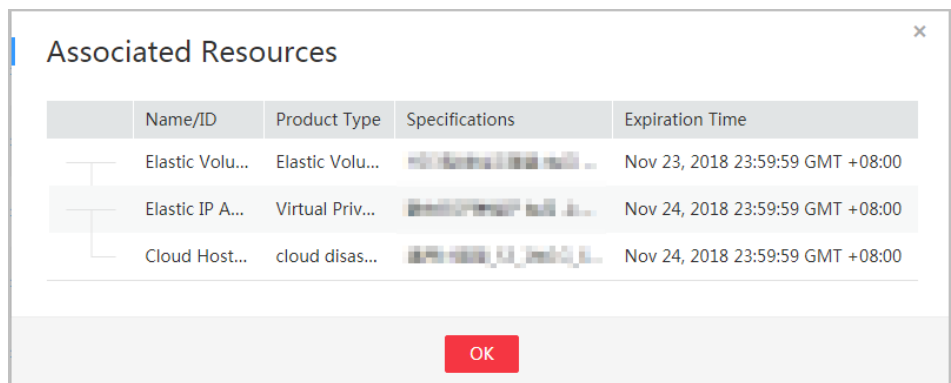
A partner can view each associated customer's pay-per-use or yearly/monthly resources, reserved instances, and savings plans.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** On the **Customer Management** page, set the search criteria for a fuzzy search. Select a target customer and choose **More > View Resource** to enter the resource management page.
- Step 5** View the resources purchased by customers.
 - View yearly/monthly resources.
On the **Yearly/Monthly Resources** page, set the search criteria and query the desired yearly/monthly resource records.

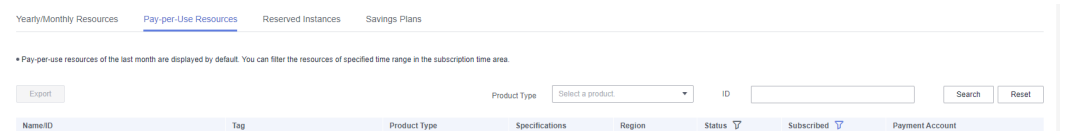


- Click **Export** to export all yearly/monthly resource records of a customer.
- Click to check instance information and resource status.
- Click to check associated resources.



- View pay-per-use resources.

On the **Pay-per-use Resources** tab, set search options to query target pay-per-use resources.

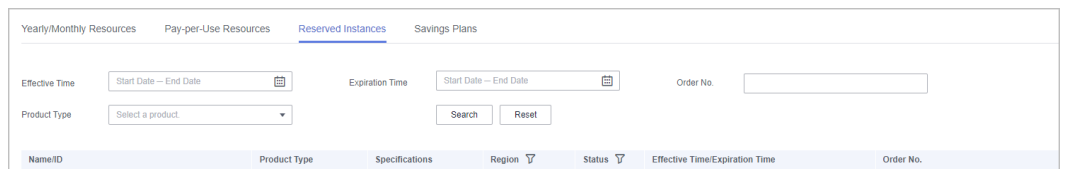


Click **Export** to export all pay-per-use resource records of a customer.

NOTE

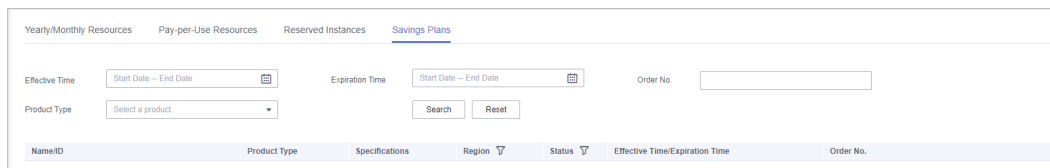
- View reserved instances.

On the **Reserved Instances** tab, set search options to query target instances.



- View savings plans.

On the **Savings Plans** tab, set search options to query target savings plans.



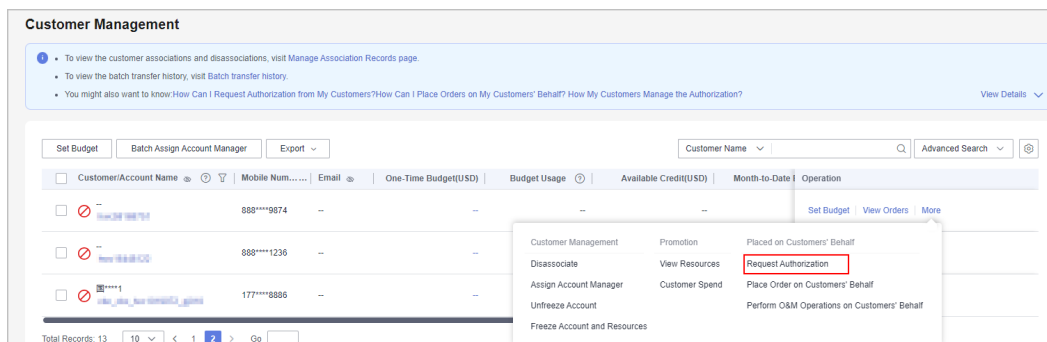
----End

12.3.3.1.8 Request Authorization from a Customer

Before placing orders or performing O&M on behalf of a customer, a reseller must obtain the authorization from the customer and its associated distributor. The reseller must obtain the authorization from the distributor first and then the customer.

Procedure

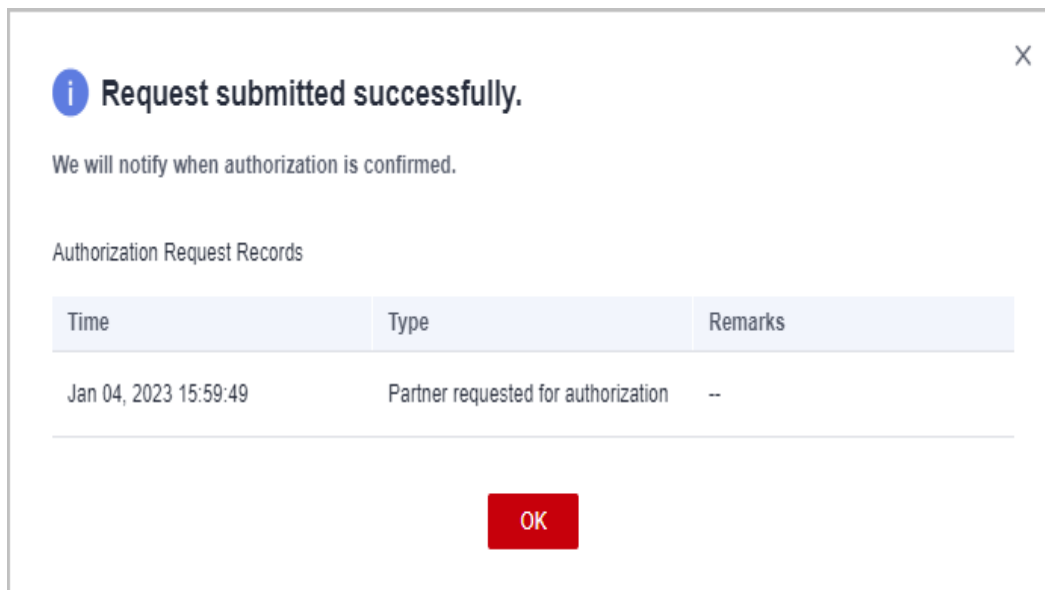
- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Select a customer and click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



NOTE

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

- Step 5** Click **OK**.



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

----End

12.3.3.1.9 Placing Orders on Customers' Behalf

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

NOTE

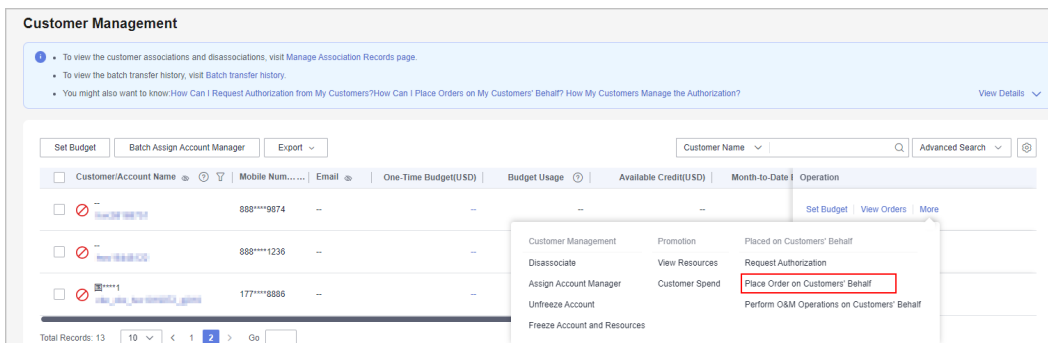
Currently, partners can place orders to purchase the following cloud services on customers' behalf: ECS, EVS, and EIP.

Prerequisites

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

Procedure

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

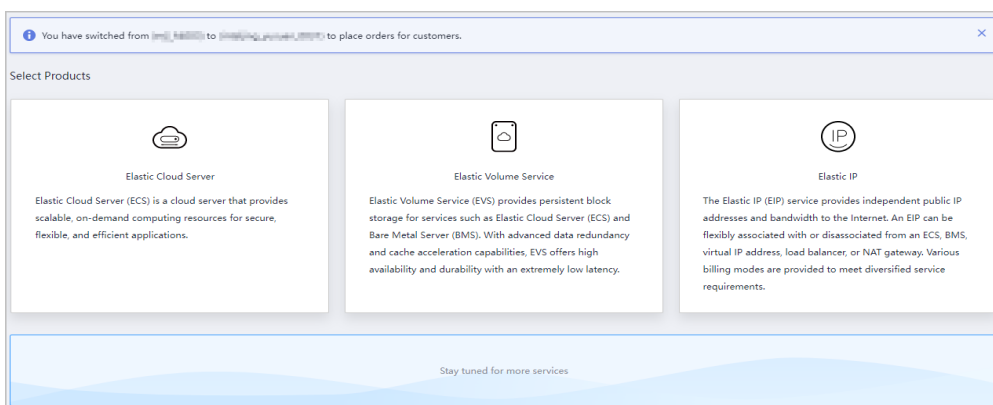


NOTE

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

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

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



NOTE

When you place orders on a customer's behalf, your partner account will be switched to the customer account. To switch the account back, click **Switch Role**.

----End

Other Operations

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

12.3.3.1.10 Performing Resource O&M on Customers' Behalf

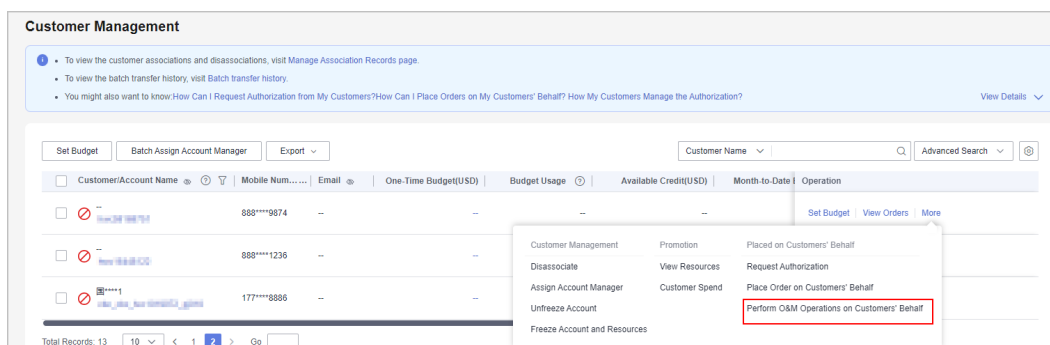
Partners can perform resource O&M on behalf of customers associated in the reseller model in the Partner Center.

Prerequisites

A partner must obtain customer authorization before performing resource O&M on behalf of a customer.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Select a customer and click **More > Perform O&M Operations on Customers' Behalf** in the **Operation** column.



NOTE

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

- Step 5** In the displayed dialog box, click **OK**.
- Step 6** On the console page, perform resource O&M operations as prompted.

NOTE

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

----End

12.3.3.11 Assigning an Account Manager for a Customer

A partner can assign an account manager for a customer.

NOTE

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

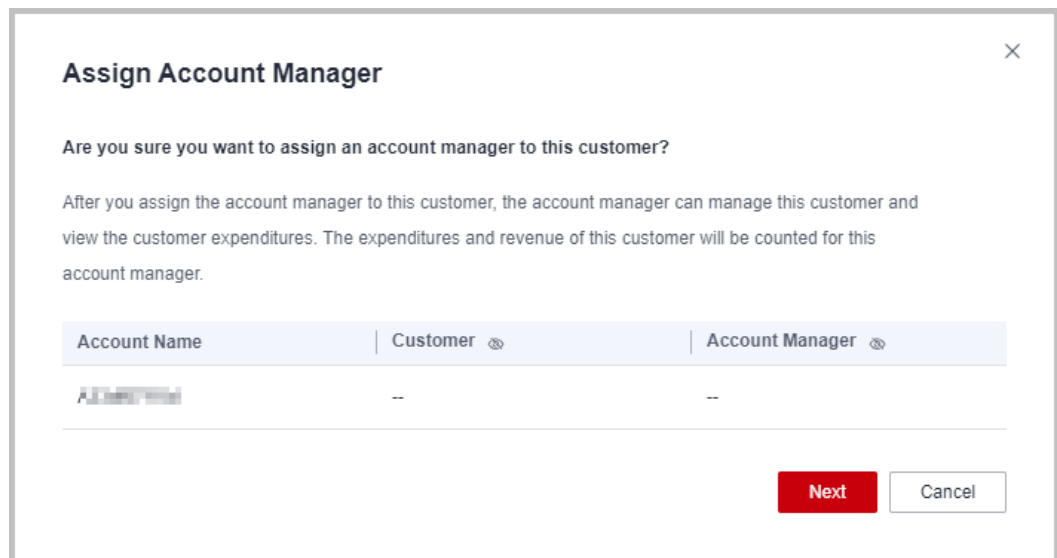
Precautions

After an account manager is assigned for a customer, the account manager can manage the customer. Specifically, the account manager can view the expenditure

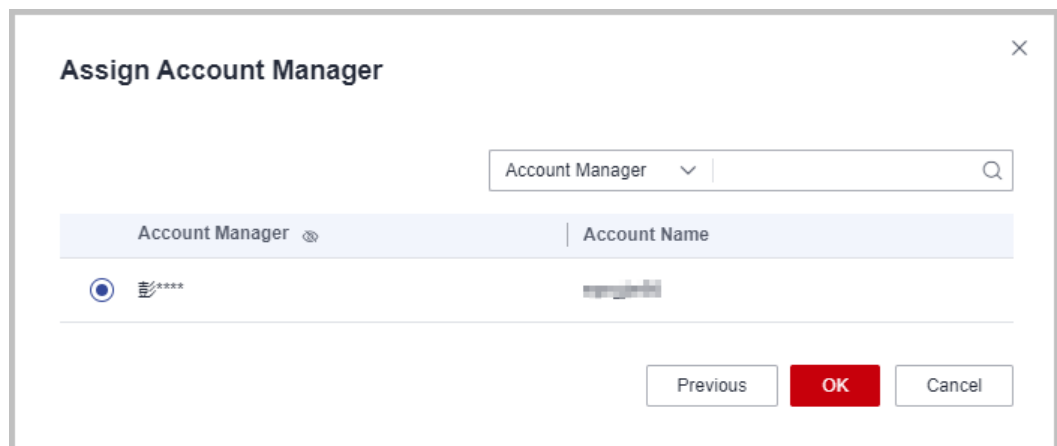
records of the customer, and the customer's consumption and revenues generated during the management period belong to the account manager.

Procedure

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



- Step 5** Select the target account manager and click **OK**.



- Step 6** A message, indicating the account manager has been successfully assigned, is displayed.

 **NOTE**

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

----End

12.3.3.1.12 Disassociating from a Customer

You can disassociate with your customers as needed.

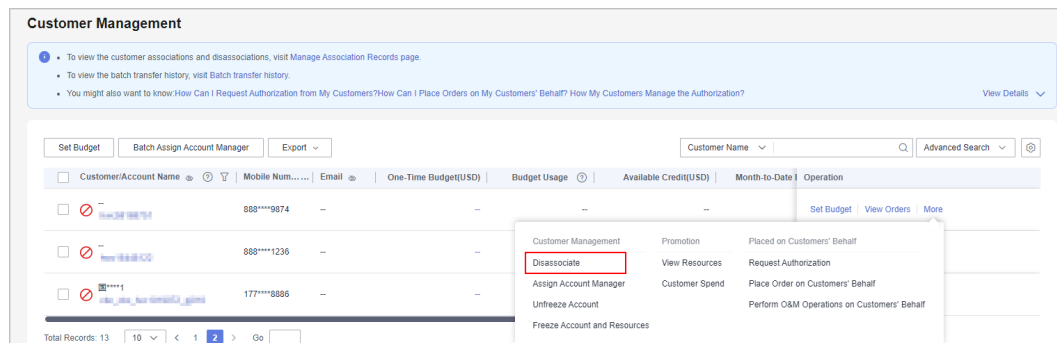
 **NOTE**

Notes:

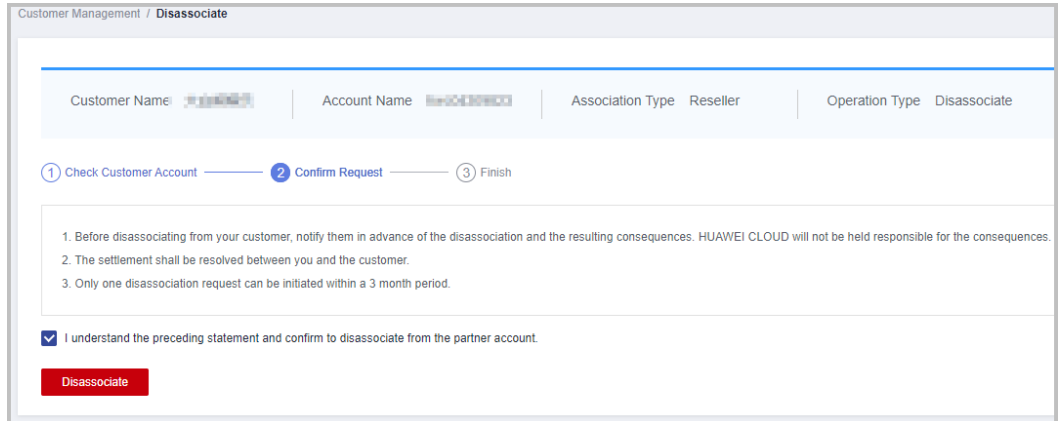
1. Any problems arising out of the disassociation shall be resolved by you and your customers. Huawei Cloud shall not be held accountable for any consequences.
2. After disassociation, the settlement matters will be handled through negotiation between you and your customers.
3. A customer account is not allowed to submit multiple disassociation applications within three months.

Procedure

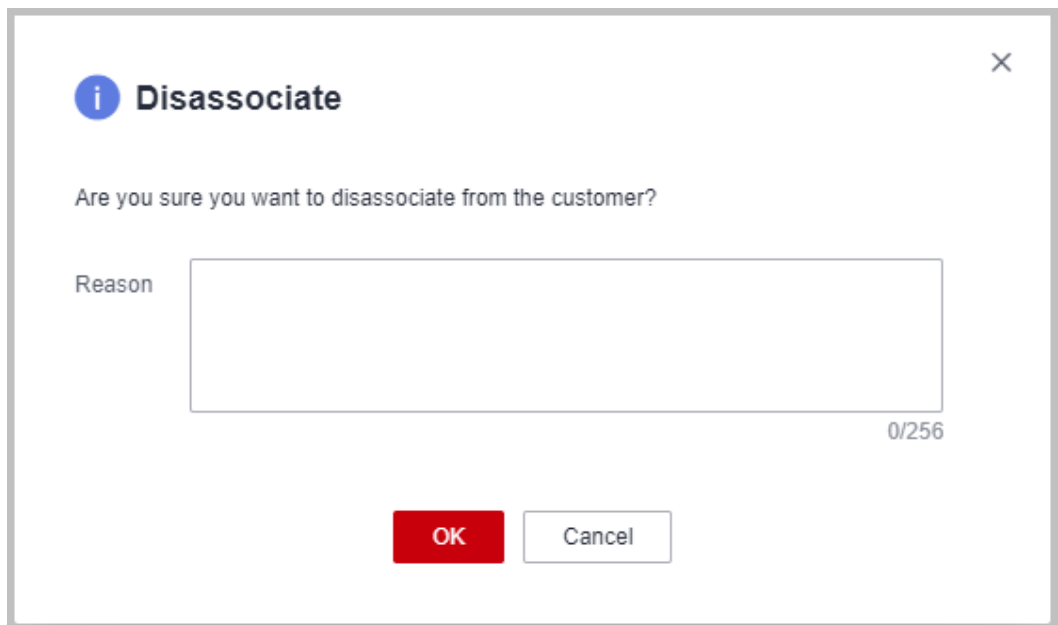
- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** On the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** In the customer list, select a customer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



- Step 5** On the displayed page, select **I understand the preceding statement and confirm to disassociate from the partner account**, and click **Disassociate**.



