Partner Center

User Guide

Issue	63
Date	2021-03-31

HUAWEI TECHNOLOGIES CO., LTD.

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1 Overview

The *User Guide* provides you with operation guides for different roles.

- **HCPN Overview and Common Operations**
- **Joining HCPN**
- **Joining the Partner Program**
- **Partner Account Management**
- **Partner Training and Certification Guide**
- **Solution Partners**
- **Huawei Cloud Partner Service Provider**
- **Resellers of Huawei Cloud Partner Service Provider**
- **Operations of Sub-customers of Solution Partners**
- **Help and Feedback**
- **Viewing the Document Library**

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2 HCPN Overview and Common Operations

Partner Types

HUAWEI CLOUD partners are classified into consulting partners and technology partners. A partner can select an appropriate type as required.

- Consulting partners

  HCPN consulting partners are firms offering professional services to help customers of all sizes to design, develop, migrate, or build new applications, or perform daily customer service operations on HUAWEI CLOUD. Consulting partners include system integrators (SIs), strategic consultancies, agencies, managed service providers (MSPs), value-added resellers (VARs), and telecom operators. For details about how to register as a consulting partner, see **Applying to Become a Consulting Partner**.

  Currently, a consulting partner can choose to join solution, service, and carrier partner programs.

  NOTE

  A partner can only request their partner to apply to join the carrier partner program on their behalf.

- Technology partners

  HCPN technology partners are commercial software and/or Internet service companies providing software solutions hosted on, or integrated with, HUAWEI CLOUD. Technology partners include independent software vendors (ISVs) as well as SaaS, PaaS, development tool, management, and security product suppliers. For details about how to register as a technology partner, see **Applying to Become a Technology Partner**.

  Currently, a technology partner can choose to join SaaS, marketplace, AI, and HMS partner programs.

Precautions

A HUAWEI CLOUD account can be only either a consulting partner or a technology partner.

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- If you are already a consulting partner and now also want to become a technology partner, you need to register a new HUAWEI CLOUD account for the technology partner.
- If you are already a technology partner and now also want to become a consulting partner, you need to register a new HUAWEI CLOUD account for the consulting partner.

A frozen HUAWEI CLOUD account cannot apply to join a consulting partner program or technology partner program. HUAWEI CLOUD accounts are frozen when:

- Deregistered: After a customer applies for deregistration, the account will be frozen first. After a specified period, the account will be deleted.
- In arrears: If the resources enter the retention period and the account is not renewed, the account will be frozen.
- Legally required by the laws and regulations
- Fraudulently used (when using HUAWEI CLOUD services)

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

Common Operations

1. **Applying to Become a Consulting Partner**
2. **Applying to Become a Technology Partner**
3. **Applying to Join a Partner Program**
4. **Pre-registering Customers**
5. **Inviting Pre-Registered Customers by Emails**
6. **Inviting Pre-Registered Customers by Hyperlinks or QR Codes**
7. **Setting Monthly Budgets for Customers**
8. **Setting Discounts for Customers**
9. **Repayment**
10. **Invoice Management**

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3 Joining HCPN

3.1 Registering a HUAWEI CLOUD Account

Before applying for joining HCPN, you need to register a HUAWEI CLOUD account.

Procedure

Step 1 Visit the **HUAWEI CLOUD** homepage, and click **Register** in the upper right corner.

Step 2 Set the country/region, email address, verification code, and password, select **I have read and agree to the HUAWEI CLOUD Customer Agreement and Privacy Statement.**, and click **Register**.

NOTE

- After you register a HUAWEI CLOUD account, if you want to apply to become a consulting partner, do not bind a credit card to the account or use the account to consume any resources in case that the partner qualification certification fails. If you have bound a credit card or purchased resources, register a new account to submit the application.
- If you want to apply to become a technology partner and subscribe with and provision cloud services, you need to bind the mobile number, add account information, and bind the credit card.
- A HUAWEI CLOUD account can be only either a consulting partner or a technology partner.

----End

3.2 Applying to Become a Consulting Partner

HUAWEI CLOUD enterprise customers can perform the following steps to apply to become consulting partners.

Important Notes

Before applying to become a consulting partner, an enterprise needs to register a HUAWEI CLOUD account. For details about account registration, see **Registering a**

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HUAWEI CLOUD Account. Skip this step if you already have a HUAWEI CLOUD account.

Enterprise customers cannot apply to become a consulting partner if their HUAWEI CLOUD accounts are in one of the following situations:

- The account has bound to a credit card.
- The account has consumption records.
- Resources are provisioned for the account.
- The account is in arrears.
- The account has been associated to another partner as a sub-customer.
- The account has been or is being used to apply to become a technology partner.
- The account is an enterprise primary account or enterprise sub-account.
- The account has a credit account.
- 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 of becoming a consulting partner or after the application is successful.
- If the account has already obtained pay-per-use resources, you need to go to the **console** and release the resources or register a new account before submitting your application.

Prerequisites

You have met the requirements for becoming a consulting partner. For details, see **Table 3-1**.

NOTE

You can choose whether to upload proof materials as needed. Uploading the proof materials facilitates a quicker approval of the application.

Table 3-1 Revenue and input requirements

Requirement	Description
Annual HUAWEI CLOUD Revenue (USD)	You need to promise the minimum annual revenue on HUAWEI CLOUD within one year (at least $12,000 for the standard tier, $120,000 for the advanced tier, $360,000 for the premier tier, and $1,200,000 for the strategic tier). You can upload proof materials such as receipts.
Customer Success Cases on HUAWEI CLOUD	You need to promise the number of successful customer cases on HUAWEI CLOUD within one year (at least two for the standard tier, five for the advanced tier, 10 for the premier tier, and 20 for the strategic tier).

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Requirement	Description
HUAWEI CLOUD Business Professional Test	You need to promise the number of people who pass HUAWEI CLOUD Business Professional on HUAWEI CLOUD within one year (at least one person for the standard tier, two for the advanced tier, five for the premier tier, and 10 for the strategic tier).
HUAWEI CLOUD Technical Professional Test	You need to promise the number of people who pass HUAWEI CLOUD Technical Professional on HUAWEI CLOUD within one year (at least one person for the standard tier, two for the advanced tier, five for the premier tier, and 10 for the strategic tier).
HUAWEI CLOUD TCO and Cloud Economics Test	When applying to become an advanced, premier, or strategic consulting partner, you need to promise the number of people who pass HUAWEI CLOUD TCO and Cloud Economics within one year (at least one person for the advanced tier, two for the premier tier, and five for the strategic tier).
HCIA-Cloud Service	You need to promise the number of HCIA-Cloud Service Certificates obtained on HUAWEI CLOUD within one year (at least one for the standard tier, two for the advanced tier, five for the premier tier, and 10 for the strategic tier). You can upload scanned copies of the certificates as the proof.
HCIP-Cloud Service Solutions Architect	When applying to become an advanced, premier, or strategic consulting partner, you need to promise the number of HCIP-Cloud Service Solutions Architect Certificates obtained on HUAWEI CLOUD within one year (at least one for the advanced tier, two for the premier tier, and five for the strategic tier). You can upload scanned copies of the certificates as the proof.
Dedicated Partner Alliance Manager for HUAWEI CLOUD	When applying to become a premier or strategic consulting partner, you need to provide the number of partner alliance managers responsible for HUAWEI CLOUD services (at least one for the premier tier and two for the strategic tier).
Dedicated Project Manager for HUAWEI CLOUD	When applying to become a premier or strategic consulting partner, you need to provide the number of project managers responsible for HUAWEI CLOUD services (at least one for the premier tier and two for the strategic tier).

Procedure

Step 1 Go to the homepage of the **HUAWEI CLOUD** official website.

Step 2 Click **Log In** to open the login page.

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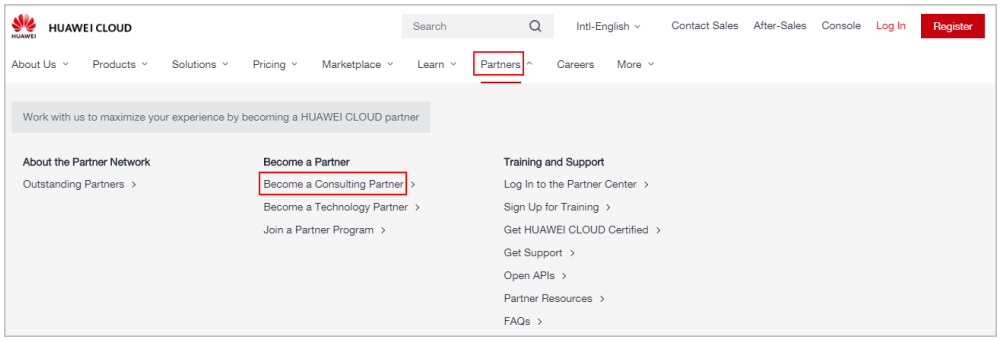
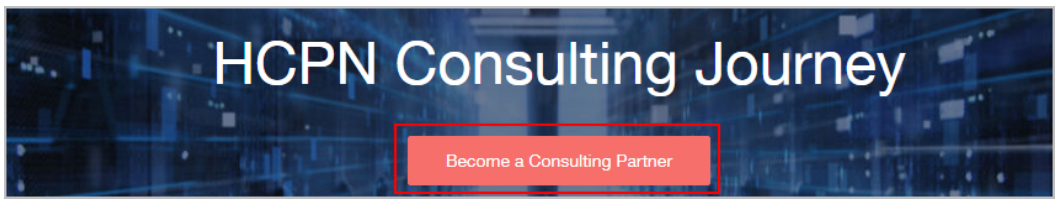
Step 3 On the login page, enter your username and password, and click **Log In**.