Step 6 In the displayed dialog box, enter a reason and click OK.



Step 7 A message is displayed indicating that you have been disassociated from the customer.

----End

12.3.3.1.13 Viewing Enterprise Information

Partners can view the enterprise information of their associated customers in Partner Center.

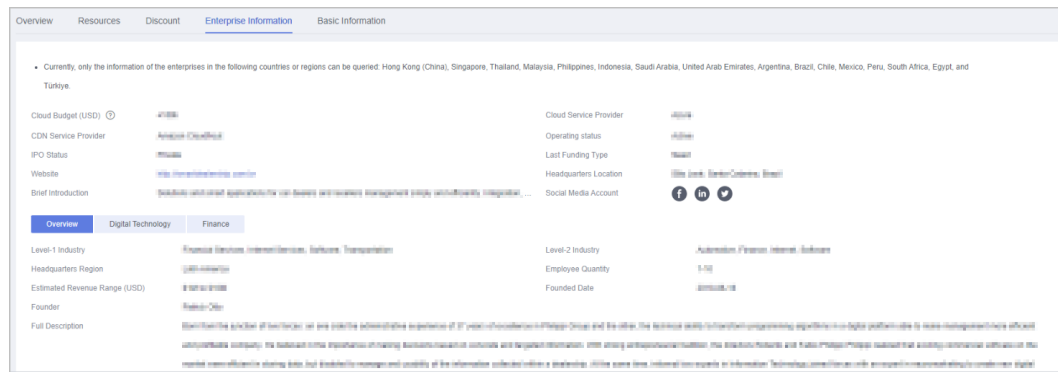
NOTE

Currently, only the information of the enterprises in the following countries or regions can be queried: Hong Kong (China), Singapore, Thailand, Malaysia, Philippines, Indonesia, Saudi Arabia, United Arab Emirates, Argentina, Brazil, Chile, Mexico, Peru, South Africa, Egypt, and Türkiye.

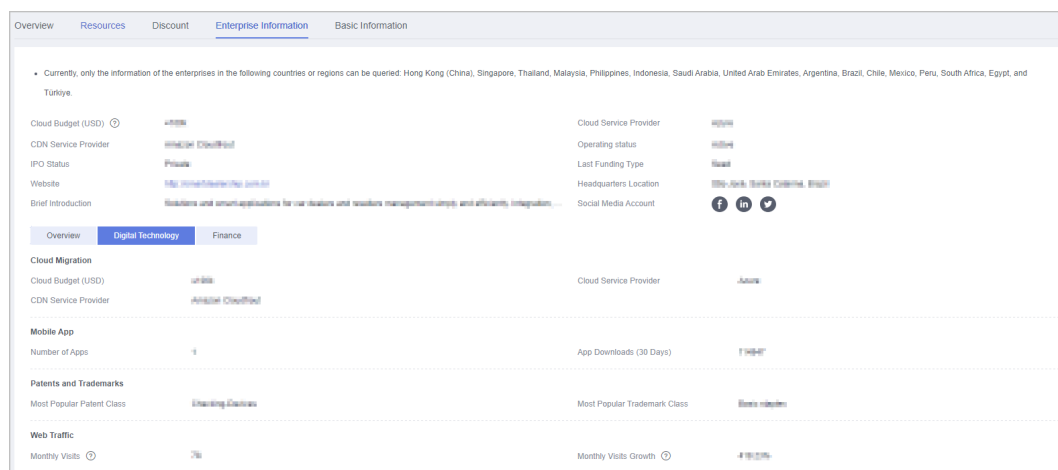
Procedure

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

- Step 2** Click **Partner Center** in the drop-down list of your account name.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Management**.
- Step 4** Select a customer and click the account name to go to the details page. Select the **Enterprise Information** tab and view the enterprise information of the customer.
- Step 5** Click the **Overview** tab to view the basic information about the enterprise such as the level-1 industry, level-2 industry, HQ region, and number of employees.



- Step 6** Click the **Digital Technology** tab to view the cloud migration information, app information, patent and trademark information, and website traffic.



- Step 7** Click the **Finance** tab to view the information related to funding, IPO and stock price, and merger and acquisition.

Currently, only the information of the enterprises in the following countries or regions can be queried: Hong Kong (China), Singapore, Thailand, Malaysia, Philippines, Indonesia, Saudi Arabia, United Arab Emirates, Argentina, Brazil, Chile, Mexico, Peru, South Africa, Egypt, and Türkiye.

Cloud Budget (USD)	¥15.1B	Cloud Service Provider	阿里云
CDN Service Provider	Amazon CloudFront	Operating status	正常
IPO Status	Private	Last Funding Type	Seed
Website	http://www.huaweicloud.com	Headquarters Location	USA, UK, France, Canada, Brazil
Brief Introduction	Huawei and its subsidiaries for cloud services and related management services and efficient integration...		
Social Media Account			
f in v			

Overview		Digital Technology		Finance	
----------	--	--------------------	--	---------	--

Funding		Total Funding Amount Currency (USD)		¥15.1B	
Number of Funding Rounds	5	Last Funding Date	2018-03-17		
Top 5 Investors	IDC, IDC Partners, J.C. Flowers & Co., Strategic Teachers' Pension Plan, Abu Dhabi Investment Council				
Last Funding Type	Seed	Last Funding Amount (USD)	¥15.1B		

IPO & Stock Price		IPO Date		2020-07-16	
IPO Status	Private	Valuation at IPO (USD)	¥15.1B		
Money Raised at IPO (USD)	¥15.1B	Stock Exchange	NYSE - New York Stock Exchange		
Stock Symbol	TEC				

Merger and Acquisition		Acquired by		Capital Partners	
Transaction Name	Emergent Fund Investments L.P. acquiring Capitalista				
Announced Date	2017-08-16		Price (USD)	1.10000000	

----End

12.3.3.2 Customer Assignment

12.3.3.2.1 Assigning Customers to an Account Manager

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

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

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

Procedure

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

Account Manager				
Account Manager <input type="text"/>				
Account Mana...	Account Name	Mobile Number	Email	Assigned Customers Operation
****	****	+852 138****040	409***092@qq.com	0 Assign Customers View Customers

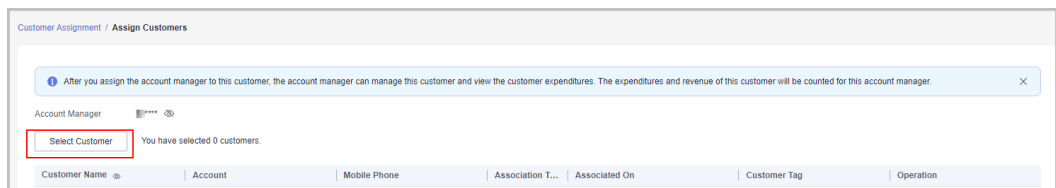
 **NOTE**

If no account manager is available on the **Customer Assignment** page, choose **Account Management > Organization Management > Users > Create User** and add account managers. For details, see [Creating a User](#).

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

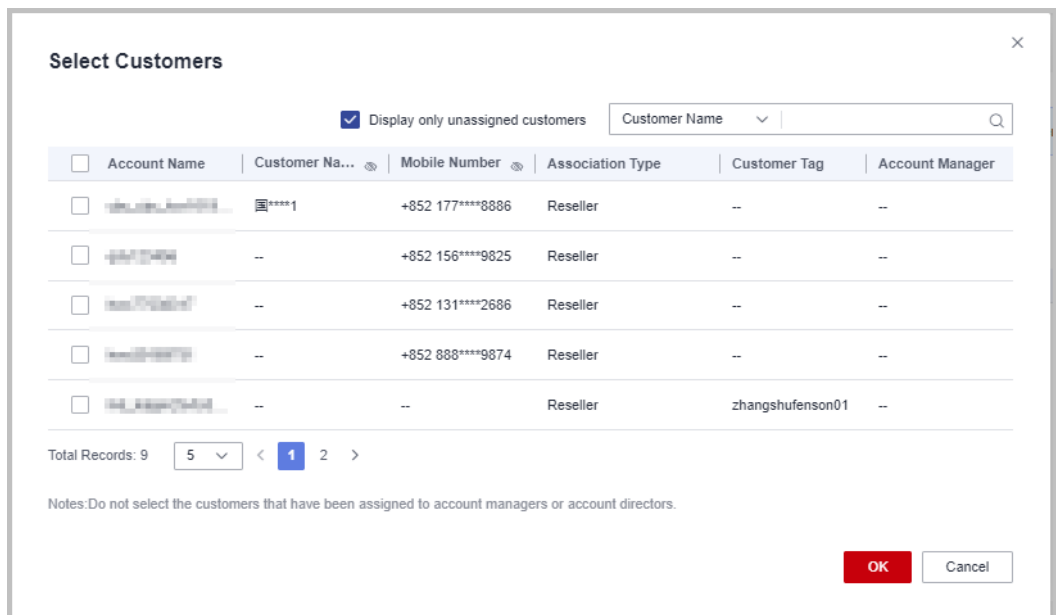
Step 4 Click **Assign Customers** in the **Operation** column.

The **Assign Customers** page is displayed.



Step 5 Click **Select Customer**.

Step 6 In the **Select Customers** dialog box, select a customer whom you want to assign to the account manager and click **OK**.



 **NOTE**

You cannot select a customer who has already been assigned to an account manager. You can select **Display only unassigned customers** to display all unassigned customers.

Step 7 Confirm the added customer in the customer list and click **OK**.

Step 8 The message "Customers have been assigned successfully" is displayed.

 **NOTE**

You can click **Delete** in the **Operation** column to delete an added customer.

----End

Other Operations

- Viewing the customer list
Click **View Customers** in the **Operation** column. On the **View Customers** page, view the account manager information and the customers assigned to the account manager.
- Unassigning customers
After you remove the account manager, this customer will not be managed by the account manager. The expenditures and revenue of this customer will no longer be counted for the account manager.
 - Unassigning a single customer
Click **View Customers** in the **Operation** column. On the **View Customers** page, click **Unassign** in the **Operation** column. Then in the displayed dialog box, click **OK**.
 - Batch unassigning customers
Click **View Customers** in the **Operation** column. On the **View Customers** page, select target customers and click **Unassign Customers**. Then in the displayed dialog box, click **OK**.

NOTE

The unassignment will take effect on the 1st of next month (GMT +08:00). The customer expenditures are still counted into this account manager before the effective date.

12.3.3.3 Customer Orders

12.3.3.3.1 Viewing a Customer's Orders

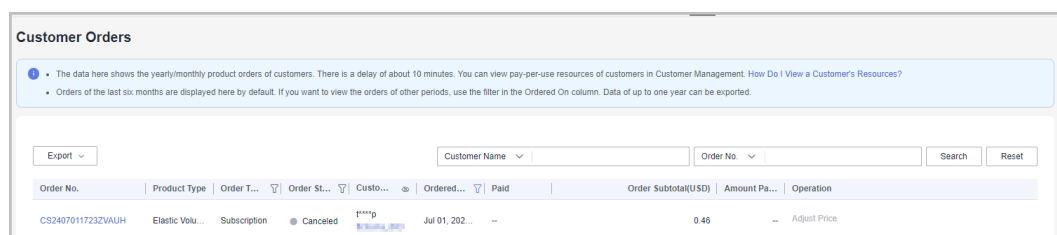
A partner can query all the associated customers' orders.


NOTE

A salesperson can only query orders of its own customers.

Procedure

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



Order No.	Product Type	Order T...	Order St...	Custo...	Ordered...	Paid	Order Subtotal(USD)	Amount Pa...	Operation
CS2407011723ZVAUH	Elastic Volu...	Subscription	Canceled		Jul 01, 202...	--	0.46	--	Adjust Price

 **NOTE**

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

Step 4 Set search criteria to search for customer orders.

You can query customers' orders by customer name, order number, and product type.

- Click the order ID to view order details.

Step 5 Export a customer's orders.

- Export orders of the current customer.

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

 **NOTE**

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- Export all customer orders.

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

 **NOTE**

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

- View the export history.
 - a. Choose **Export > View Export** to switch to the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the exported orders.

----End

12.3.3.4 Customer Expenditures

12.3.3.4.1 Querying Expenditure Summary

You can view and export customer expenditure details.

Precautions

- The expenditure summary data of the current day can only be queried after 24:00 of the following day. The actual expenditures are subject to expenditure details.
- Customer expenditures are counted from the second day following the assignment of a customer to an account manager.
- You can view expenditures of both your reseller and referral customers. Customers expenditure data cannot be used as the basis for partners' settlement, payment, and invoicing.

- The customer expenditure data can be traced back to a maximum of 18 months ago.

Procedure

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

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

Step 3 In the top navigation, select **Sales > Customers > Customer Expenditure**.

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

Step 5 Set search options to filter expenditure summary.

Search options include **Customer Name**, **Spent On**, **Account Manager**, and **Association Type**.

- View total expenditure amount and refund amount.

The screenshot shows the 'Expenditure Summary' page. At the top, there are search filters: 'Customer N.' (dropdown), 'Spent On' (2024-09), and 'Account Manager' (text input). Below these are 'Association Type' (dropdown), 'Search', and 'Reset' buttons. An 'Export' dropdown is also present. Two summary boxes show 'Amount' as \$2,618 USD and 'Refunds' as \$0.00 USD. Below these are tabs for 'Customer Expenditures' and 'Refunds'. A table at the bottom has columns: Customer, Account Name, Service Type, Billing Mode, Association Type, Amount(USD), Cash Payments(USD), Coupons Used(USD), Monthly Settlement(USD), Discount(USD), and Operation. The 'Amount(USD)' column shows 2,618 and 'Discount(USD)' shows 0.00.

NOTE

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

- View expenditure and refund data of each customer
 - Expenditures
Click the **Customer Expenditures** tab to view expenditure data of each customer.
 - Refunds
Click the **Refunds** tab to view refund data of each customer.

Step 6 Export expenditure summary.

- Export customer expenditures.

Click **Export > Export Customer Bills**. Set the search options and click **OK**. When the export is complete, a message is displayed indicating that the export task has been created.

NOTE

When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.

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

----End

12.3.3.4.2 Querying Expenditure Details

You can view and export customer expenditure details.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation, select **Sales > Customers > Customer Expenditure**.
- Step 4** Click the **Expenditure Details** tab.
- Step 5** Set search options to search for expenditure details.

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

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

NOTE

- You can select a calendar month (up to 18 months ago) for **Billing Cycle**.
- Click the eye icon next to a header to show or hide the complete content in the column. The content is hidden by default. For example, you can click the eye icon next to **Customer Name/Account** to show or hide the complete content of customer names.

Step 6 Export expenditure details.

- Export the selected records.

Click **Export > Export Selected**, specify the transaction time, and click **Export**. A message is displayed indicating that the export task has been created.

 **NOTE**

- A maximum of 5,000,000 records can be exported at a time.
- When using the export function of Partner Center, please note that any sensitive information, such as customer names, mobile numbers, and email addresses, will be anonymized.
- View the export history.
 - a. Choose **Export > View Export** to switch to the **Export History** page.
 - b. Click **Download** in the **Operation** column to download and view the exported expenditure details.

----End

12.3.3.5 Customer Alerts

12.3.3.5.1 Handling Customer Alerts

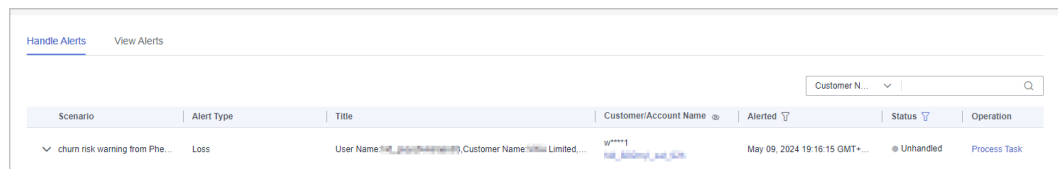
Customer alerts can be handled by only one person.

 **NOTE**


If an account manager has been assigned, the account manager is in charge of handling related alerts. Otherwise, the partner is in charge of alert handling.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Alerts**.
- Step 4** On the **Handle Alerts** tab, view information about the scenario, alert type, title, customer account or account name, alert generation time, and alert status.



Scenario	Alert Type	Title	Customer/Account Name	Alerted	Status	Operation
churn risk warning from Phe...	Loss	User Name %*%_p%*%*%*%*%*%*%, Customer Name %*%*% Limited...	%*%*%*%*%_xat_%*%*	May 09, 2024 19:16:15 GMT+...	Unhandled	Process Task

- Click  view more alert details and handling information.
- Click **Process Task** in the **Operation** column for a target alert to handle this alert.
 - The customer has been lost.

Process Task

* Customer Lost Yes No

* Reason Product capability Commerce Competitor
 Customer service suspension Short-term customer service
 Other

OK Cancel

- The customer has not been lost.

Process Task

* Customer Lost Yes No

* Feedback for Customer Not Lost Service adjustment, in regular contact
 New customer expenditure Customer service contraction
 Normal customer expenditure fluctuation Other

OK Cancel

NOTE

- Alternatively, you can also go to **Partner Center > Home > Customer Alerts** and select the **Handle Alerts** tab to handle customer alerts.
- Alternatively, you can go to **Partner Center > Sales > Customers > Customer Management** and click a number in the **Alerts to Be Handled** column to handle customer alerts.

----End

12.3.3.5.2 Viewing Customer Alerts

Partners can view alerts about customers on Partner Center.

NOTE

- Customer alerts are updated by day.
- Customer alerts are about customer churn.
- You can view all customer alerts with an Admin account or an account director account.
- If you have customer management or customer alert management permissions, you can view all customer alerts and alert details.

Procedure

- Step 1** Sign in to [Huawei Cloud](#) as a partner.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the top navigation bar, select **Sales > Customers > Customer Alerts**.
- Step 4** Click the **View Alerts** tab to view all alerts.

Scenario	Alert Type	Title	Customer/Account Name	Alerted	Account Manager	Status
...	Loss	Apr 15, 2023 03:18:38 GMT+08:00	--	Handled
...	Loss	Apr 15, 2023 03:18:38 GMT+08:00	--	Handled

- Click to view alert details and alert handling information.
- On the right corner above the list, enter a customer name or an account manager name to filter alerts.

NOTE

- You can also go to **Partner Center > Home > Customer Alerts** and select the **View Alerts** tab to view customer alerts.
- Alternatively, you can go to **Partner Center > Sales > Customers > Customer Management** and click a number in the **Alerts to Be Handled** column to go to the **Customer Alerts** page, and select the **View Alerts** tab to view customer alerts.

----End

12.3.4 Operations Dashboard

12.3.4.1 Viewing Customer Statistics

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

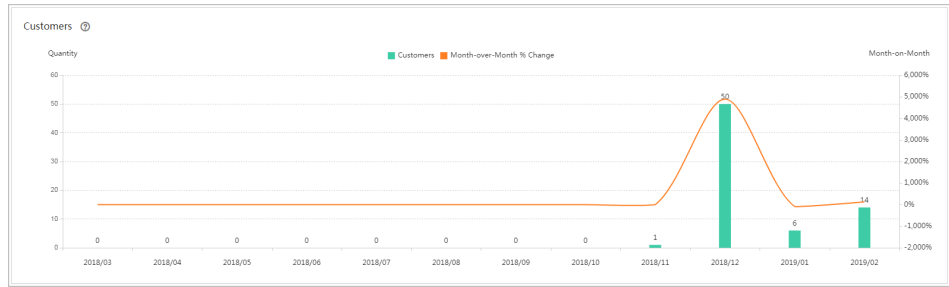
Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** Select **Sales > Operations Statistics > Customers** on the top navigation bar.
 - Click the **Overview** tab.
 - In the statistics area, you can check the **Total Customers**, **Total Associations**, and **Spending Customers This Month**.

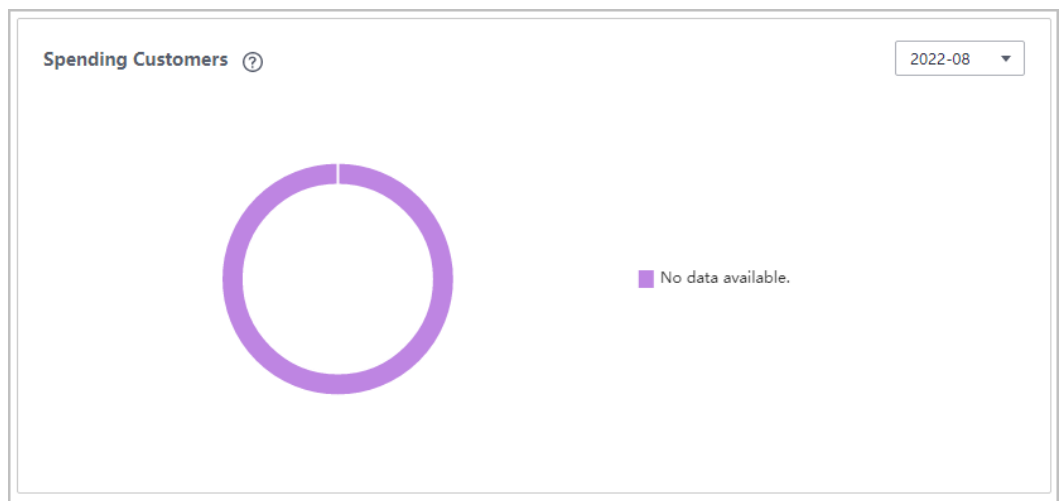
Total Customers 20	Total Associations 4	Spending Customers This Month 1
--------------------	----------------------	---------------------------------

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

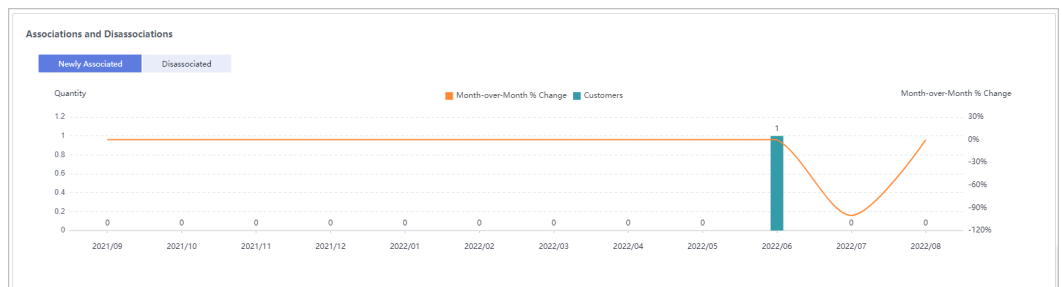
In the **Customers** area, you can view the trend of the number of customers in the whole year.



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



- Click the **Associated and Disassociated Records** tab and click **Select Account Manager or Director** to sort out the customers that you want to view.
 - In the **Associations and Disassociations** area, you can view the number of customers newly associated and disassociated in the recent year.



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

Customer	Account Name	Association Type	Operation	Account Manager	Operation Time
gmsc_14_10462711	gmsc_14_10462711	Reseller	Association	--	Jan 29, 2021 10:24:28
gmsc_14_10462711	gmsc_14_10462711	Reseller	Association	--	Jan 28, 2021 08:45:05

----End

12.3.4.2 Viewing Expenditure Statistics

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

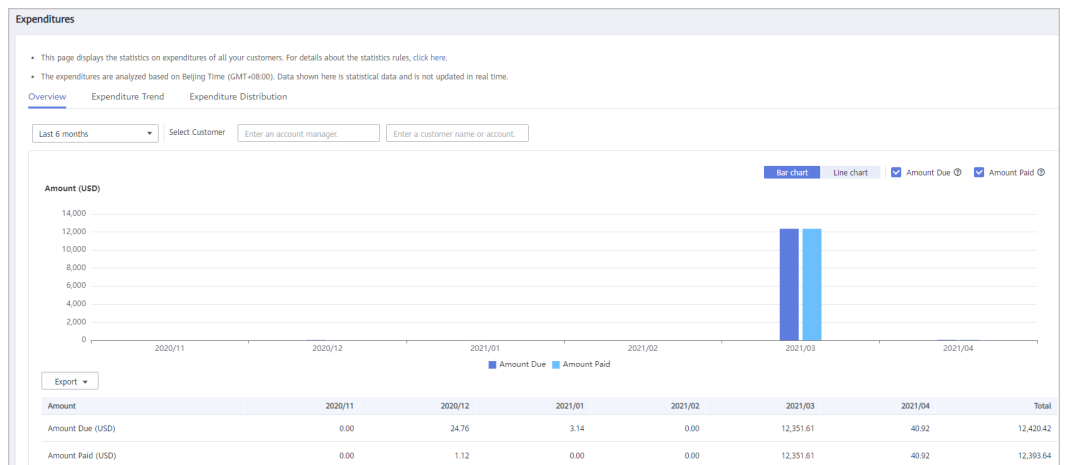
Precautions

A customer's expenditures generated since the first day of the month when the customer is assigned to the account manager will belong to its account manager. For example, if a customer is assigned to an account manager on August 10, the customer's expenditures generated since August 1 will belong to the account manager.

For details about the expenditure statistics rules, click [here](#).

Procedure

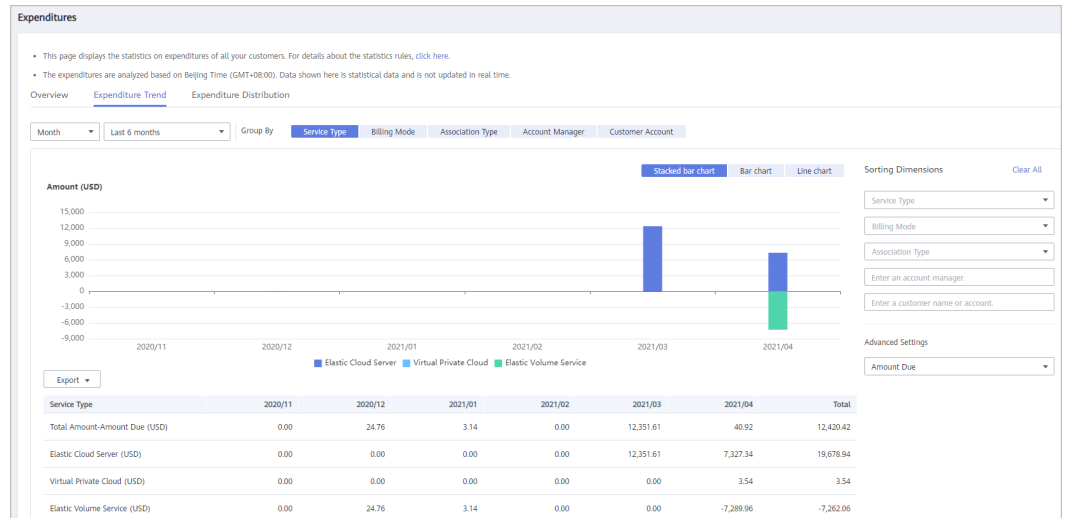
- Step 1** Use your account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** Select **Sales > Operations Statistics > Expenditures** on the top navigation bar.
 - The **Overview** tab page is displayed by default. Select a time range and enter an account manager name or account name in the search box to query the expenditure trend, amount due, and amount paid.



Export customer expenditure data.

- Export the selected records.
 - Choose **Export > Export Selected**. Message "Records exported successfully" is displayed.
- View the export history.
 - i. Choose **Export > View Export** to switch to the **Export History** page.
 - ii. Click **Download** in the **Operation** column to download and view expenditure data in the **Completed** state.
- Select the **Expenditure Trend** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the expenditure trend of customers and detailed

fees. You can also set criteria in **Sorting Dimensions** and **Advanced Settings** on the right.

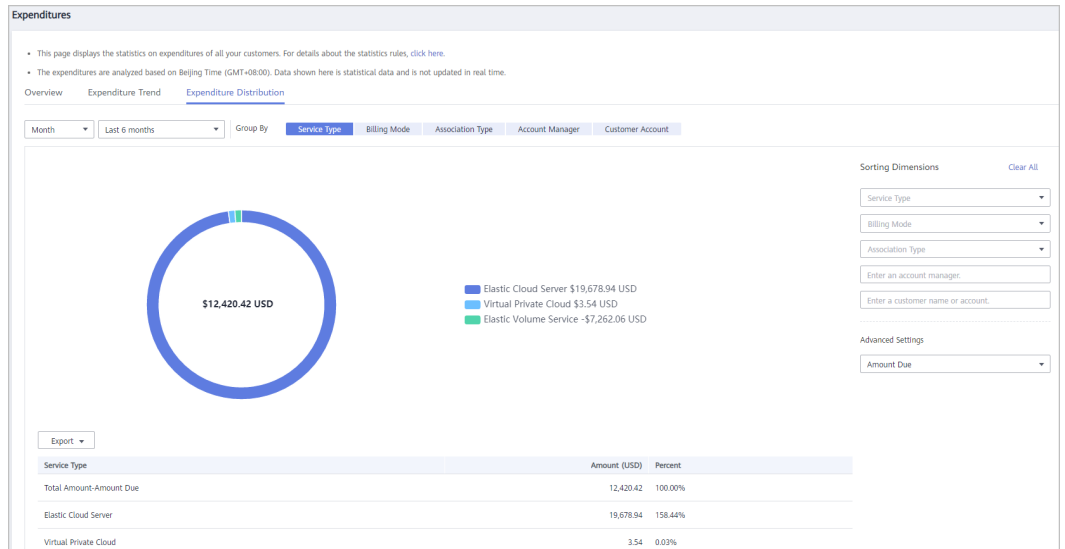


NOTE

When **Customer Account** is selected as a criterion for grouping data, you can click the eye button next to **Customer Name/Customer Account** to show or hide the complete content of customer names.

Export the detailed expenditures.

- Export the selected records.
Choose **Export > Export Selected**. Message "Records exported successfully" is displayed.
- View the export history.
 - i. Choose **Export > View Export** to switch to the **Export History** page.
 - ii. Click **Download** in the **Operation** column to download and view expenditure data in the **Completed** state.
- Select the **Expenditure Distribution** tab, select a time range, and set the grouping basis (service type, billing mode, association type, account manager, and customer account) to view the distribution of customer expenditures and detailed fees. You can also set criteria in **Sorting Dimensions** and **Advanced Settings** on the right.



NOTE

When **Customer Account** is selected as a criterion for grouping data, you can click the eye button next to **Customer Name/Customer Account** to show or hide the complete content of customer names.

Export the detailed expenditures.

- Export the selected records.
Choose **Export > Export Selected**. Message "Records exported successfully" is displayed.
- View the export history.
 - i. Choose **Export > View Export** to switch to the **Export History** page.
 - ii. Click **Download** in the **Operation** column to download and view expenditure data in the **Completed** state.

----End

13 Operations of Sub-customers of Solution Partners

13.1 Requesting Association with a Partner

Customers can contact Huawei Cloud partners to obtain invitation links or QR codes. Then customers can click the links or scan the QR codes to complete the registration and association.

NOTE

After a customer is associated with a partner in the reseller model, the customer account is frozen by default. When the account is frozen, the customer cannot buy, renew, or change resources. Some of the provisioned resources may be unavailable, but they still incur fees. To normally run services, the customer must contact its partner to set a budget and unfreeze its account.

Precautions


- A customer cannot be associated with a partner if the customer:
 - Registers with Huawei Cloud (China).
 - Has been associated with another partner.
 - Has signed a special contract with HUAWEI CLOUD, such as offline directly-signed contract, authorized telemarketing contract with discounts, or directly-signed special offer contract.
 - Has registered for more than seven days or has cash expenditure records.
 - Has unpaid bills.
 - Has been associated with an enterprise master in the unified accounting mode with a resource account or a cloud account.
- A customer cannot be associated with a partner in reseller model if the customer:
 - Has signed a professional service contract with Huawei Cloud.
 - Has valid reserved instances (RIs).
 - Is using an enterprise member account.

- Is using an enterprise master account that has independent accounting members.
- If a customer associates with a partner in reseller model, customer's cash coupons:
 - Can only be used to deduct customer's expenditures generated before the association.
- In the reseller model, if a customer invited has subscribed to resources before, you can **freeze the customer's account and resources** to prevent new fees from being generated by those resources.

Procedure

Step 1 Click the invitation link sent by the partner or scan the QR code sent by the partner.

Step 2 Read and agree to the *Instructions for Associating with a Huawei Cloud Partner*.



Dear customer, you are invited to become a customer of a Huawei Cloud partner.

Huawei Cloud provides you with the Account Association service (hereinafter referred to as "this Service") according to this Statement. Please be sure to carefully read this Statement (including any subsequent modifications) before associating with [Redacted] (hereinafter referred to as "Partner"). If you have questions about this Statement, please contact Huawei Cloud.

Notice:

Service Usage Requirements

1. After you associate with a Partner's account, the Partner will be responsible for providing contracts, invoices, settlement, technical assistance, and operations including but not limited to **placing orders and perform O&M on your behalf, account freezing, resource freezing, and account recovery**.
2. After you associate with a Partner account, if you have member accounts, the status and operations (including but not limited to restriction and freezing) of the Partner account will affect you and your member accounts. You shall manage your member accounts and inform enterprise members of relevant impact. Any disputes arising from you or Partner's status and operations shall be resolved by you, your associated enterprise members, and the Partner through negotiation. Huawei Cloud shall not be liable for any loss or liability arising therefrom.
3. To get better and efficient services from your associated Partner, you understand and agree that Huawei Cloud can disclose the following information to the Partner and/or Partner's associated distributor (if any):
 - Your personal information on Huawei Cloud official website such as account name, company name, contact person's name, contact information

Last Updated: Feb 01, 2024

If you accept this invitation to associate with the partner, your account will be frozen by default and some of your resources will be inaccessible before you ask the partner to set a budget for you and unfreeze your account. If you do not want to be affected, you can ignore this invitation and ask the partner to submit a ticket to associate with you.

I have read and agree with the Instructions for Associating with a Huawei Cloud Partner.

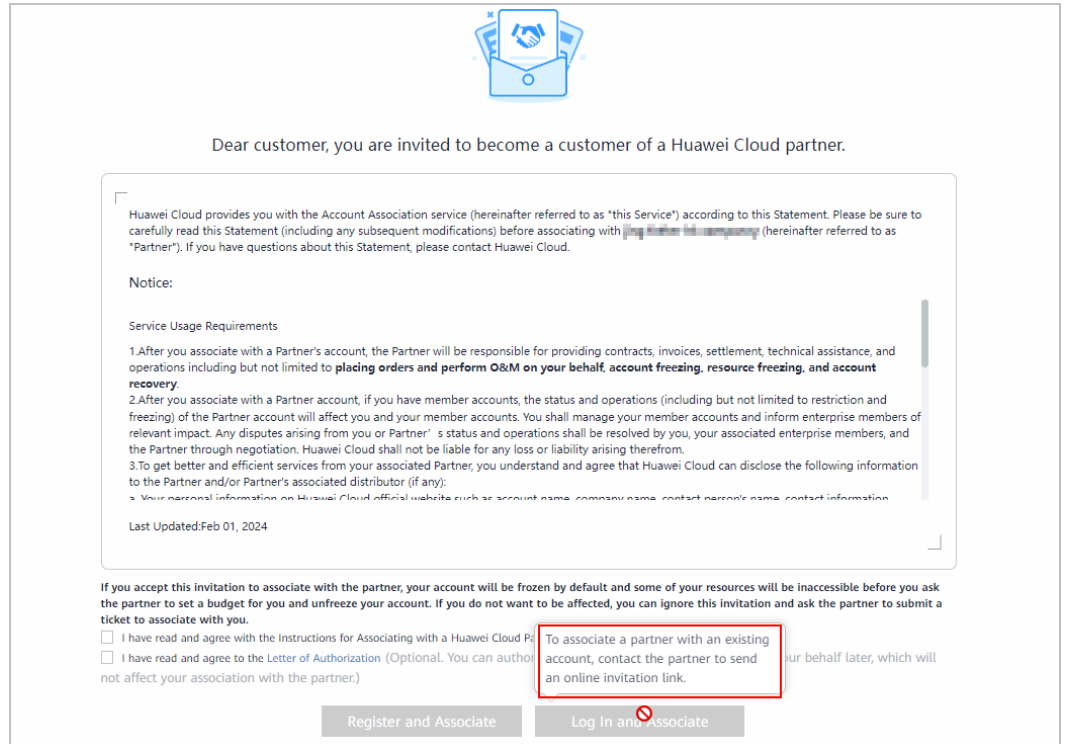
I have read and agree to the Letter of Authorization (Optional. You can authorize the partner to perform operations on your behalf later, which will not affect your association with the partner.)

Register and Associate

Log In and Associate

 NOTE

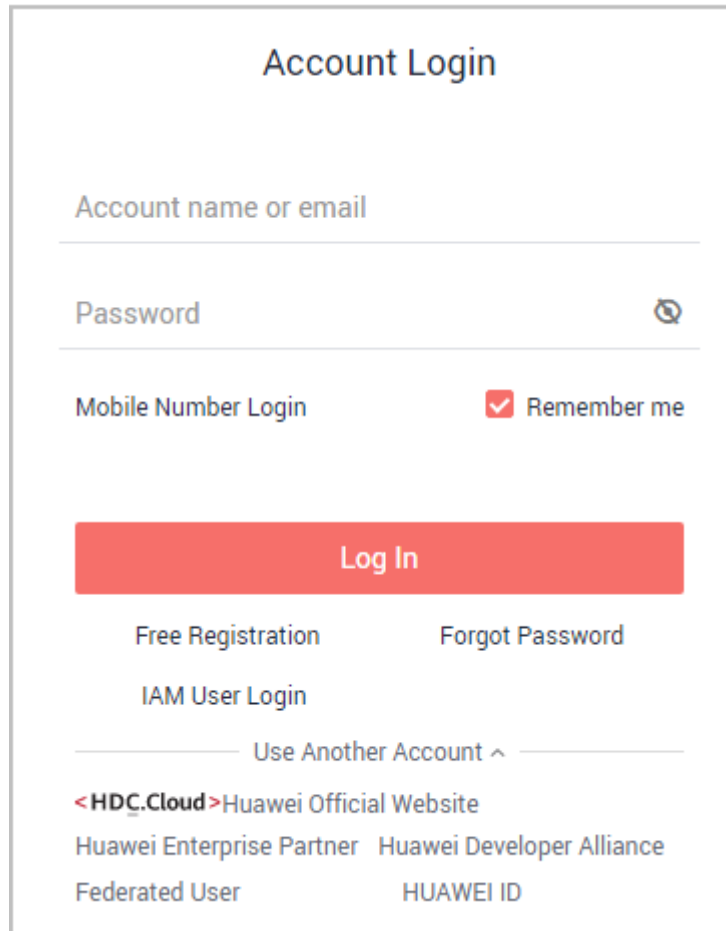
- This step is required only for the reseller model.
- After receiving a hyperlink or QR code from a partner for association, you need to contact the partner to send an online invitation link if you want to associate with a partner using an existing account.