Step 4 On the menu bar, choose **Partners** > **Become a Consulting Partner**.



Step 5 Click **View the HCPN Consulting Journey** to switch to the **HCPN Consulting Journey** page. Then, click **Become a Consulting Partner**.



Step 6 On the **Fill in Business Information** pane, specify **Basic Information**, **Address**, and **Detail**, add a contact, and select **I have read and agree to HCPN Certification Agreement**. Click **Next**.

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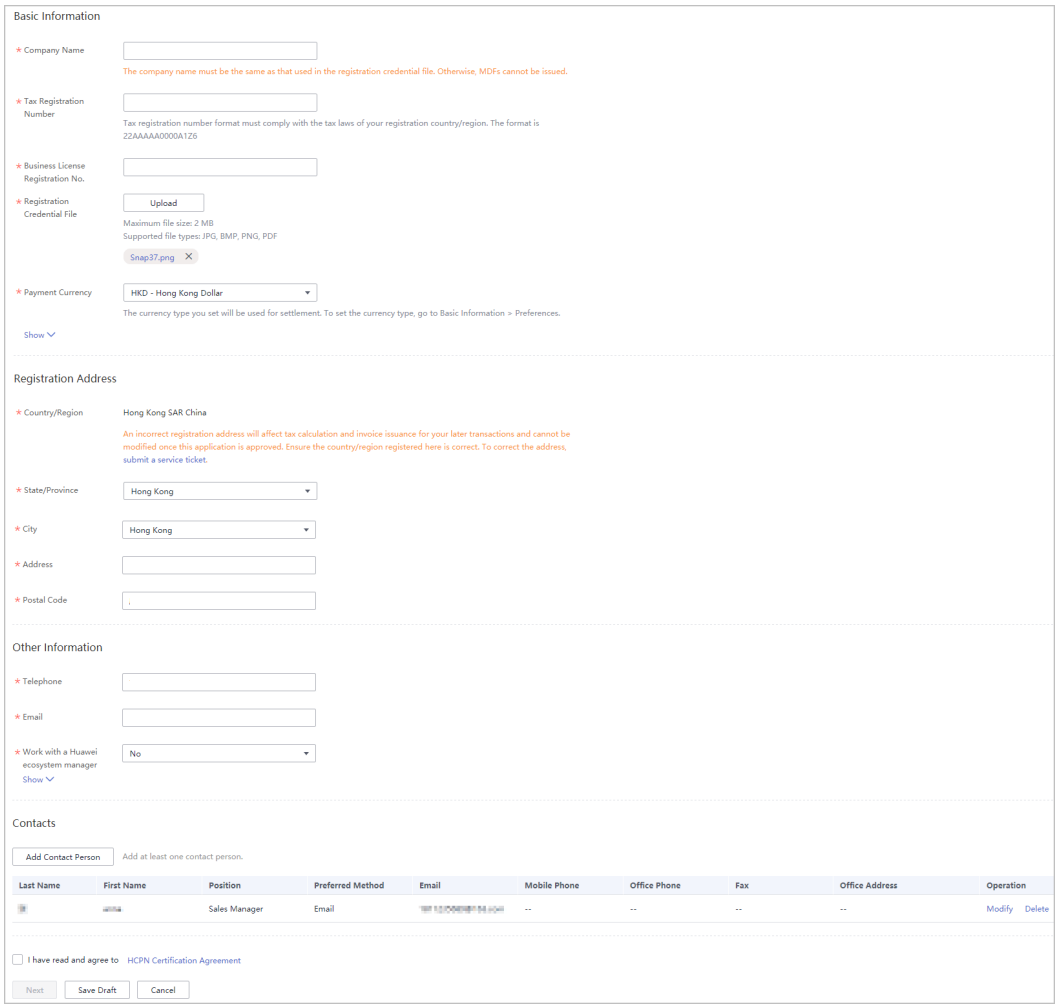

NOTE

An entered tax registration number must comply with the tax laws of the country or region where the number is registered. For details, see **Tax Identification Numbers Collected by HUAWEI CLOUD**

Step 7 Specify business qualification information and click **Next**.