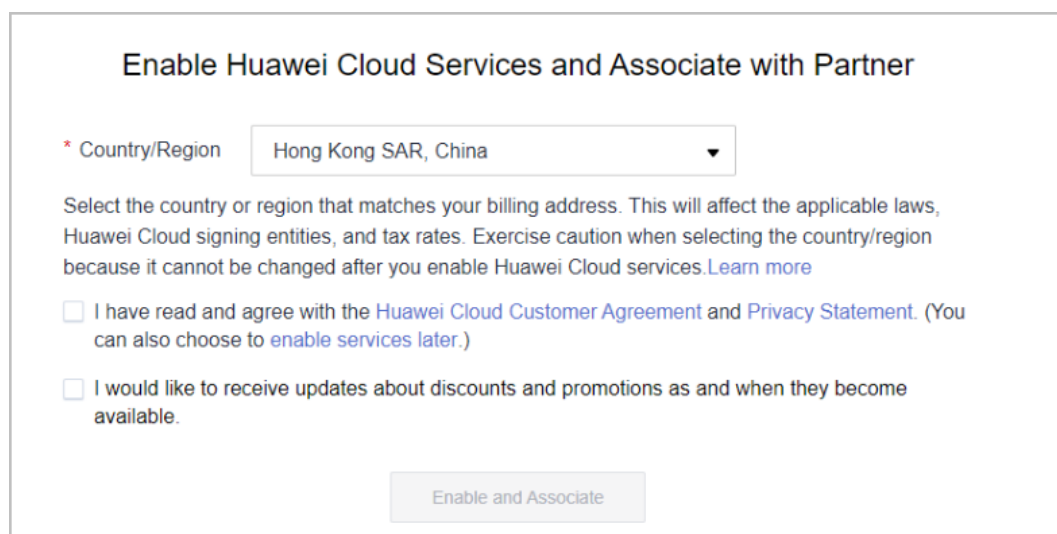
- If you want to authorize partners to place orders and perform O&M on your behalf, select **I have read and agree to the Letter of Authorization**. You can refer to [Managing Authorization Requests of Partners](#) later. Processing the authorization now or later will not affect your association with the partner.

Step 3 Associate with the partner.

- Registering a new Huawei Cloud account to associate with a partner
 - a. Click **Register for Association** to go to the account registration page.
 - b. Select **Country/Region**, set **Password** and **Email**, enter the email verification code, and click **Register**.
- Using an existing Huawei Cloud account to associate with a partner
 - a. Click **Login for Association**.
 - b. On the login page, enter your account name and password, and click **Log In**.



Step 4 Select the country or region that matches your billing address and select **I have read and agree with the Huawei Cloud Customer Agreement and Privacy Statement. (You can also choose to enable services later.)** Click **Enable and Associate**. You will be associated with the partner after you enabled Huawei Cloud.



----End

13.2 Disassociating from a Partner

NOTE

- For customers associated with the partner in Reseller mode, they cannot apply to disassociate from the partner if they are in one of the following conditions:
 - The customer has been associated with an enterprise master account or member account. In this condition, the customer needs to dissociate from the account first and then disassociate from its partner.
 - The customer account has overdue payment. In this condition, the customer needs to contact its partner to increase the credit to write off the arrears first and then apply to disassociate from its partner.
 - The customer has a reserved instance or a product in the partner support plan that has not expired. You need to unsubscribe from the reserved instance or the product before applying for disassociation.
 - The customer has not set the currency. To disassociate from a partner, the customer needs to go to the account center to set the currency first.

13.2.1 How Does a Customer Associated with Its Partner in Reseller Model Request Disassociation?

A customer associated with a partner in the Reseller model can request disassociation in account center.

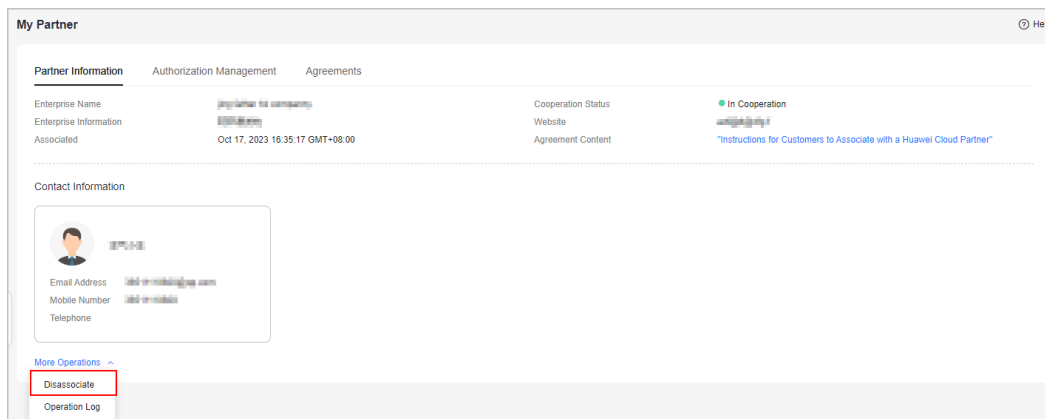
NOTE

1. Only one disassociation request can be initiated by a customer within a 3 month period.
2. If the account of a customer has orders waiting to be paid by the partner, they need to cancel the orders or contact the partner to pay the orders before disassociating from the partner.
3. For customers associated with a partner in the Reseller model, they cannot apply to disassociate from the partner if they are in one of the following conditions:
 - If the account of a customer is an enterprise master account, and the account is associated with independent accounting members, the customer needs to disassociate from all independent accounting members before disassociating from the partner.
 - A customer's account is in arrears. The customer needs to contact the partner to increase the credit limit to write off the arrears before disassociating from the partner.
 - A customer has valid RIs or a partner support plan. In this case, the customer needs to unsubscribe from the RIs or the partner support plan before disassociating from the partner.
 - The customer has not set the currency. To disassociate from a partner, the customer needs to go to the account center and set a currency first.
 - A customer has an effective special commerce contract. In this case, the customer needs to contact the partner offline to handle it before applying for canceling the association relationship.

Procedure

Step 1 The **My Partner** page is displayed.

Step 2 Click **More Operations > Disassociate** at the bottom of the page.



NOTE

You can also click **Operation Log** to view the operation records of the association between you and the partner.

Step 3 If the account passes the check, select **I understand the preceding statement and confirm to disassociate from the partner account**, and click **Disassociate**.

NOTE

If the account fails the check, handle the failed items as prompted. Then check the account again.

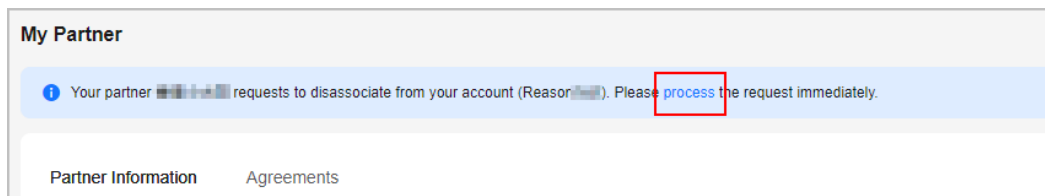
Step 4 Enter the text message verification code and click **OK**.

The system displays a message indicating that the application for canceling the association with the partner has been submitted. After your partner completes the processing, you will be notified of the processing result at the first time. Please wait.

----End

Other Operations

You can click **Process** in the upper part of the **My Partner** page to process the disassociation request initiated by the partner.



13.3 Topping Up a HUAWEI CLOUD Account

Customers associated by Referral can top up their HUAWEI CLOUD accounts in the Billing Center.

If the monthly budget of a customer associated with the partner in reseller model is insufficient, the customer needs to contact the partner to adjust the budget.

Procedure

- Step 1** Use your customer account to log in to [HUAWEI CLOUD](#).
 - Step 2** In the drop-down list of your account name, click **Billing Center**.
 - Step 3** [Click](#) to view how to top up your HUAWEI CLOUD account.
- End

13.4 Using Discounts Granted by the Partner

13.4.1 Viewing Discounts

Customers associated in the Referral model can view the discounts granted by their partners.

Procedure

- Step 1** Use your customer account to log in to [HUAWEI CLOUD](#).
 - Step 2** In the drop-down list of your account name, click **Billing Center** to go to the Billing Center.
 - Step 3** In the navigation tree, choose **Coupons and Discounts > Commercial Discounts** to go to the **Commercial Discounts** page.
 - Step 4** On the **Partner Discounts** tab page, view the discounts granted by the partner.
- End

13.4.2 Using Discounts

When paying an order, a customer associated in the Referral model can select the discounts granted by the partner. Discounts are granted based on the prices presented on the HUAWEI CLOUD official website.

Precautions

- The discounts granted by partners are applicable to list-price products and promotional products.
 - Standard products: Pay-per-use products, monthly products, one-year reserved instances, and normal one-year products listed on the HUAWEI CLOUD website (<https://www.huaweicloud.com/intl/en-us/>)
 - Promotional products: Promotional products, three-year reserved instances, Direct Connect, and Spot ECSs listed on the HUAWEI CLOUD website (<https://www.huaweicloud.com/intl/en-us/>)

The discounts are not applicable to the following products:

- Spot ECSs
- Marketplace products

You can view the list of applicable products on the **Sales Management > Product Discounts and Incentives** page in the Partner Center.

- Discounts granted by a partner cannot be used together with commercial discounts (special-offer contracted discounts), promotional discounts, and adjusted prices.

 **NOTE**

If the partner has set a discount for a customer's order, the customer cannot use other discounts when paying the order.

Procedure

When paying an order, select **Partner Discounts** and complete the payment.

Follow-up Operation

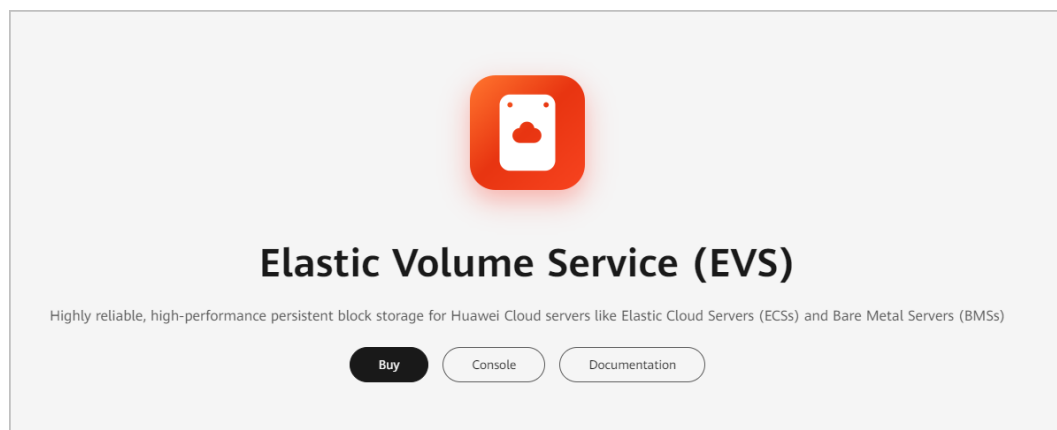
Click a completed order and view the discounts on the **Details** page.

13.5 Buying HUAWEI CLOUD Products

Procedure

The following procedure shows how to buy an EVS disk:

- Step 1** Go to the [All Products](#) page.
- Step 2** Select **Storage > Elastic Volume Service (EVS)**.
- Step 3** Click **Buy**.



- Step 4** Set the product information and click **Next**.

Buy Disk

Billing Mode: **Yearly/Monthly** | Pay-per-use
 Select this option to save money when you have a good idea of what resources you will need and for how long. You will be billed in advance.

Region: **CN-North-Ulanqab203** | To select a different region, use the region selector at the upper left of the main menu bar.

AZ: **可用区1** | 可用区2 | 可用区3
 No server is available in the current AZ. Select the AZ where your server resides. The AZ cannot be changed after the disk is created.

Data Source (Optional): Create from

Disk Specifications: Common I/O | 10 | GIB

Selected Specifications: Common I/O | 10 GIB | IOPS limit: 110, IOPS burst limit: 1,000

More: Share | SCSI | Encryption | Tag

(Recommended) Backup: Periodic backup | CBR provides backups to protect against unintended destruction or loss of data during virus... Backup Pricing

Automatic Backup: Cloud Backup and Recovery (CBR) allows you to back up and restore the disk data to any backup point. To use CBR, buy a disk backup vault first. Vaults are containers that store backups.
 Do not use | Use existing | Buy new

Enterprise Project: --Select an enterprise project-- | Create Enterprise Project

Price: **\$0.46 USD** | **Next**

Step 5 Confirm order information, select **I have read and agree to the Service Level Agreement (SLA)**, and click **Submit**.

Buy Disk

Resource	Configuration	Billing Mode	Usage Duration	Quantity	Subtotal	
Disk	Region	CN-North-Ulanqab203				
	AZ	可用区1				
	Data Source	Not required				
	Capacity (GIB)	10				
	Disk Type	Common I/O				
	Disk Encryption	No	Yearly/Monthly	1 month	1	\$0.46
	Device Type	VBD				
	Disk Sharing	Disabled				
	Disk Name	volume-3138				
Enterprise Project	default					

I have read and agree to the Service Level Agreement

Price: **\$0.46 USD** | **Previous** | **Submit**

Step 6 On the **Pay** page, select a payment method and complete the payment.
----End

13.6 Managing Authorization Requests of Partners

A partner must obtain authorization before performing operation on behalf of customers associated with the partner in the reseller model. The customers can manage the authorization requests submitted by partners on the **My Account > My Partner** page.



Procedure

- Step 1** Use your customer account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Basic Information**.
- Step 3** In the navigation pane on the left, choose **My Partner**.
- Step 4** Select the **Authorization Management** tab.
- Step 5** Select an authorization request and click **Process** in the **Operation** column.

合作伙伴信息	授权管理	协议管理		
伙伴申请时间	状态	生效时间	失效时间	操作
2024/07/01 16:19:59 GMT+08:00	● 待确认	--	--	处理授权

- Step 6** Select **I have read and agree to the Huawei Cloud Customer Authorization Letter** and click **Agree**.

My Partner / Authorize Partner to Place Orders for Me


Authorize


Confirm whether to authorize your partner to perform any operations:

- Manage my Huawei Cloud resources
- Subscribe to, renew, unsubscribe from, and change cloud services
- Start, stop, restart, and delete cloud resources
- Reset passwords and modify policies of cloud services
- View my account, expenditure, order, discount, and contract information
- Create and view work orders

! You can revoke the authorization on the My Partner page anytime.

I have read and agree to the [Huawei Cloud Customer Authorization Letter](#)

Agree
Reject

In the displayed dialog box, enter the verification code and click **OK**.

 **NOTE**

After the authorization is successful, you are advised to enable CTS immediately so that you can view the records of operations performed by the partner on your resources.

----End

Follow-up Operations

- Step 1** In the navigation pane on the left, choose **My Partner**.
- Step 2** Select the **Authorization Management** tab.
- Step 3** Click **Revoke** in the **Operation** column if you want to cancel the authorization granted to a partner.

Partner Information		Authorization Management	Agreements		
Requested	Status	Effective Time	Expiration Time	Operation	
Jul 01, 2024 16:19:59 GMT+08:00	● Accepted	Jul 01, 2024 16:33:38 GMT+08:00	--	View Letter of Authorization	Revoke

- Step 4** Enter the reason and verification code and click **OK**.

×

Are you sure you want to cancel the authorization granted to the partner?

The cancellation cannot be undone.

* Cause 0/128

Verify your identity to proceed with the operation.

Mobile Number 193****0003 [Use an Email Address](#)

Verification Code Send Code

Cancel
OK

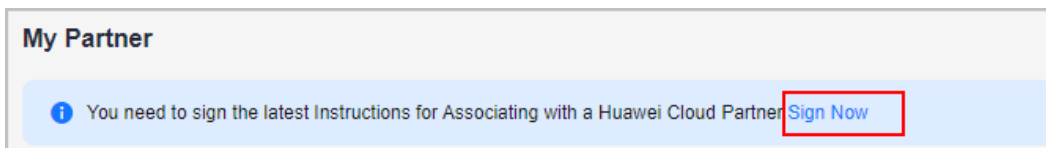
----End

13.7 Signing Instructions for Customers to Associate with a Huawei Cloud Partner

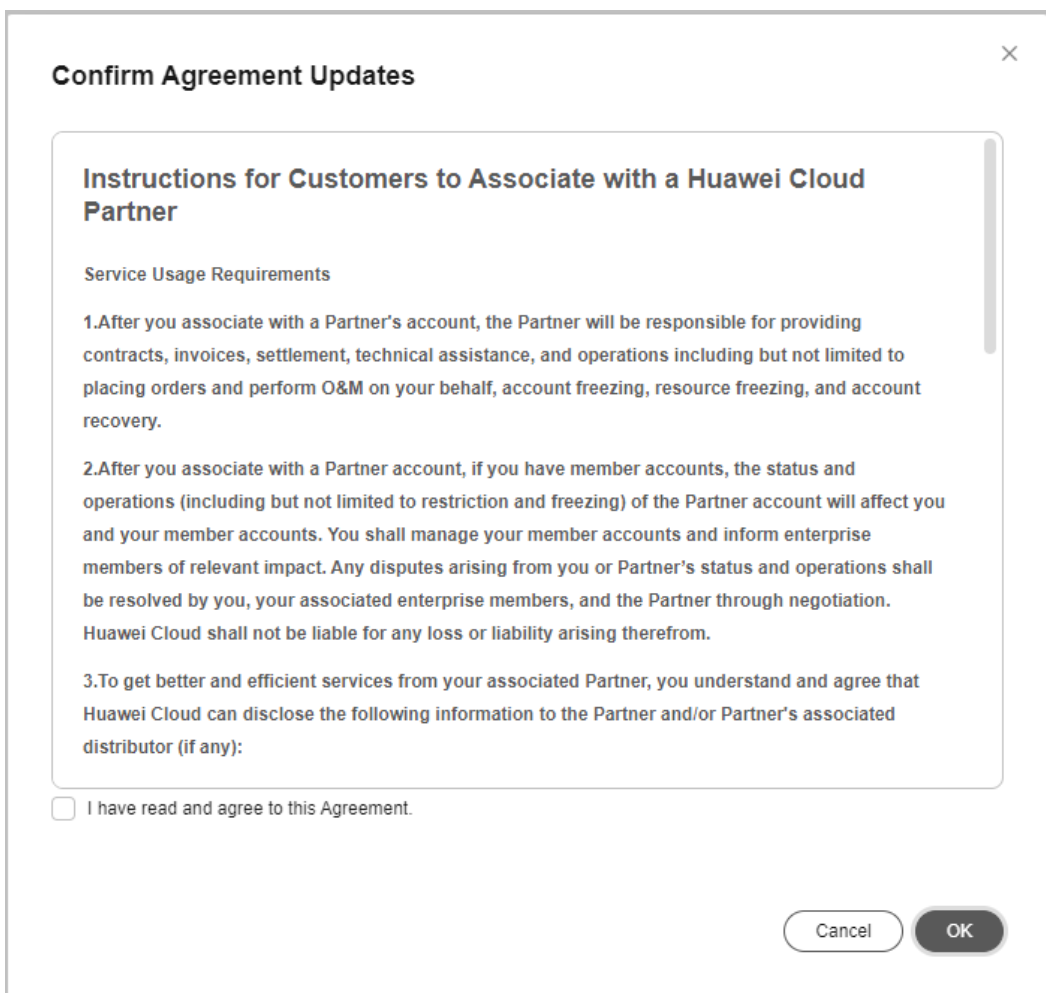
Procedure

Step 1 Go to [My Partner](#).

Step 2 View the displayed message and click **Sign Now**.



Step 3 View content in the dialog box displayed, select **I have read and agree to this Agreement**, and click **OK**.



 **NOTE**

When a customer signs in to Huawei Cloud, a message will be automatically displayed to inform the customer of the updated *Instructions for Customers to Associate with a Huawei Cloud Partner*. The customer can click **OK** to sign the new *Instructions for Customers to Associate with a Huawei Cloud Partner*.

Step 4 A message is displayed indicating that the Agreement is signed.

Click **Agreements** to view signed agreements, including information of agreement name, version, and time.

Partner Information Authorization Management Agreements			
Name	Version	Signed	Operation
Instructions for Customers to Associate with a Huawei ...	V1001	May 14, 2024 20:02:08 GMT+08:00	View

----End

13.8 Cloud Trace Service

13.8.1 Operations Supported by Cloud Trace Service

Scenario

Cloud Trace Service (CTS) allows you to record customer-related operations for further queries, auditing, and backtracking.

Prerequisites

You have enabled CTS.

Supported Operations

Table 13-1 Supported operations

Operation	Resource Type	Trace Name
Inviting customers to associate with partners	csbchannelsales	addBpInviteTraceLog
Inviting customers to create Huawei Cloud accounts and associate with partners	csbchannelsales	customerEnter
Confirming authorization	csbchannelsales	confirmCustomerAgentAuthorizationApply

Operation	Resource Type	Trace Name
Requesting disassociation and association mode change	accountInfo	applyUnbindOrSwitchCooperation
Reviewing and approving requests	accountInfo	approvePartnerOrCustomerApply
Applying for unified payment by partners	order	applyPartnerPayment
Confirming or rejecting authorization	csbchannelsales	confirmCustomerAgentAuthorizationApply
Requesting disassociation and association mode change	csbchannelsales	applyUnbindOrSwitchCooperation
Reviewing and approving requests	csbchannelsales	approvePartnerOrCustomerApply


13.8.2 Viewing Traces

Scenario

CTS allows you to record customer related operations that are performed by calling APIs. CTS stores operation records for the last seven days.

This section describes how to view the operation records on the CTS console.

Procedure

1. Sign in to the management console.
2. Click  in the upper left corner, and select the target region and project.
3. Choose **Service List > Management & Governance > Cloud Trace Service**.
4. Choose **Trace List** in the navigation pane.
5. In the upper right corner, select a time range from **Last 1 hour**, **Last 1 day**, and **Last 1 week**, or select **Customize** to specify a time range as needed. And specify filter criteria as needed. The following filter criteria are available: You can filter operation events with a combination of four criteria:
 - **Trace Type**, **Trace Source**, **Resource Type**, and **Search By**.
Select a filter criterion from the drop-down list of **Search By**.
If you select **Trace name**, you need to select a specific trace name.
If you select **Resource ID**, you need to enter a specific resource ID.

- If you select **Resource name**, you need to enter a specific resource name.
- **Operator:** Select a specific operator (a user other than tenant).
 - **Trace Status:** Select **Normal**, **Warning**, or **Incident**.
 - **Time Range:** You can query traces generated during any time range of the last seven days.
6. Expand the trace to view details.

Figure 13-1 Trace details

Trace Name	Resource Type	Trace Source	Resource ID	Resource Name	Trace Status	Operator	Operation Time	Operation
createTracker	tracker	CTS		system	normal		Feb 02, 2019 19:22:43 GMT+08:00	View Trace
Trace ID		dbee5100-26dc-11e9-bb00-286ed488cbe2		Source IP Address				
Trace Type		ConsoleAction		Generated		Feb 02, 2019 19:22:43 GMT+08:00		

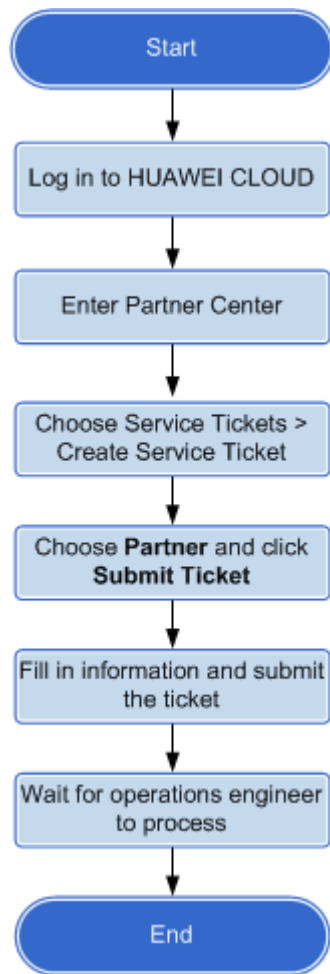
7. Locate a trace and click **View Trace** in the **Operation** column.
For details about CTS, see [Cloud Trace Service User Guide](#).

14 Partner Support Management

14.1 Help and Feedback

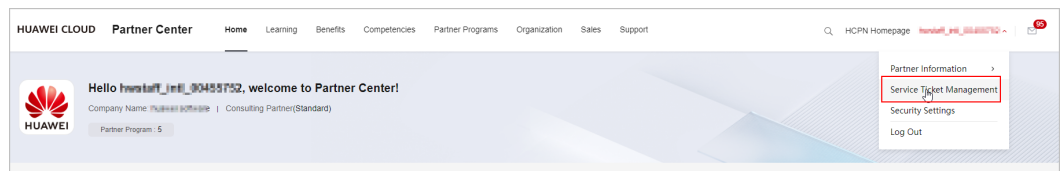
When you encounter a problem and need help or feedback, you can submit a service ticket, contact Huawei Cloud pre-sales or after-sales service personnel, or contact the local Huawei Cloud ecosystem manager.

Help and Feedback Process



Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** In the drop-down list of your account name, click **Partner Center**.
You are navigated to the Partner Center.
- Step 3** Click **Service Ticket Management** in the drop-down list of your account name in the upper right corner.



- Step 4** Choose **Service Tickets > Create Service Ticket** in the navigation pane on the left.
- Step 5** Specify **Partners for My Service/Product**.
- Step 6** Select an issue category.

- Click **Create Now**, describe the problem, upload an attachment, and click **Submit**.

----End

Other Operations

In addition to submitting service tickets, you can also contact HUAWEI CLOUD pre-sales or after-sales service personnel. For contact information, see [Contact Us](#).

14.2 Viewing the Document Library

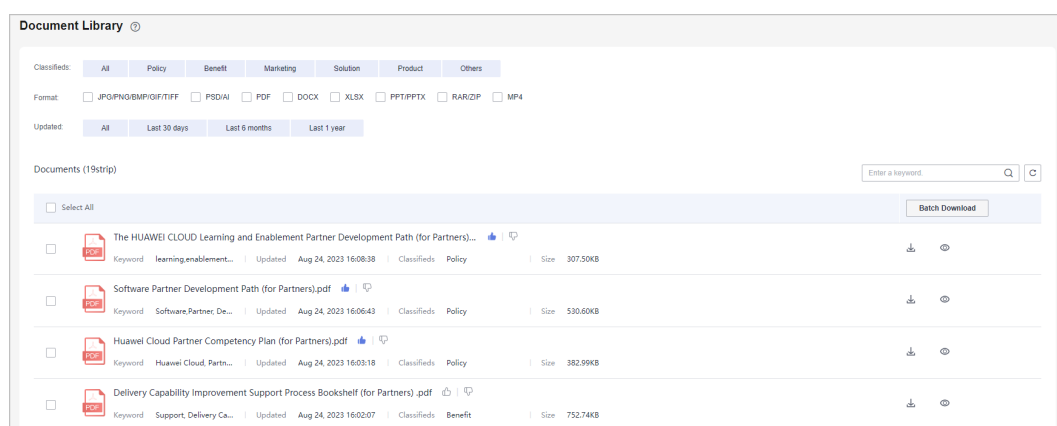
After joining a partner program, partners can view and download partner policies, products and solutions, and documents related to business support in the document library.

Prerequisites

The partner has been enrolled into the partner programs.

Procedure

- Step 1** Use your partner account to log in to [Huawei Cloud](#).
- Step 2** Click **Partner Center** in the drop-down list of your account name in the upper right corner.
- Step 3** Choose **Support > Document Library** in the menu on the top.
- Step 4** Search documents by document classification, format, and update time.



- Step 5** View and download a desired document.

----End

15 Appendix

15.1 HCPN Agreement

15.1.1 Huawei Cloud Partner Network Certification Agreement

For details, visit https://www.huaweicloud.com/intl/en-us/declaration-sg/hcpn_ca.html.

15.1.2 Huawei Cloud Solution Provider Cooperation Agreement

For details, visit <https://www.huaweicloud.com/intl/en-us/declaration-sg/spca.html>.

15.1.3 Huawei Cloud Distributor Cooperation Agreement

For details, see .

15.2 HCPN Badge Usage Guide

Definition

The HCPN Badge ("the badge") is intended for use by HUAWEI CLOUD partners to demonstrate their identity, tier, and business area with a purpose for customers to identify the partners as well as for partners to promote its products and services.

Qualification

HUAWEI CLOUD partners can use the HCPN logo only after obtaining approval from HUAWEI. Partners will enjoy non-exclusive, non-transferable, worldwide, and royalty-free right to use the HCPN logo in accordance with the terms of the HCPN Agreement. For example, they can use the latest version of the HCPN logo on their websites or advertisements to show their partnership with HUAWEI CLOUD.

Approvable examples



Applicable Scope

This usage guide applies to partners outside of the Chinese Mainland who have been granted a license to use the badge. The badge shall be used only in compliance with this guide and the *HUAWEI CLOUD Brand Guide*. If you are unsure whether you are allowed to use the badge, contact your HUAWEI CLOUD partner manager for guidance.

Usage Instructions

- Partners shall use the badge only according to the terms of the *HCPN Certification Agreement*.
- Application Scenarios

Websites	Permitted. The HCPN badge can be used to promote the products and services involved in the HCPN Partner Programs.
Online ads	Permitted. The HCPN badge can be used to promote the products and services involved in the HCPN Partner Programs.
Marketing materials	Permitted. Partners can use the HCPN badge in marketing materials to demonstrate that their products or solutions are powered by HUAWEI CLOUD. Marketing materials include but are not limited to manuals, leaflets, data/sales sheets, white papers, case studies, and event promotions.
Event materials	Permitted. Partners can use the HCPN badge in event materials to demonstrate that their products or solutions are powered by HUAWEI CLOUD. Event materials include but are not limited to booth graphics, presentations, demos, and any other printed or digital event marketing assets.
Email marketing	Permitted. Partners can use the HCPN badge in email marketing materials to demonstrate that their products or solutions are powered by HUAWEI CLOUD.

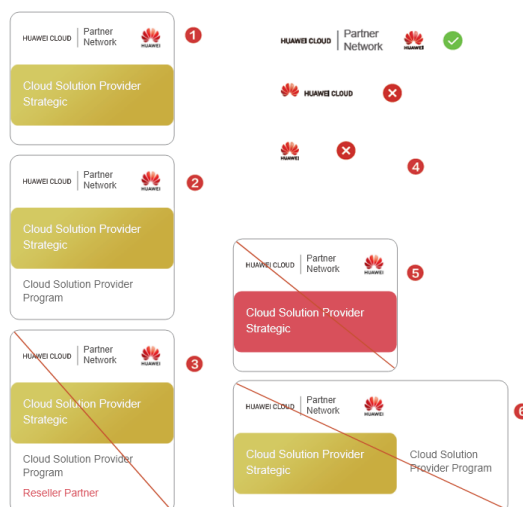
Partner business cards	Permitted. Partners can use the HCPN badge on business cards to demonstrate that their products or solutions are powered by HUAWEI CLOUD.
Outdoor ads	Restricted use. Outdoor ads include but are not limited to metro ads, outdoor billboards, airport ads, printed ads, and TV ads. If partners require the badge in outdoor ads to promote their products and services, they need to ask their ecosystem manager to submit an application to Huawei Cloud.
Social media	Not permitted.
Promotional items	Not permitted.

3. Use the HCPN badge as a whole and do not break it up to use separately.
4. Align your branding elements with the HCPN log or make your branding elements more prominent than the HCPN badge. Use your company name in the promotional materials to make it clear they are produced by your company. Do not include Huawei or HUAWEI CLOUD in the email subject line or printed cover.
5. Use the badge only in the marketing materials for the enrolled partner programs. Do not exaggerate the content or scope of your cooperation with Huawei or HUAWEI CLOUD in any way. Do not imply that Huawei or HUAWEI CLOUD sponsors your promotional activities or has partnered with you beyond the partner program.
6. Do not behave in any way that may affect or damage the reputation of Huawei or HUAWEI CLOUD, including but not limited to degrading Huawei or HUAWEI CLOUD products, services, or partners.
7. HCPN badge combination standards

Badge Combination Specifications

Extended designs and unallowed combinations are displayed on the right of the page:

1. Select the partner program you have joined
2. Adjust the badge height appropriately based on how many partner programs are displayed on the badge
3. Do not add any text or visual element to the badge
4. Use the entire badge without cropping or breaking it
5. Do not change the background color or shape
6. Do not change the positions of the partner type, tier, and program, for example, do not place partner programs on the right of partner type and tier.



8. Before downloading the HCPN logo, you are obligated to register all website links, ADs, and marketing materials on which you will use the HCPN logo. We

may review customer materials irregularly to ensure that the HCPN log is used in compliance with this Guide and the *HUAWEI CLOUD Brand Guide*.

- HUAWEI CLOUD reserves the right to modify this Guide and take appropriate measures against any unauthorized or non-compliant use of the HCPN logo.

15.3 HCPN Badge Usage Guide (New)

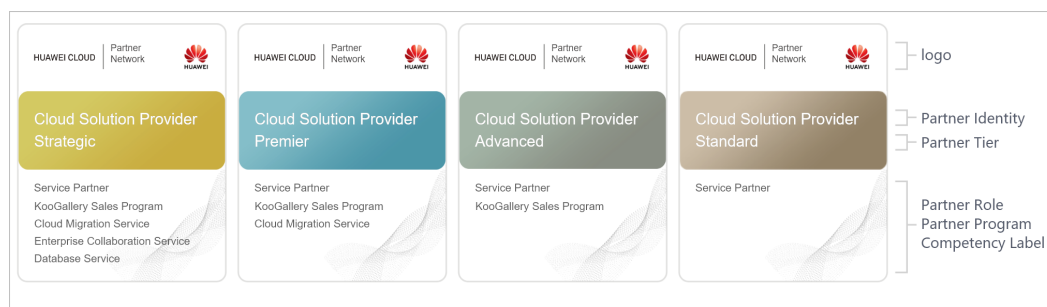
Definition

The HCPN Badge ("the badge") is intended for use by Huawei Cloud partners to demonstrate their identity, tier, and business area with a purpose for customers to identify the partners as well as for partners to promote its products and services.

Qualification

Huawei Cloud partners can use the HCPN badge only after obtaining approval from HUAWEI. Partners will enjoy non-exclusive, non-transferable, worldwide, and royalty-free right to use the HCPN badge in accordance with the terms of the HCPN Agreement. For example, they can use the latest version of the HCPN badge on their websites or advertisements to show their partnership with Huawei Cloud.

Examples



Applicable Scope

This usage guide applies to partners outside the Chinese Mainland who have been granted a license to use the badge. The badge shall be used only in compliance with this guide and the *HUAWEI CLOUD Brand Guide*. If you are unsure whether you are allowed to use the badge, contact your Huawei Cloud partner manager for guidance.

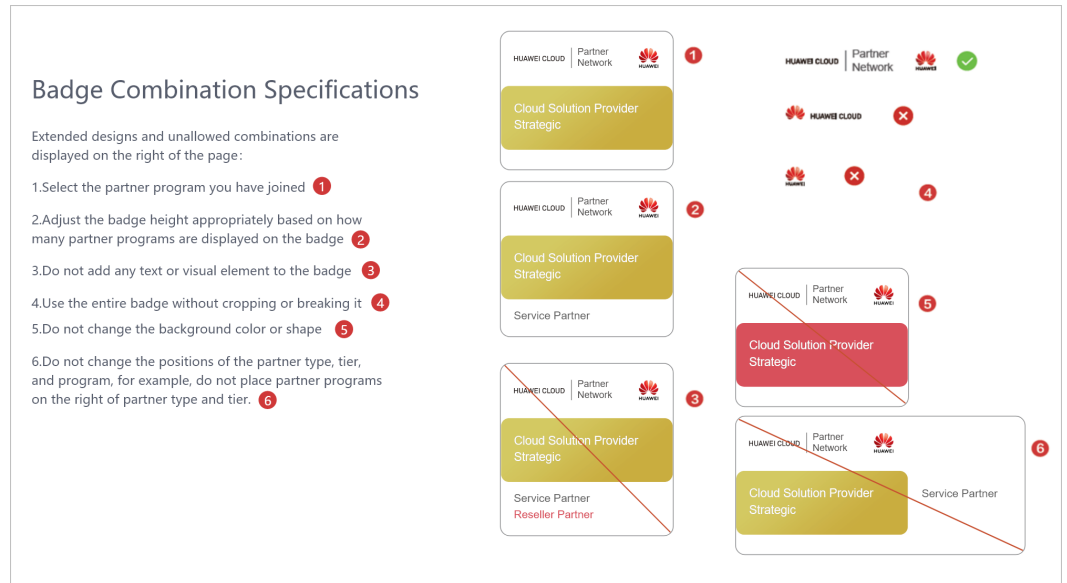
Usage Instructions

- Partners shall use the badge only according to the terms of the *HCPN Certification Agreement*.
- Application Scenarios

Websites	Permitted. The HCPN badge can be used to promote the products and services involved in the HCPN Partner Programs.
Online ads	Permitted. The HCPN badge can be used to promote the products and services involved in the HCPN Partner Programs.

Marketing materials	Permitted. Partners can use the HCPN badge in marketing materials to demonstrate that their products or solutions are powered by Huawei Cloud. Marketing materials include but are not limited to manuals, leaflets, data/sales sheets, white papers, case studies, and event promotions.
Event materials	Permitted. Partners can use the HCPN badge in event materials to demonstrate that their products or solutions are powered by HUAWEI CLOUD. Event materials include but are not limited to booth graphics, presentations, demos, and any other printed or digital event marketing assets.
Email	Permitted. Partners can use the HCPN badge in email marketing materials to demonstrate that their products or solutions are powered by Huawei Cloud.
Partner business cards	Permitted. Partners can use the HCPN badge in email marketing materials to demonstrate that their products or solutions are powered by Huawei Cloud.
Outdoor ads	Restricted use. Outdoor ads include but are not limited to metro ads, outdoor billboards, airport ads, printed ads, and TV ads. If partners require the badge in outdoor ads to promote their products and services, they need to ask their ecosystem manager to submit an application to Huawei Cloud.
Social media	Not permitted.
Promotional items	Not permitted.

3. Use the HCPN badge as a whole and do not break it up to use separately.
4. Align your branding elements with the HCPN badge or make your branding elements more prominent than the HCPN badge. Use your company name in the promotional materials to make it clear they are produced by your company. Do not include Huawei or Huawei Cloud in the email subject line or printed cover.
5. Use the badge only in the marketing materials for the enrolled partner programs. Do not exaggerate the content or scope of your cooperation with Huawei or Huawei Cloud in any way. Do not imply that Huawei or Huawei Cloud sponsors your promotional activities or has partnered with you beyond the partner program.
6. Do not behave in any way that may affect or damage the reputation of Huawei or Huawei Cloud, including but not limited to degrading Huawei or Huawei Cloud products, services, or partners.
7. HCPN badge combination standards



8. Before downloading the HCPN badge, you are obligated to register all website links, ADs, and marketing materials on which you will use the HCPN badge. We may review customer materials irregularly to ensure that the HCPN badge is used in compliance with this Guide and the *HUAWEI CLOUD Brand Guide*.
9. HUAWEI CLOUD reserves the right to modify this Guide and take appropriate measures against any unauthorized or non-compliant use of the HCPN badge.

15.4 HCPN Partner Competency Badge Usage Guide

HCPN Partner Competency Badge Usage Guide

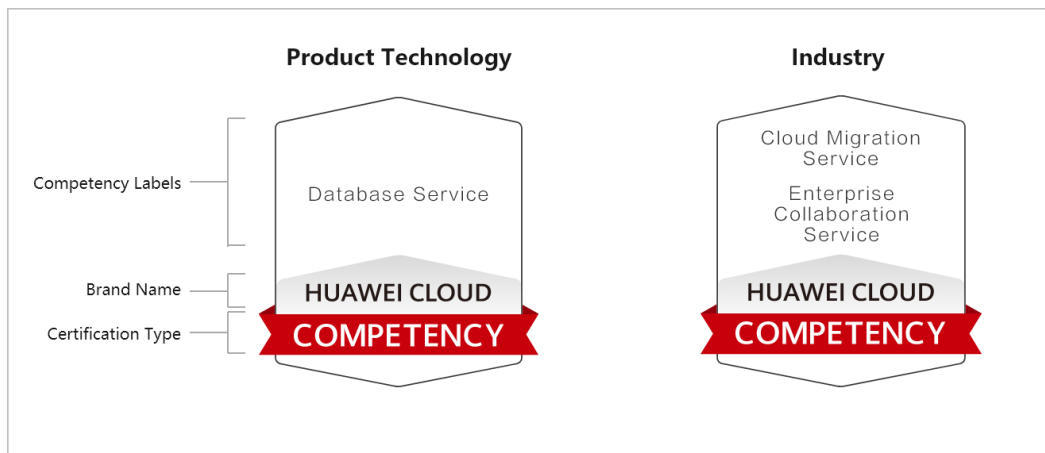
I. Application Scope

This document applies to partners who have obtained authorization for using badges of certified competencies.