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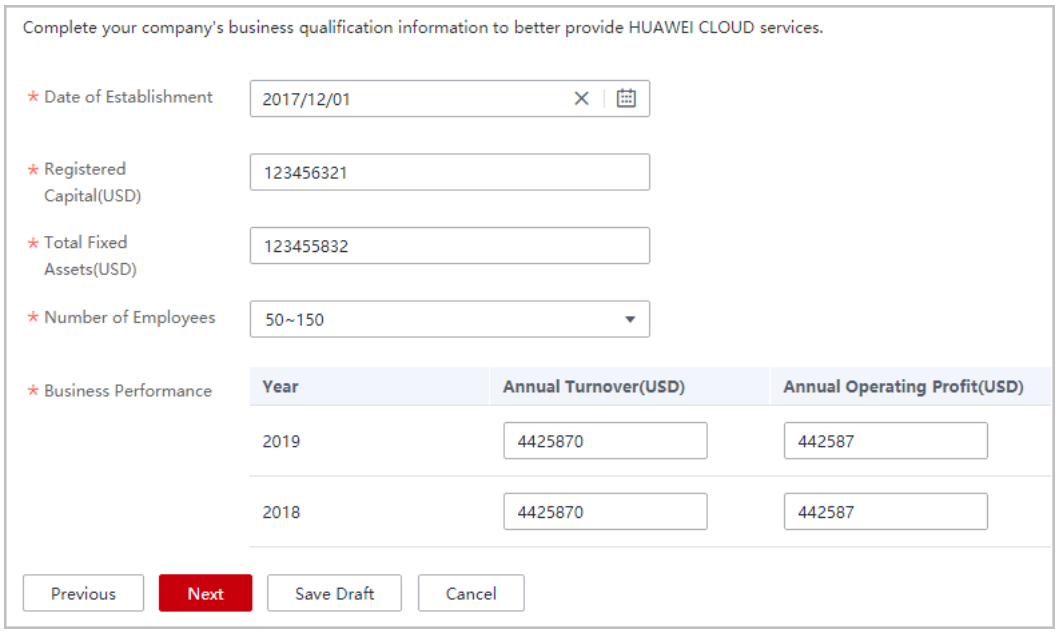
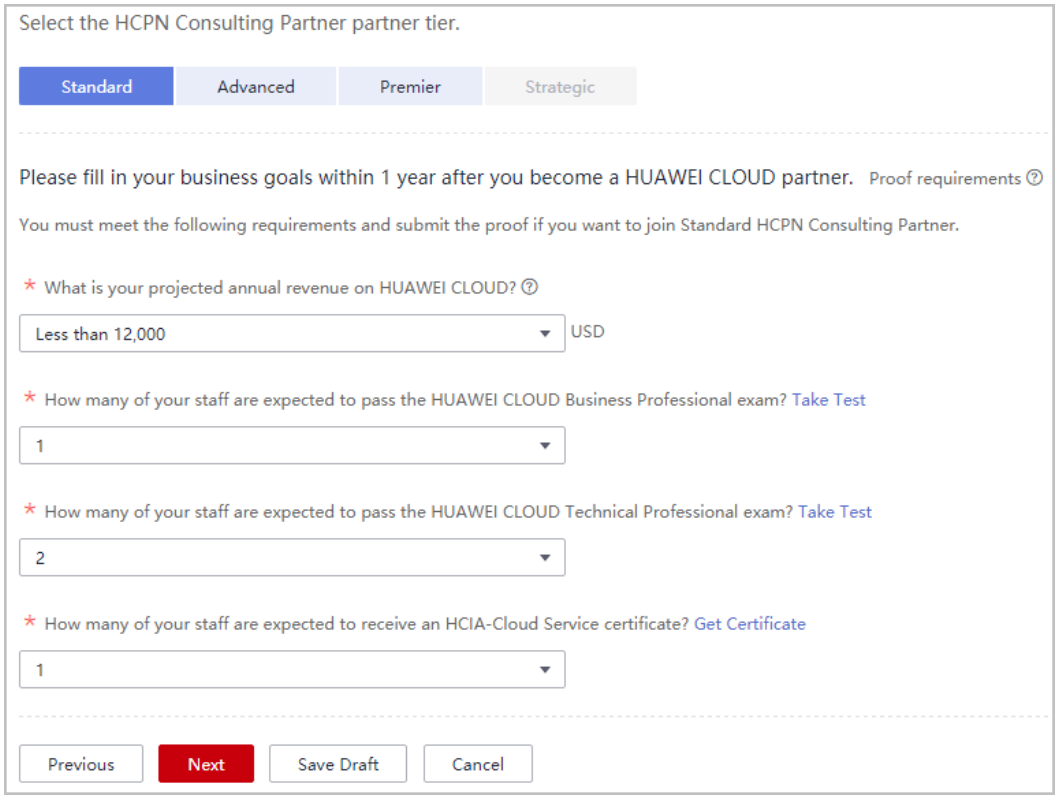


Step 8 Select a partner tier, enter the required information, and click **Next**.