II. Definition

Competency badges are granted by Huawei Cloud to partners for their certified competencies. Partners can use badges to show their expertise and successful experience in product technologies, services, and comprehensive capabilities when they develop customers and markets.

Example competency badges



III. Qualification

Badges are only granted to the partners who meet the requirements specified in *Huawei Cloud Partner Competency Program* and obtain competency certification approval from Huawei Cloud. The badges are non-exclusive and non-transferable, and they are limited to the specified regions and can only be used for general purposes.

IV. Important Notes for Badge Usage

- Partners must use the badges in accordance with the terms in the *Huawei Cloud Partner Network Certification Agreement* and the requirements in this document. If partners have any questions about the qualification and requirements, they can contact the corresponding Huawei Cloud ecosystem manager.
- A badge must be used as a whole and cannot be broken up and used separately. Any elements and the scale of the badge cannot be changed. The use of badges must comply with the *Specifications for Authorized Use of Competency Badges*.

Example standards in the Specifications for Authorized Use of Competency Badges

Core authorization principles:

HCPN partners must comply with the Specifications in marketing materials of the HUAWEI CLOUD Competency Certification Program. Any conduct violating the Specifications must be rectified in a timely manner or the authorized use of badges in the marketing materials shall be canceled.

- The Specifications apply to partners who have obtained authorization for badges of certified competencies.
- It is prohibited to use the "HUAWEI" brand trademark and "HUAWEI CLOUD" trademark without permission.
- The standard badge format must be used.
 - It is prohibited to add or delete content without permission.
 - It is prohibited to change the shape or color.
- It is prohibited to bind the competency badges with any company, activity, or other names.
- The competency badges should not be over highlighted, and they should be placed at a proper place in an appropriate size.
- The badges can only be used in the publicities related to the certified competencies.

- A partner needs to focus on its company and products when using badges to support company and product publicity, and should not over highlight the

badges. In any publicity activities, a partner shall clearly indicate that all publicity behaviors are its own unilateral behaviors and have nothing to do with Huawei Cloud. Partners shall independently bear all related responsibilities. Without prior written authorization from Huawei Cloud, partners shall not use the brands, names, or trademarks of Huawei Cloud and its affiliates.

4. Partners shall use the badges in accordance with the provisions of this document and the content and scope of the badges authorized by Huawei Cloud. Partners shall not exaggerate the content, scope, and tier of the cooperation with Huawei Cloud in any way, and shall not imply or express to third parties that there are cooperation relationships with Huawei Cloud that are beyond the partner competency program. For example, Huawei Cloud and its affiliates are the sponsors of partners' promotional activities.
5. When using badges, partners shall not conduct any behavior that may affect or damage the reputation of Huawei Cloud and its affiliates, including, but not limited to, degrading the products, services, or partners of Huawei Cloud and its affiliates. Otherwise, Huawei Cloud reserves the right to cancel the authorized use of competency badges and request partners to assume the corresponding responsibilities and liabilities.
6. Partners must comply with the following regulations when using the competency badges:

Websites	<p>Partners can use the competency badges within the authorized scope if the following conditions are met:</p> <ol style="list-style-type: none"> 1. Partners' official website content, marketing materials, and exhibition materials must comply with laws and regulations to ensure that the use of the competency badges on such materials will not cause any adverse impact or losses to Huawei Cloud and its affiliates. 2. Partners shall only use the competency badges on their own official websites, marketing materials, and exhibition materials. 3. HCPN partners can use the competency badges granted by Huawei Cloud to show their expertise and successful experience in product technologies, services, and comprehensive capabilities and win recognition from customers. However, the Huawei Cloud competency badge cannot be used together with the HCPN badge. The use of competency badges must comply with <i>Specifications for Authorized Use of Competency Badges</i>. <i>The competency badges shall not be used together with partner's logo side by side or placed above the logo.</i>
Partners' marketing emails	
Partners' exhibition materials	

Partners' marketing emails	<p>Partners can use the competency badges in marketing emails if the following conditions are met:</p> <ol style="list-style-type: none"> 1. The marketing email content and email marketing activities and methods of partners shall comply with laws and regulations to ensure that the use of the competency badges on related materials will not cause any adverse impact or losses to Huawei Cloud and its affiliates. 2. Partners can only use the competency badges in their own marketing emails. 3. The use of competency badges in marketing emails must comply with <i>Specifications for Authorized Use of Competency Badges</i>. <i>Note that the competency badges cannot be used in email signatures</i>
Offline and online ads	<p>Restricted use. Partners shall not use the competency badges in offline and online ads unless explicitly authorized by Huawei Cloud in advance. Offline ads include but are not limited to metro ads, outdoor billboards, airport ads, printed ads, and TV ads. Online ads include but are not limited to in-feed ads, Search Engine Marketing (SEM) ads, and splash ads. Partners need to contact the corresponding ecosystem manager to submit an application to Huawei Cloud before using badges in online and offline ads.</p>
Social media	<p>Not permitted. Partners shall not use the competency badges or HCPN badges as the avatar or logo of the partner on social media. The use of the badges in the marketing materials on social media for promotions must comply with the related provisions of this document.</p>
Promotional items	<p>Not permitted.</p>
<p>If there are scenarios that are not listed above, partners can contact the corresponding ecosystem manager.</p>	

7. Huawei Cloud has the right to review the information submitted by partners (including but not limited to the product website links and marketing materials to be released) at any time to ensure that partners comply with requirements in this document and Huawei Cloud Brand Guide.

This document takes effect as of the date of release and remains valid for one year. Huawei Cloud reserves the right to interpret and maintain this document.

15.5 Critical Operations

If the verification code function is enabled, the system will authenticate operator identity through emails or short messages when the operator performs a critical operation. This can help improve your account security.

Involved critical operations are as follows.

Partner Type	Critical Operation
Cloud solution providers	<ul style="list-style-type: none">Freezing/Unfreezing customer accountsSetting discounts for customersSetting budgets for customersAdjusting the price of a customer's orderSetting customer notification receiving rulesConfiguring customer bill permissions

15.6 Tax Notice

Huawei Cloud Partner Terms Change Notice

1. Tax Clauses

According to the tax laws in Malaysia and Kenya, Huawei Cloud updated some clauses in the *Huawei Cloud Cloud Solution Provider Cooperation Agreement* on November 1, 2021, 00:00:00 (GMT+08:00). Major changes are as follows:

The prices of Huawei Cloud and Huawei Cloud KooGallery services did not include withholding tax before November 1, 2021. You need to make an extra payment for the withholding tax to competent tax authorities if it is required by the tax laws.

Since November 1, 2021, 00:00:00 (GMT+08:00), the prices of Huawei Cloud and Huawei Cloud Marketplace services include the withholding tax. When you pay us for Huawei Cloud and Huawei Cloud KooGallery expenditures generated on or after this date, you should withhold/deduct and pay the withholding tax to competent tax authorities, provide a valid withholding tax payment certificate to us, according to the local tax laws and applicable tax treaties and practices.

For example, if the service fee is \$100 USD and the withholding tax rate is 10%, you need to pay \$90 USD to Huawei Cloud and \$10 USD withholding tax to the tax authority, and provide the corresponding withholding tax payment certificate to us.

The example above is for reference only. The actual tax rate or amount may vary according to territories and products. If you have any questions, please submit a [service ticket](#) to us.

2. Links to the Updated Agreements on the Huawei Cloud Official Website

https://www.huaweicloud.com/intl/en-us/declaration/hcpn_spc.html

3. Tax Resident Certificate (TRC) and Delivery Addresses for Withholding Tax Payment Certificate

As the Huawei Cloud entity is a Hong Kong (China) resident, you can download and use the Tax Resident Certificate (TRC) to apply for the preferential tax rate per tax treaties. TRC link: [HK Services TRC 2021 - Malaysia](#)

If you are a Kenyan user, please provide the following email address to your competent tax authority for them to send us the withholding tax payment certificate: KENYAITAX1351@HUAWEI.COM.

If you are a Malaysian user, please post the withholding tax payment certificate issued by the tax authority to the following address:

Low Ee Lyn

Huawei Technologies (Malaysia) Sdn. Bhd.

Suite 32-01, Level 32, Integra Tower, The Intermark, 348, Jalan, Kuala Lumpur, Malaysia

15.7 Statement for HUAWEI ID Association with Huawei Cloud Partner 1.0

Dear customer, Huawei Cloud Contracting Party as defined in Section 15.4 of [HUAWEI CLOUD Customer Agreement](#) (hereinafter referred to as "Huawei Cloud", "we", "us", and "our") provides you with the account association service (hereinafter referred to as "this Service") according to this Statement. You shall represent and warrant that you are the employee of Huawei Cloud Partner (hereinafter referred to as "Partner"). If you are not the employee of the Partner, the below Statement is not applicable.

Please be sure to carefully read and accept this Statement (including any subsequent modifications) before associating your HUAWEI ID with Partner in the Partner Center (<https://partner-intl.huaweicloud.com/hcpn>). By selecting "I have read and agreed to the Statement for HUAWEI ID Association with Huawei Cloud Partner" and start using this Service, you will be deemed to have agreed to and accepted all terms and conditions in this Statement. If you do not agree to any content of this Statement, please stop using this Service.

1. You understand and agree that, to provide you with better management and interaction service in [Partner Center](#), we may collect, process, and disclose your personal information, including account name, account ID, personal name, phone number, email address, and learning and exam records and certificates in HUAWEI CLOUD Developer Institute (hereinafter referred to as "personal information") for the following purposes:

(1) Associate you with the partner.

(2) Review the materials or information provided by Partner to decide whether Partner meets the conditions of competency certification, partner program certification, competency improvement (including tier upgrade), or qualification certification for special incentives or subsidies.

We will not share, transfer, or disclose your personal information to any third party without your prior consent unless otherwise required by laws and regulations.

2. You understand and agree that Partner has been granted by you legally to transfer and disclose your personal information to us, and you hereby expressly authorize Huawei Cloud to collect these personal information from the Partner or you so that we could legally use, process, and manage your personal information in accordance with this Statement. For the information you disclosed to the Partner, the Partner shall be responsible for the security of personal information and data in accordance with the agreement between you and the Partner. You could contact the Partner for more information on your personal information protection policies. You understand and agree to have fully read this Statement and been thoughtful when you determine if you agree to associate your account with the Partner.
3. You can disassociate your HUAWEI ID from the Partner in **Partner Center** if necessary. After disassociation, the Partner may still manage your personal information that has already been disclosed to them during the association period, and please contact the Partner to exercise your privacy rights.
4. Huawei Cloud understands the importance of your privacy information, and will take appropriate security measures, including but not limited to encryption, to protect your privacy information. If you have any questions, please contact us through <https://www.huaweicloud.com/intl/en-us/personal-data-request> or at dpo.sg@huawei.com. For more details about Huawei Cloud privacy policies, see [Privacy Statement](#).
5. In respect of matters not covered in this Statement, such as limitation of liabilities, security, and data protection, Huawei Cloud Customer Agreement shall apply. Huawei Cloud may modify this Statement, including the documents and policies referenced herein, at any time at our discretion by posting a revised version on the Website or by otherwise notifying you. Except as otherwise indicated in the modified Statement, documents, or policies, the modified version will come into effect upon posting or as otherwise notified by Huawei Cloud. You will review such terms regularly on the Website. Your continuous use of this Service after the coming into effect of such modification will be deemed as your acceptance to the modified Statement.

Updated: November 17, 2022

15.8 Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf

Before accepting the Commitment Letter, you shall read carefully and understand the content of the Huawei Cloud Agreements and this Commitment Letter. By selecting "I have read and agree to the Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf", you will be deemed to have agreed to all terms and conditions in this Commitment Letter. If you do not agree to any content of this Commitment Letter, please stop using the service of performing operations on behalf of customers (hereinafter referred to as "this Service").

The Huawei Cloud Distributor (hereinafter referred to as "Distributor") has entered into Huawei Cloud Agreements with Huawei Cloud, including but not limited to Huawei Cloud Partner Network Certification Agreement and Huawei Cloud Distributor Cooperation Agreement, to act as a long-term partner for Huawei Cloud.

To use this Service, Distributor shall authorize Huawei Cloud Resellers (hereinafter referred to as "Resellers") to perform operations on customers' accounts in accordance with the Huawei Cloud Customer Authorization Letter (hereinafter referred to as "Authorization Letter").

Distributor acknowledges and agrees that the authorization only applies to certain operation permission of customers' accounts under the Authorization Letter. This authorization shall not change the rights and obligations under Huawei Cloud Agreements between Huawei Cloud and either the Distributor or the customers.

Distributor hereby makes the following commitment to Huawei Cloud:

1. Distributor guarantees that the Resellers shall not violate Huawei Cloud Agreements, or any applicable laws, regulations, rules, or business ethics when performing operations on customers' accounts.
 2. Distributor guarantees that the Resellers shall never modify or delete any customers' cloud services or cloud resources without explicit permission from the customers. Under no circumstances will the Resellers implant any Trojans, viruses, or other malware in Huawei Cloud products and services.
 3. Distributor guarantees that Resellers shall perform operations within customers' authorization scope with reasonable care in accordance with the Authorization Letter and Huawei Cloud Agreements, including but not limited to act with duty of loyalty to operations and possible consequences, and shall be liable for the integrity and confidentiality of Resellers' operation and corresponding content.
 4. Distributor guarantees that the Resellers shall keep secret and confidential all the information obtained in accordance with the Authorization Letter and Huawei Cloud Agreements, including but not limited to product, commerce, contract, order, expenditure, and resource information. The Resellers shall not copy, transfer, directly or indirectly use confidential information. The Distributor and the Resellers shall be liable for any losses caused to Huawei Cloud and/or the customers due to information leakage.
 5. Distributor guarantees that any disputes, controversy, loss, infringement, and liability for breach between Resellers and customers shall be resolved between themselves in accordance with the Commitment Letter, the Authorization Letter, and other agreements applicable. Huawei Cloud shall not intervene in any disagreements or disputes between Resellers and customers, and shall not be liable for any losses, claims, damages, costs, or expenses caused to Distributor, Resellers and/or customers.
- The Distributor shall be jointly and severally liable for all behaviors of the Resellers arising from performing operation on customers' behalf.
6. If the Distributor violates the Commitment Letter, the Authorization Letter, Huawei Cloud Agreements, or any applicable laws or regulations, Huawei Cloud shall be entitled to take measures, including but not limited to verbal or written warnings, decreasing or canceling sales revenue or incentives involved, canceling Partner identity, requesting compensation for all losses, and/or taking legal actions against Distributor.
 7. The Commitment Letter shall become effective when the Distributor clicks to agree this Commitment Letter and is valid unless customers cancel the authorization.

8. Any issues not covered in this Commitment Letter shall be resolved in accordance with Huawei Cloud Agreements.

15.9 Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf

Before accepting the Commitment Letter, you shall read carefully and understand the content of the Huawei Cloud Agreements and this Commitment Letter. By selecting "I have read and agree to the Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf", you will be deemed to have agreed to all terms and conditions in this Commitment Letter. If you do not agree to any content of this Commitment Letter, please stop using the service of performing operations on behalf of customers (hereinafter referred to as "this Service").

The Huawei Cloud Partner (hereinafter referred to as "Partner") has entered into Huawei Cloud Agreements with Huawei Cloud, including but not limited to Huawei Cloud Solution Provider Cooperation Agreement and Huawei Cloud Partner Network Certification Agreement, to act as a long-term partner for Huawei Cloud.

To use this Service, Partner shall acquire authorization from customers to perform operation on customers' accounts in accordance with the Huawei Cloud Customer Authorization Letter (hereinafter referred to as "Authorization Letter").

Partner acknowledge and agree that the authorization only applies to certain operation permissions of customers' accounts under the Authorization Letter. This authorization shall not change the rights and obligations under Huawei Cloud Agreements between Huawei Cloud and either the Partner or the customers.

Partner hereby makes the following commitments to Huawei Cloud:

1. Partner shall not violate Huawei Cloud Agreements, or any applicable laws, regulations, rules, or business ethics when performing operations on customers' accounts.
2. Partner shall not modify or delete customers' cloud services or cloud resources without explicit permission from the customers. Under no circumstances will the Partner implant any Trojans, viruses, or other malware in Huawei Cloud products and services.
3. Partner shall perform operations within the authorization scope with reasonable care in accordance with the Authorization Letter and Huawei Cloud Agreements, including but not limited to act with duty of loyalty to operations and possible consequences, and shall be liable for the integrity and confidentiality of the operation and corresponding content.
4. Partner shall keep secret and confidential all the information obtained in accordance with the Authorization Letter and Huawei Cloud Agreements, including but not limited to product, commerce, contract, order, expenditure, and resource information. Partner shall not copy, transfer, directly or indirectly use the confidential information and shall be liable for any losses caused to Huawei Cloud and/or the customers due to information leakage.
5. Any disputes, controversy, loss, infringement, and liability for breach between Partner and customers shall be resolved between Partner and customers in

accordance with the Commitment Letter, the Authorization Letter, and other agreements applicable. Huawei Cloud shall not intervene in any disagreements or disputes between Resellers and customers, and shall not be liable for any losses, claims, damages, costs, or expenses caused to Partner and/or customers.

6. If the Partner violates the Commitment Letter, the Authorization Letter, Huawei Cloud Agreements, or any applicable laws or regulations, Huawei Cloud shall be entitled to take measures, including but not limited to verbal or written warnings, decreasing or canceling sales revenue or incentives involved, canceling Partner identity, requesting compensation for all losses, and/or taking legal actions against Partner.

7. The Commitment Letter shall become effective when the Partner clicks to agree this Commitment Letter and is valid unless customers cancel the authorization.

8. Any issues not covered in this Commitment Letter shall be resolved in accordance with Huawei Cloud Agreements.

15.10 Huawei Cloud Customer Authorization Letter

As a Huawei Cloud Partner (hereinafter referred to as "we" or "us"), to provide you with the service of performing operations on your behalf (hereinafter referred to as "this Service"), we need your authorization to your account under the Huawei Cloud Customer Authorization Letter (hereinafter referred to as "Authorization Letter"). Before accepting the Authorization Letter, you shall read carefully and fully understand the contents of the Huawei Cloud Website Agreement and this Authorization Letter. By selecting "I have read and agreed to the Huawei Cloud Customer Authorization Letter", you will be deemed to have agreed to all terms and conditions in this Authorization Letter. If you do not agree to any content of this Authorization Letter, please stop using this Service. If you need to cancel or operate the authorization, you may visit [Huawei Cloud My Account](#) at any time.

This Authorization Letter contains the terms and conditions that govern your authorization to us for the operations and of your own account. You authorize and agree to the following:

1. Scope and Consequence of Authorization

We may use your account to log in to the Huawei Cloud website and perform operations in My Account, Billing Center, Resource Center, Service Tickets, Message Center, cloud service console and other modules.

The authorized operations include but are not limited to the following:

1. Managing your resources.
2. Subscribing to, renewing, unsubscribing from, and changing cloud services.
3. Starting, stopping, restarting, and deleting cloud resources.
4. Resetting passwords and modifying the policies for cloud services.
5. Viewing your account, expenditure, order, discount, and contract information.

You acknowledge and agree that the preceding permission types may not fully cover the operation authorization scope required for providing you with required services.

You further understand and agree that the authorization is granted directly to us for the provision of this Service. This Authorization Letter shall not replace or change your relationship with Huawei Cloud or the rights and obligations under Huawei Cloud Website Agreement. Huawei Cloud shall not be liable for any action related to this Authorization Letter and the subsequent consequences.

Any dispute, controversy, loss, infringement, and liability for breach between you and us arising from the authorization shall be resolved between ourselves. Huawei Cloud shall not be liable for any losses caused to you and/or us.

2. Update and Cancellation of Authorization

This Authorization Letter may be updated from time to time. You may log in to the Huawei Cloud My Account to review the updates. Please regularly review such terms. If you do not agree to the updates, you shall cancel the authorization in the [Huawei Cloud My Account](#) immediately.

3. Authorization Period

The powers and rights you granted to us under this Authorization Letter shall become effective when you click to agree this Authorization Letter and are valid unless you cancel the authorization on the [Huawei Cloud My Account](#).

4. How to Contact Us

If you have any questions about this Authorization Letter, please contact us via [Huawei Cloud My Account](#).

16 Change History

Description	Released On
<p>This issue is the 108th official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none">• A search criterion: Customer ID, was added to Sales > Customer > Customer Management, and exact search is supported.	2025-01-20
<p>This issue is the 107th official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none">• Added the Sales > Financial Information > Funds > Remittance Claim tab. After a distributor or a cloud solution provider uses the standard top-up account to transfer money, they can claim the money online. After the claim is successful, the amount is automatically topped up to the partner's Huawei Cloud account. For details, see Remittance Claim.• Added section Partner Benefit Request > Sales Performance Incentive Fund (SPIF) > Uploading Receipt Acknowledgement.• Added the dedicated personnel data dashboard in section Partner Organization Management > Dedicated Personnel > Administrator > Inviting a Member.• Renamed Partner Solution Management as Partner Build Management.	2024-12-23

Description	Released On
<p>This issue is the 106th official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Added a function where a distributor can assign an account manager to a reseller. For details, see Assigning an Account Manager to a Reseller. • Added section Partner Development Paths > Requesting Annual Review for Partner Development Path Certification. • Added section Partner Benefit Request > Sales Performance Incentive Fund (SPIF) > Fund Information Confirmation. • Added section Partner Benefit Request > Sales Performance Incentive Fund (SPIF) > Fund Issuance. • Modified section Partner Organization Management > Dedicated Personnel. • Modified sections related to individual HUAWEI ID information maintenance in Partner Benefit Request. • Modified section Opportunity Management > Opportunity Sharing > Partner-Originated Opportunities (POs). 	<p>2024-11-28</p>
<p>This issue is the 105th official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Added section Partner Programs > Service Partner Competency Improvement Incentive Program. • Added section Partner Benefit Request > Competency Improvement Incentive. • By default, cash coupons that have expired for less than two years are displayed on the Sales > Financial Information > Coupons > All tab page. To view cash coupons that have expired for more than two years, click on the coupons that have expired for more than two years in the reminder. • On the Sales > Operations Statistics > Expenditures > Expenditure Trend/Expenditure Distribution page, after the data is filtered using Customer Account, the customer names in the column Customer Name/Customer Account are displayed by default with privacy protection measures. • The consumption quota card is added to the Partner Center home page. 	<p>2024-11-4</p>

Description	Released On
<p>This issue is the 104th official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Adjusted the document contents. Modified section Becoming a Partner. Added section Development Paths. Added section Partner Programs. Added section Partner Support. Modified section Appendix. 	<p>2024-10-10</p>
<p>This issue is the 103rd official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Changed the Sales menu in Partner Center. • Added section Partner Solution Management > Baseline Solutions. • Added section Partner Benefit Request > Sales Performance Incentive Fund (SPIF) > Specifying Eligible Recipients. • Modified section Partner Benefit Request > Test Coupons > Software Partner > Test Coupons for Cloud Software Solution. • Modified section Partner Benefit Request > Test Coupons > Software Partner > Test Coupons for Advanced Cloud Software Solution. 	<p>2024-8-29</p>
<p>This issue is the 102nd official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Added section Partner Benefit Request > Sales Performance Incentive Fund (SPIF). • Modified section Partner Benefit Request > Test Coupons > Software Partner. • Modified section Partner Benefit Request > Test Coupons > System Integrator (SI). • Modified section Partner Benefit Request > Market Development Fund (MDF) > Submitting an MDF Application. 	<p>2024-7-30</p>

Description	Released On
<p>This issue is the 101st official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified section Becoming a Partner > Development Paths. ● Modified the section Becoming a Partner > Partner Programs > Cloud Solution Provider Program > Applying for Upgrading Partner Tier. ● Modified section Partner Benefit Request > Test Coupons. ● Modified section Partner Benefit Request > Exam Vouchers. ● Modified section Partner Benefit Request > Market Development Fund (MDF). ● Modified section Competency Certification > Requesting Competency Certification. ● Modified section Partner Organization Management > Dedicated Personnel > Members > Filling in Employment Details. ● Modified section Partner Solution Management. 	<p>2024-7-2</p>
<p>This issue is the 100th official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified section Becoming a Partner > Registering and Joining HCPN. ● Modified section Partner Benefit Request. ● Modified section Partner Solution Management. ● Modified section Opportunity Management. ● Modified section Appendix > Partner Program Certificates. ● Modified section Appendix > Statement for HUAWEI ID Association with Huawei Cloud Partner 1.0. 	<p>2024-6-4</p>

Description	Released On
<p>This issue is the ninety-ninth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added section Partner Benefit Request > Test Coupons > Software Partner > Test Coupons for Basic Software. ● Added section Partner Benefit Request > Funding Head (FH) > System Integrator (SI). ● Modified section Becoming a Partner > Registering and Joining HCPN. ● Modified section Partner Benefit Request > Funding Head (FH) > Cloud Solution Provider Program or Distribution Partner Program (Distributor). ● Modified section Partner Organization Management > Dedicated Personnel. ● Added section Cloud Solution Providers > Customer Business > Marketing Tasks. ● Added section Distribution Partner Program > Distributor > Customer Business > Marketing Tasks. ● Added section Distribution Partner Program > Distributor's Resellers > Customer Business > Marketing Tasks. 	<p>2024-4-28</p>
<p>This issue is the ninety-eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified section Partner Training and Certification Guide > Role-Based Partner Learning and Professional Accreditation > Taking Exams. ● Modified section Competency Certification > Requesting Competency Certification. ● Modified section Partner Organization Management > Dedicated Personnel > Administrator > Inviting a Member. ● Modified section Partner Benefit Request > Exam Vouchers. 	<p>2024-3-5</p>

Description	Released On
<p>This issue is the ninety-seventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added section Joining HCPN > Partner Programs > Distribution Partner Program > Registering a New Account and Applying to Join Distribution Partner Program (Reseller). ● Modified section Joining HCPN > Development Paths > Software Partner Development Path. ● Modified section Joining HCPN > Development Paths > System Integrator Development Path. ● Modified section Joining HCPN > Partner Programs > Cloud Solution Provider Program. ● Modified section Partner Benefit Request > Apply for Market Development Fund (MDF) > Applying for MDF Reimbursement. 	<p>2024-2-1</p>
<p>This issue is the ninety-sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added section Organization Management > Dedicated Personnel. ● Modified section Partner Benefit Request > Apply for Market Development Fund (MDF). ● Modified section Partner Benefit Request > Test Coupons. ● Modified section Partner Benefit Request > Exam Vouchers. ● Modified section Joining HCPN > Partner Programs > Cloud Solution Provider Program > Applying for Upgrading Partner Tier. ● Modified section Partner Solution Management > Creating a Cloud Software Solution. ● Modified section Partner Solution Management > Creating an Advanced Cloud Software Solution. 	<p>2024-1-9</p>
<p>This issue is the ninety-fifth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added section Partner Benefit Request > Test Coupons > System Integrator. ● Modified section Partner Benefit Request > Test Coupons > Software Partner. ● Modified section Partner Benefit Request > Test Coupons > Service Partner. ● Modified section Help and Feedback. ● Modified section Opportunities > Opportunity Sharing. 	<p>2023-11-30</p>

Description	Released On
<p>This issue is the ninety-fourth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified section Joining HCPN > Partner Programs > Cloud Solution Provider Program. ● Modified section Partner Benefit Request > Exam Vouchers. ● Added section Opportunity Management. ● Added section Joining HCPN > Partner Programs > Partner Customer Engagement. 	<p>2023-10-12</p>
<p>This issue is the ninety-third official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Added section Financial Information > Payment Methods. 	<p>2023-9-26</p>
<p>This issue is the ninety-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added section Joining HCPN > Development Paths > System Integrator Development Path. ● Modified section Competency Certification > Requesting Competency Certification. 	<p>2023-9.7</p>
<p>This issue is the ninety-first official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified the section Joining HCPN > Development Paths > Software Partner Development Path > Role Selection. ● Modified the section Joining HCPN > Development Paths > Service Partner Development Path > Role Selection. ● Modified the section Joining HCPN > Development Paths > Learning Partner Development Path > Role Selection. ● Modified the section Joining HCPN > Partner Programs > Cloud Solution Provider Program > Applying to Join the Cloud Solution Provider Program. ● Modified the section Joining HCPN > Partner Programs > Cloud Solution Provider Program > Applying for Upgrading Partner Tier. 	<p>2023-8.22</p>
<p>This issue is the ninetieth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified the section Cloud Solution Providers > Financial Information > Incentive Management > Confirming Incentive Earnings. ● Added the section Cloud Solution Providers > Financial Information > Revenue Management > Querying Revenues. 	<p>2023-6.29</p>

Description	Released On
<p>This issue is the eighty-ninth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added section Partner Benefits > Funding Head (FH). ● Added section Partner Benefits > Cash Coupons > Service Partner. ● Modified Joining HCPN > Partner Programs > Distribution Partner Program. ● Added the section Partner Benefit Request > Exam Vouchers. 	<p>2023-4.27</p>
<p>This issue is the eighty-eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified the section, Distributor > Sales Management > Authorizing a Reseller to Place Orders and Perform O&M on the Behalf of Customers. ● Added the section, Cloud Solution Provider > Customer Business > Customer Management > Setting One-Time Budgets for Customers. ● Modified the section, Cloud Solution Provider > Customer Business > Customer Management > Setting Monthly Budgets for Customers. ● Added the section, Distribution Partner Program > Distributor's Resellers > Customer Business > Customer Management > Setting One-Time Budgets for Customers. ● Modified the section, Distribution Partner Program > Distributor's Resellers > Customer Business > Customer Management > Setting Monthly Budgets for Customers. ● Added the section, Distribution Partner Program > Distributor > Customer Business > Customer Management > Setting One-Time Budgets for Customers. ● Modified the section, Distribution Partner Program > Distributor > Customer Business > Customer Management > Setting Monthly Budgets for Customers. ● Modified the section, Distribution Partner Program > Distributor's Resellers > Partner Information > Basic Information. 	<p>2023-3.28</p>
<p>This issue is the eighty-seventh official release.</p> <p>This release incorporates the following changes:</p> <p>Modified the section Joining the Partner Program > Setting an Annual Revenue Goal.</p>	<p>2023-3.14</p>

Description	Released On
<p>This issue is the eighty-sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added section Cloud Solution Provider > Operations Statistics > Viewing Revenue Statistics. ● Added section Cloud Solution Provider > Operations Statistics > Viewing Incentive Statistics. ● Added the section, Partner Organization Management > Dedicated Personnel Management. ● Added section Partner Organization Management > Managing IAM Users. ● Added section Partner Organization Management > Security Settings. ● Added section Partner Benefits > Cash Coupons > Software Partner Benefits. ● Added section Partner Rights & > Market Development Fund (MDF). ● Added section Partner Solution Management > Solution Management. ● Added the "Joining HCPN > Development Path" section. ● Added section Joining HCPN > partner program > Partner Capability Program. ● Added section Joining HCPN > partner program > Cloud Store Plan. ● Added section Joining HCPN > partner program > Cloud Store Sales Plan. ● Added the Joining HCPN & > partner program & > Carrier partner program section. ● Added Partner Information Management > Case Management. ● Added section Partner Information Management > Business Plan. 	<p>2023-2.28</p>

Description	Released On
<p>This issue is the eighty-fifth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Added the section Distributor > Sales Management > Authorizing a Reseller to Place Orders and Perform O&M on the Behalf of Customers. ● Added the section Cloud Solution Provider > Customer Business > Customer Management > Request Authorization from a Customer. ● Added the section Cloud Solution Provider > Customer Business > Customer Management > Placing Orders on Customers' Behalf. ● Added the section Cloud Solution Provider > Customer Business > Customer Management > Performing Resource O&M on Customers' Behalf. ● Added the section Distributor's Resellers > Customer Business > Customer Management > Request Authorization from a Customer. ● Added the section Distributor's Resellers > Customer Business > Customer Management > Placing Orders on Customers' Behalf. ● Added the section Distributor's Resellers > Customer Business > Customer Management > Performing Resource O&M on Customers' Behalf. ● Added the section Help and Feedback > Appendix > Huawei Cloud Distributor Commitment Letter for Operation on Customers' Behalf. ● Added the section Help and Feedback > Appendix > Huawei Cloud Partner Commitment Letter for Operation on Customers' Behalf. ● Added the section Help and Feedback > Appendix > Huawei Cloud Customer Authorization Letter. 	<p>2023-1.17</p>
<p>This issue is the eighty-fourth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Added the section Cloud Solution Provider > Financial Information > Indicator Management. ● Changed Account Management to Partner Information. 	<p>2022-12.13</p>

Description	Released On
<p>This issue is the eighty-third official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Added the section Joining the Partner Program > Setting an Annual Revenue Goal. ● Added section "Partner Organization Management." ● Added the section Help and Feedback > Appendix > Statement for HUAWEI ID Association with Huawei Cloud Partner. ● Added the section Account Management > Competency Certification. ● Added the section Partner Organization Management > Dedicated Personnel Management. ● Added the section Partner Benefit Request > Applying for Market Development Fund. 	<p>2022-11.7</p>

Description	Released On
<p>This issue is the eighty-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added the section Distributor's Resellers > Customer Business > Customer Management > Setting Monthly Budgets for Customers. ● Added the section Distributor's Resellers > Customer Business > Customer Management > Freezing Customer Accounts and Resources. ● Added the section Distributor's Resellers > Customer Business > Customer Management > Unfreezing a Customer Account. ● Added section Distributor > Sales Management > Setting Account Freezing and Budget Setting Permissions for Resellers. ● Modified the section Distributor > Customer Business > Customer Management > Setting Monthly Budgets for Customers. ● Modified the section Distributor > Customer Business > Customer Management > Freezing Customer Accounts and Resources. ● Added the section Distributor > Customer Business > Customer Management > Unfreezing a Customer Account. ● Modified section Cloud Solution Provider > Customer Business > Customer Management > Unfreezing a Customer Account. ● Added section "Service Partner Program (Brand New)". ● Modified the section Distributor's Resellers > Account Management > Managing Basic Information. ● Modified Partner Account Management > Managing Basic Information. 	<p>2022-09.27</p>
<p>This issue is the eighty-first official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Modified the Cloud Solution Providers > Financial Information > Invoice Management page. ● Modified the Partner Training and Certification Guide > Huawei Cloud Partner Training and Certification Guide page. ● Added the section Distribution Partner Plan. ● Added the section Distributor. ● Added the section Distributor's Resellers. ● Added Joining a Partner Program > Applying for Joining the Partner Program > Invitation for Joining Distribution Partner Program. 	<p>2022-08.02</p>

Description	Released On
<p>This issue is the eightieth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> • Changed "solution partner" to "cloud solution provider", "Solution Partner Program" to "Cloud Solution Provider Program", and "Marketplace" to "KooGallery". • Modified the section Cloud Solution Provider > Customer Business > Customer Management > Setting Monthly Budgets for Customers. • Added Help and Feedback > Appendix > Important Notes for Personal Account Association with User Accounts Created by a Partner. 	<p>2022-07.05</p>
<p>This issue is the seventy-ninth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> • Modified section Elite Service Providers > Accepting the Huawei Cloud Partner Service Provider Cooperation Invitation. • Modified section HCPN Partner Training and Certification Guide > Huawei Cloud Partner Training and Certification Guide. • Modified section Solution Partners > Customer Business > Customer Management > Freezing Customer Accounts and Resources. 	<p>2022-06.07</p>
<p>This issue is the seventy-eighth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> • Modified the section Help and Feedback > Appendix > Tax Notice. 	<p>2022-04.12</p>
<p>This issue is the seventy-seventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • The transaction model name in Chinese for Referral has been changed, but the English name remains unchanged. The Prepayment model has been changed to Authorized Distributor. • Added the section Solution Partners > Customer Business > Business Opportunities. • Added the section Partner Training and Certification Guide > Huawei Cloud Partner Training and Certification Guide. 	<p>2022-03.29</p>

Description	Released On
<p>This issue is the seventy-sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added Account Management > Competency Certification. ● Modified Resellers of Huawei Cloud Partner Service Provider > Accepting the Huawei Cloud Partner Service Provider Cooperation Invitation. ● Added Help and Feedback > Appendix > HUAWEI CLOUD Partner Competency Badge Usage Guide. 	<p>2022-01.25</p>
<p>This issue is the seventy-fifth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified the section Solution Partners > Customer Business > Customer Management > Managing Customer Associations. ● Modified descriptions in Reseller Customers > Disassociating from a Partner. 	<p>2021-12.28</p>
<p>This issue is the seventy-fourth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Modified descriptions in Solution Partner > Partner Account Management > Managing Basic Information. 	<p>2021-11.16</p>
<p>This issue is the seventy-third official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified the section Solution Partners > Financial Information > Invoice Management. ● Added the section Help and Feedback > Appendix > Tax Notice. ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. ● Modified descriptions in Joining HCPN > Applying to Become a Technology Partner. 	<p>2021-11.02</p>
<p>This issue is the seventy-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified the section Solution Partner > Customer Business > Customer Expenditures. ● Modified the section Solution Partner > Customer Business > Customer Order Management. 	<p>2021-09.28</p>
<p>This issue is the seventy-first official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. 	<p>2021-08.27</p>

Description	Released On
<p>This issue is the seventieth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified Solution Partners > Financial Information > Bill Management > Querying Bill Details. • Modified Solution Partners > Sales Management > Querying Product Discounts and Incentives. 	<p>2021-07.13</p>
<p>This issue is the sixty-ninth official release.</p> <p>This release incorporates the following change:</p> <p>Modified Solution Partners > Financial Information > Partner Bill Fields.</p>	<p>2021-06.26</p>
<p>This issue is the sixty-eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified the section Solution Partners > Account Management > Managing Organization Information > Adding a Member. • Modified descriptions in Solution Partners > Customer Business > Customer Development > Inviting Pre-Registered Customers by Hyperlinks or QR Codes/Inviting Pre-Registered Customers by Emails. 	<p>2021-06.15</p>
<p>This issue is the sixty-seventh official release.</p> <p>This release incorporates the following change:</p> <p>Modified descriptions in Partner Benefit Request > Requesting SaaS Partner Program Benefits.</p>	<p>2021-06.01</p>
<p>This issue is the sixty-sixth official release.</p> <p>This release incorporates the following change:</p> <p>Added section Partner Program Certificates.</p>	<p>2021-05.18</p>
<p>This issue is the sixty-fifth official release.</p> <p>This release incorporates the following change:</p> <p>Modified the section Solution Partners > Financial Information > Repayment.</p>	<p>2021-04.27</p>
<p>This issue is the sixty-fourth official release.</p> <p>This release incorporates the following change:</p> <p>Added section Solution Partners > Sales Management > Viewing Commercial Discounts.</p>	<p>2021-04.13</p>
<p>This issue is the sixty-third official release.</p> <p>This release incorporates the following change:</p> <p>Modified descriptions in Solution Partners > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings.</p>	<p>2021-03.31</p>

Description	Released On
<p>This issue is the sixty-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Partner Account Management > Changing Your Password. • Added Overview under Solution Partners > Transaction Models. • Modified descriptions in Solution Partners > Customer Business > Customer Development > Inviting Pre-Registered Customers by Hyperlinks or QR Codes/Inviting Pre-Registered Customers by Emails. 	<p>2021-02.09</p>
<p>This issue is the sixty-first official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partners > Customer Business > Customer Development > Pre-registering Customers. • Added Solution Partners > Sales Management > Querying Product Discounts and Incentives. • Modified descriptions in Resellers of Huawei Cloud Partner Service Provider > Customer Business > Customer Development > Pre-registering Customers. • Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. 	<p>2021-01.26</p>
<p>This issue is the sixtieth official release.</p> <p>This release incorporates the following change:</p> <p>Added Solution Partners > Financial Information > Querying Bill Details.</p>	<p>2021-01.12</p>

Description	Released On
<p>This issue is the fifty-ninth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner/Applying to Become a Technology Partner. ● Modified descriptions in Partner Account Management > Modifying Basic Information. ● Modified descriptions in Solution Partners > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings/Creating Invoices for Incentive Earnings. ● Modified descriptions in Partner Benefit Request > Requesting Consulting Partner Basic Benefits/Requesting Technology Partner Basic Benefits. ● Added Solution Partners > Financial Information > Partner Bill Fields/Querying Bill Details. ● Added Solution Partners > Financial Information > Cash Coupon Management. 	<p>2020-12.30</p>
<p>This issue is the fifty-eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner/Applying to Become a Technology Partner. ● Modified descriptions in Partner Account Management > Modifying Basic Information. 	<p>2020-12.01</p>
<p>This issue is the fifty-seventh official release.</p> <p>This release incorporates the following change:</p> <p>Modified descriptions in Partner Account Management > Modifying Basic Information.</p>	<p>2020-11.17</p>
<p>This issue is the fifty-sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Development > Inviting Pre-Registered Customers by Hyperlinks or QR Codes. ● Modified descriptions in Resellers of Huawei Cloud Partner Service Provider > Customer Business > Customer Development > Inviting Pre-Registered Customers by Hyperlinks or QR Codes. 	<p>2020-11.03</p>

Description	Released On
<p>This issue is the fifty-fifth official release.</p> <p>This release incorporates the following change: Modified Partner Account Management > Managing Basic Information.</p>	<p>2020-10-20</p>
<p>This issue is the fifty-fourth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining HCPN > Applying to Become a Technology Partner. • Modified descriptions in Joining the Partner Program > Apply for Joining the Partner Program > Applying to Join the HCPN Solution Partner Program/Applying to Join the SaaS Partner Program/Applying to Join the HMS Ecosystem Support Program. • Modified descriptions in Operations of Sub-customers of Solution Partners > Disassociating from a Partner. 	<p>2020-09-28</p>
<p>This issue is the fifty-third official release.</p> <p>This release incorporates the following change: Modified descriptions in Solution Partner Operations > Financial Information > Repayment.</p>	<p>2020-09-15</p>
<p>This issue is the fifty-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Development > Pre-registering Customers. • Modified descriptions in Resellers of Huawei Cloud Partner Service Provider > Customer Business > Customer Development > Pre-registering Customers. 	<p>2020-09-01</p>
<p>This issue is the fifty-first official release.</p> <p>This release incorporates the following change: Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings.</p>	<p>2020-08-11</p>

Description	Released On
<p>This issue is the fiftieth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Partner Account Management > Managing Basic Information. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers/Viewing a Customer's Resources/Placing Orders on Customers' Behalf. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Order Management > Viewing a Customer's Orders. 	<p>2020-07-28</p>
<p>This issue is the forty-ninth official release.</p> <p>This release incorporates the following change:</p> <p>Modified descriptions in Partner Account Management > Business Information Certification.</p>	<p>2020-07-14</p>
<p>This issue is the forty-eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. ● Modified descriptions in Joining HCPN > Applying to Become a Technology Partner. ● Modified descriptions in Partner Account Management > Managing Organization Information > An Organization Member Logging In to the Partner Center. ● Modified descriptions in Business Models Between Partners and Customers > Reseller Model. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers/Setting Monthly Budgets for Customers/Freezing a Customer Account/Setting Discounts for Customers/Performing Resource O&M for Customers/Assigning an Account Manager for a Customer. ● Modified descriptions in Resellers of Huawei Cloud Partner Service Provider > Customer Business > Customer Management > Querying Customers/Setting Discounts for Customers/Assigning an Account Manager for a Customer. 	<p>2020-06-30</p>
<p>This issue is the forty-seventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. ● Modified descriptions in Joining HCPN > Applying to Become a Technology Partner. 	<p>2020-06-02</p>

Description	Released On
<p>This issue is the forty-sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. ● Modified descriptions in Resellers of Huawei Cloud Partner Service Provider > Customer Development > Managing Invited Customers. 	<p>2020-05-26</p>
<p>This issue is the forty-fifth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added Solution Partner Operations > Sales Management. ● Added section "Resellers of Huawei Cloud Partner Service Provider". 	<p>2020-04-21</p>
<p>This issue is the forty-fourth official release.</p> <p>This release incorporates the following changes:</p> <p>Modified descriptions in Solution Partner Operations > Financial Information > Bill Management.</p>	<p>2020-04-15</p>
<p>This issue is the forty-third official release.</p> <p>This release incorporates the following changes:</p> <p>Modified descriptions in Solution Partner Operations > Financial Information > Invoice Management.</p>	<p>2020-04-01</p>
<p>This issue is the forty-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Monthly Budgets for Customers. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Development > Managing Invited Customers. ● Modified descriptions in Solution Partner Operations > Financial Information > Repayment. ● Modified descriptions in Solution Partner Operations > Financial Information > Bill Management > Viewing Partner Bills. 	<p>2020-03-18</p>
<p>This issue is the forty-first official release.</p> <p>This release incorporates the following change:</p> <p>Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HMS Ecosystem Support Program.</p>	<p>2020-02-26</p>

Description	Released On
<p>This issue is the fortieth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Coupon Management > Issuing Cash Coupons to Customers. • Modified descriptions in Solution Partner Operations > Financial Information > Topping Up an Account. 	<p>2020-02-19</p>
<p>This issue is the thirty-ninth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Monthly Budgets for Customers. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Freezing a Customer Account. 	<p>2020-02-13</p>
<p>This issue is the thirty-eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HMS Ecosystem Support Program. • Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings. 	<p>2020-01-19</p>
<p>This issue is the thirty-seventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Financial Information > Viewing Account Statements. • Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HMS Ecosystem Support Program. 	<p>2020-01-15</p>
<p>This issue is the thirty-sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the SaaS Partner Program. • Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the AI Partner Program. • Added descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HMS Ecosystem Support Program. 	<p>2019-12-31</p>

Description	Released On
<p>This issue is the thirty-fifth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Assigning an Account Manager for a Customer. • Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings. • Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. 	<p>2019-12-18</p>
<p>This issue is the thirty-fourth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining HCPN > Applying to Become a Technology Partner. • Modified descriptions in Partner Account Management > Business Information. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Development. 	<p>2019-12-04</p>
<p>This issue is the thirty-third official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Monthly Budgets for Customers. • Modified descriptions in Solution Partner Operations > Operation Statistics > Viewing Expenditure Statistics. 	<p>2019-11-27</p>

Description	Released On
<p>This issue is the thirty-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Assigning an Account Manager for a Customer. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Expenditures > Viewing Expenditure Summary. • Modified descriptions in Solution Partner Operations > Customer Business > Assigning Customers to an Account Manager. • Added Solution Partner Operations > Financial Information > Bill Management > Partner Bill Description. • Modified descriptions in Solution Partner Operations > Financial Information > Bill Management > Viewing Partner Bills. • Modified descriptions in Solution Partner Operations > Operation Statistics > Viewing Expenditure Statistics. 	<p>2019-11-20</p>
<p>This issue is the thirty-first official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Partner Account Management > Business Information. Specifically, updated the business information screenshot. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Order Management > Viewing a Customer's Orders. 	<p>2019-11-06</p>
<p>This issue is the thirtieth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining the Partner Program > Querying Enrolled Partner Programs. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Monthly Budgets for Customers. • Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. • Modified descriptions in Appendix > Critical Operations. 	<p>2019-10-30</p>

Description	Released On
<p>This issue is the twenty-ninth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. ● Modified descriptions in Joining HCPN > Applying to Become a Technology Partner. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Budgets for Customers. ● Added Solution Partner Operations > Customer Business > Customer Management > Assigning an Account Manager for a Customer ● Modified descriptions in Solution Partner Operations > Customer Business > Coupon Management > Withdrawing Cash Coupons. ● Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Description of Incentive Earnings Distribution Statuses. Specifically, modified the description about the receiving time in the payment step. ● Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Confirming Incentive Earnings. ● Modified descriptions in Appendix > Critical Operations. 	<p>2019-10-23</p>
<p>This issue is the twenty-eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management. Specifically, updated some snapshots. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Management. Specifically, updated some snapshots. ● Modified descriptions in Solution Partner Operations > Operation Statistics > Viewing Expenditure Statistics. 	<p>2019-09-30</p>

Description	Released On
<p>This issue is the twenty-seventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Development > Inviting a Pre-Registered Customer by Hyperlink or QR Code. • Modified descriptions in Solution Partner Operations > Customer Business > Coupon Management > Viewing Operation Logs. • Modified descriptions in Solution Partner Operations > Partner Account Management > Managing Basic Information. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Discounts for Customers. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Order Management > Adjusting the Price of a Customer's Order. • Added Solution Partner Operations > Customer Business > Customer Management > Performing Resource O&M for Customers. • Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. • Modified descriptions in Operations of Sub-customers of Solution Partners > Using Discounts Granted by the Partner > Viewing Discounts. • Modified descriptions in Solution Partner Operations > Financial Information > Viewing Account Statements. Specifically, updated the account statements screenshot. • Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings. Specifically, updated the incentive earning distribution procedure. • Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Confirming Incentive Earnings. Specifically, updated the incentive earnings confirmation screenshot and descriptions. • Added Appendix (HCPN agreement, solution partner agreement, HCPN logo usage guide, and critical operations). 	<p>2019-09-24</p>

Description	Released On
<p>This issue is the twenty-sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Optimized descriptions in Operations of Sub-customers of Solution Partners > Using Discounts Granted by the Partner > Using Discounts. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Order Management > Viewing a Customer's Orders. Specifically, added descriptions of exporting customers' orders. • Added Solution Partner Operations > Customer Business > Customer Management > Freezing a Customer Account. 	<p>2019-09-02</p>
<p>This issue is the twenty-fifth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Expenditures > Viewing Expenditure Summary. 	<p>2019-08-27</p>
<p>This issue is the twenty-fourth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> • Added Solution Partner Operations > Customer Business > Placing Orders for on Customers' Behalf. 	<p>2019-08-21</p>
<p>This issue is the twenty-third official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Changed Salesperson to Account manager and Supervisor to Account director. • Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. • Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HCPN Solution Partner Program. 	<p>2019-08-14</p>

Description	Released On
<p>This issue is the twenty-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Partner Account Management > Business Information Certification. • Modified descriptions in HCPN Overview and Common Operations. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Expenditures > Viewing Expenditure Summary and Solution Partner Operations > Customer Business > Customer Expenditures > Viewing Expenditure Details. • Modified descriptions in Solution Partner Operations > Financial Information > Viewing Partner Bills. 	<p>2019-07-31</p>
<p>This issue is the twenty-first official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. 	<p>2019-07-24</p>
<p>This issue is the twentieth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in HCPN Overview and Common Operations. • Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner/Applying to Become a Technology Partner. 	<p>2019-07-17</p>
<p>This issue is the nineteen official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Expenditures > Viewing Expenditure Summary. • Modified descriptions in Solution Partner Operations > Customer Business > Pre-registering Customers/Inviting Pre-Registered Customers by Emails. • Modified descriptions in Solution Partner Operations > Financial Information > Viewing Partner Bills. • Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Confirming Incentive Earnings/Applying to Issue Incentive Earnings. • Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. 	<p>2019-07-11</p>

Description	Released On
<p>This issue is the eighteenth official release. This release incorporates the following change: Modified descriptions in Solution Partner Operations > Financial Information > Viewing Partner Bills.</p>	2019-06-25
<p>This issue is the seventeenth official release. This release incorporates the following change: Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner.</p>	2019-06-14
<p>This issue is the sixteenth official release. This release incorporates the following change: Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Viewing a Customer's Resources.</p>	2019-06-12
<p>This issue is the fifteenth official release. This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Modified descriptions in Partner Account Management > Business Information Certification. 	2019-05-30
<p>This issue is the fourteenth official release. This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Modified descriptions in Partner Account Management > Business Information Certification. ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner/Applying to Become a Technology Partner/Requesting to Upgrade a Consulting Partner/Requesting to Upgrade a Technology Partner. ● Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying for Joining the Service Partner Program/Applying to Join the HCPN AI Partner Club Program. ● Modified descriptions in Joining the Partner Program > Querying Enrolled Partner Programs. ● Modified descriptions in Partner Account Management > Managing Basic Information. 	2019-05-22

Description	Released On
<p>This issue is the thirteen official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Operation Statistics > Viewing Expenditure Statistics. • Modified descriptions in Solution Partner Operations > Customer Business > Coupon Management > Viewing the Cash Coupon Quota. • Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings. • Added descriptions of modifying the company name in Partner Account Management > Managing Basic Information. • Modified descriptions in Solution Partner Operations > Financial Information > Invoice Management. • Modified descriptions in Solution Partner Operations > Financial Information > Viewing Partner Bills. • Added Solution Partner Operations > Financial Information > Incentive Earning Management > Confirming Incentive Earnings. 	<p>2019-04-29</p>
<p>This issue is the twelfth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Operations of Sub-customers of Solution Partners > Using Discounts Granted by the Partner > Using Discounts. • Updated screenshots in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. • Added descriptions of querying reserved instances in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Development > Pre-registering Customers/ Managing Invited Customers. • Modified descriptions in Solution Partner Operations > Financial Information > Viewing Partner Bills. • Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner/Applying to Become a Technology Partner. • Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. 	<p>2019-03-22</p>

Description	Released On
<p>This issue is the eleventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added notes in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. ● Added notes in Operations of Sub-customers of Solution Partners > Disassociating from a Partner. ● Deleted the Viewing an Expenditure Summary chapter under Solution Partner Operations > Financial Information. ● Deleted the Viewing Expenditure Details chapter under Solution Partner Operations > Financial Information. ● Added Solution Partner Operations > Customer Business > Customer Expenditures. 	<p>2019-03-08</p>
<p>This issue is the tenth official release.</p> <p>This release incorporates the following change:</p> <p>Added chapter "Partner Training and Certification Guide".</p>	<p>2019-03-01</p>

Description	Released On
<p>This issue is the ninth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added Solution Partner Operations > Financial Information > Incentive Reward Management. ● Modified descriptions in Solution Partner Operations > Financial Information > Topping Up an Account. ● Added Solution Partner Operations > Account Management > Business Information Certification. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. ● Added causes to customer association failures and recommended operations in Solution Partner Operations > Customer Business > Customer Development > Managing Invited Customers. ● Added a precaution in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. ● Added a precaution and optimized the procedure description in Joining HCPN > Applying to Become a Consulting Partner. ● Added a precaution and optimized the procedure description in Joining HCPN > Applying to Become a Technology Partner. ● Added a precaution and optimized the procedure description in Joining the Partner Program > Applying for Joining the Partner Program > Applying for Joining the Service Partner Program. ● Added a precaution and optimized the procedure description in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HCPN AI Partner Club Program. ● Added a precaution in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HCPN Solution Partner Program. ● Added a precaution in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HCPN Software Partner Program. 	<p>2019-02-22</p>

Description	Released On
<p>This issue is the eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Added descriptions of the negative bill amount in Solution Partner Operations > Financial Information > Viewing Partner Bills. • Added the association failure causes and suggested operations in Solution Partner Operations > Customer Business > Customer Development > Managing Invited Customers. 	<p>2019-02-01</p>
<p>This issue is the seventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Added descriptions about SMS receiving setting in Solution Partners > Account Management > Managing Basic Information. • Updated the figure for custom invitation in Solution Partners > Customer Business > Customer Development > Inviting a Pre-Registered Customer by Hyperlink or QR Code. • Added Disassociating from a Partner under Sub-customers of Solution Partners. • Updated figures in Managing Partner Types and Tiers > Managing Partner Tiers. • Optimized descriptions in Solution Partners > Operation Statistics > Viewing Customer Statistics. • Optimized descriptions in Managing Partner Types and Tiers > Managing Partner Types. 	<p>2019-01-25</p>
<p>This issue is the sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Optimized descriptions in Solution Partners > Customer Business > Customer Order Management > Adjusting the Price of a Customer's Order. • Optimized descriptions in Solution Partners > Operation Statistics > Viewing Customer Statistics. • Optimized descriptions in Solution Partners > Customer Business > Customer Management > Adjusting Credit Limit for a Customer. 	<p>2019-01-08</p>

Description	Released On
<p>This issue is the fifth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Optimized descriptions in Solution Partners > Registering as a Solution Partner. ● Optimized descriptions in Solution Partners > Logging In to the Partner Center. ● Optimized descriptions in Solution Partners > Account Management > Managing Basic Information. ● Optimized descriptions in Solution Partners > Partner Programs > Applying to Become a Solution Partner. ● Added chapter Overview to introduce partner types. ● Added chapter Joining HCPN. ● Added Joining the Partner Program > Applying for Joining the Partner Program. 	<p>2018-12-28</p>
<p>This issue is the fourth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added Solution Partners > Financial Information > Repayment. ● Added Solution Partners > Financial Information > Partner Bill. ● Optimized descriptions in Solution Partners > Customer Business > Customer Order Management > Adjusting the Price of a Customer's Order. ● Optimized descriptions in Sub-customers of Solution Partners > Requesting Association with a Partner. ● Optimized descriptions in Solution Partners > Operation Statistics. ● Added Solution Partners > Financial Information > Invoice Management > Requesting a HUAWEI CLOUD Invoice and Returning a HUAWEI CLOUD Invoice. ● Optimized descriptions in Solution Partners > Customer Business > Customer Management > Querying Customers. ● Added Solution Partners > Customer Business > Customer Management > Adjusting Credit Limit for Customers. ● Modified descriptions in Solution Partners > Customer Business > Customer Management > Setting Discounts for Customers. ● Optimized descriptions in Solution Partners > Customer Business > Customer Development. 	<p>2018-12-21</p>

Description	Released On
<p>This issue is the third official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Optimized descriptions in Solution Partners > Financial Information > Viewing Expenditure Details. ● Optimized descriptions in Solution Partners > Customer Business > Customer Order Management > Viewing a Customer's Orders because the system can now sort customer orders by product type. ● Optimized descriptions in Solution Partners > Operation Statistics > Viewing Customer Statistics and divided the number of customers with expenditure into those with cash expenditure and those with other expenditure. ● Optimized descriptions in Solution Partners > Customer Business > Customer Development. ● Optimized descriptions in Solution Partners > Account Management > Managing Basic Information. ● Optimized descriptions in Solution Partners > Help and Feedback. ● Optimized descriptions in Customer Details. ● Optimized descriptions in Sub-customers of Solution Partners > Requesting Association with a Partner. ● Optimized descriptions in Solution Partners > Financial Information > Query Expenditure Summary. 	<p>2018-12-14</p>

Description	Released On
<p>This issue is the second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Optimized descriptions in Solution Partners > Customer Business > Customer Management. • Optimized descriptions in Viewing Expenditure Summary, Viewing Account Statements, and Querying Allocations and Withdrawals. • Added descriptions about viewing operation records in Solution Partners > Customer Business > Customer Management > Setting Discounts for Customers. • Added descriptions about associated resources in Solution Partners > Customer Business > Customer Management > Viewing Customer's Resources. • Added descriptions about viewing customer association records in Solution Partners > Customer Business > Customer Management > Querying Customers. • Added descriptions about notifying customers of placing another order in Solution Partners > Customer Business > Paying an Order on a Customer's Behalf. • Added icons to distinguish between the images for Referral and Reseller customers in Pre-Registering Customers Offline and Pre-Registering Customers Using Dedicated Promotion Links in Solution Partners > Customer Business > Customer Development. • Added descriptions about the new tabs and screenshots in Solution Partners > Operation Statistics > Viewing Customer Statistics. • Modified screenshots in Solution Partners > Operation Statistics > Viewing Spend Statistics. • Added operation steps in Solution Partners > Customer Business > Customer Development > Pre-Registering Customers Using Dedicated Promotion Links. 	<p>2018-11-28</p>
<p>This issue is the first official release.</p>	<p>2018-10-30</p>