Step 9 Select **I have read and agree to HUAWEI Cloud Solution Partner Cooperation Agreement**. The system also selects **I would like to join the HCPN Solution Partner Program**.

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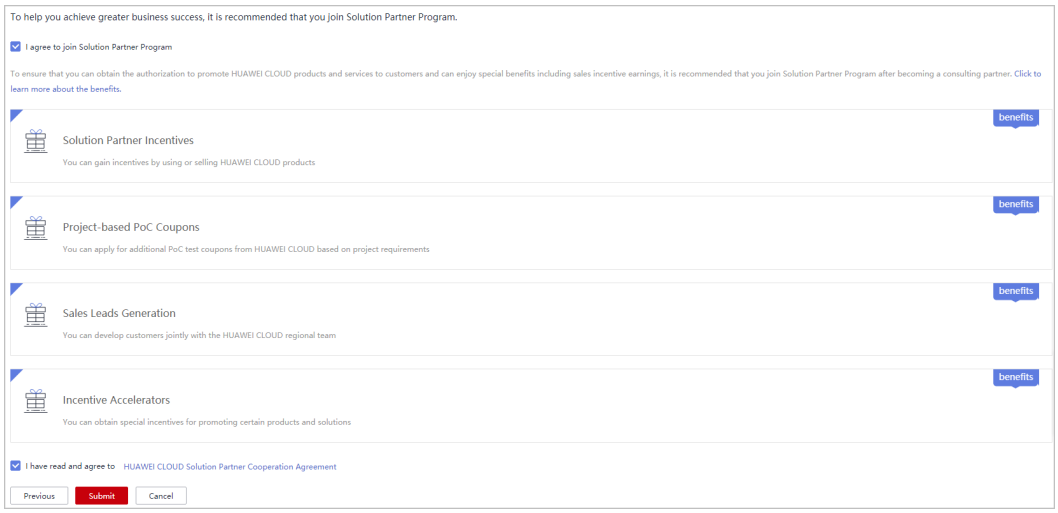

NOTE

You can also deselect **I would like to join the HCPN Solution Partner Program** to join as a solution partner later by following the instructions in **Applying to Join the HCPN Solution Partner Program**.

Step 10 Click **Submit**.

NOTE

When applying to become a consulting partner, you cannot change the user type through real-name authentication.

----End

3.3 Applying to Become a Technology Partner

HUAWEI CLOUD enterprise customers can perform the following steps to apply to become technology partners.

Important Notes

Before applying to become a technology partner, an enterprise needs to register a HUAWEI CLOUD account. For details about account registration, see **Registering a HUAWEI CLOUD Account**. Skip this step if you already have a HUAWEI CLOUD account.

Enterprises cannot apply to become technology partners if their HUAWEI CLOUD accounts:

- Are associated by reseller model.

Prerequisites

You have met the requirements for becoming a technology partner. For details, see **Table 3-2**.

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NOTE

You can choose whether to upload proof materials as needed. Uploading the proof materials facilitates a quicker approval of the application.

Table 3-2 Revenue and input requirements

Requirement	Description
Annual HUAWEI CLOUD Revenue (USD)	You must promise the sum of the direct and indirect annual revenue on HUAWEI CLOUD within one year (at least $12,000 for the standard tier, $120,000 for the advanced tier, and $360,000 for the premier tier). You can upload proof materials such as receipts. **NOTE** Indirect revenue refers to the consumption of HUAWEI CLOUD resources by technology partners. Proof of the indirect revenue can be provided offline.
Products in General Availability on HUAWEI CLOUD	You must launch its products on HUAWEI CLOUD.
Customer Success Cases on HUAWEI CLOUD	You need to promise the number of successful customer cases on HUAWEI CLOUD within one year (at least two for the standard tier, three for the advanced tier, and five for the premier tier).
HCIA-Cloud Service	When applying to become an advanced or premier technology partner, you must promise the number of HCIA-Cloud Service Certificates obtained on HUAWEI CLOUD within one year (at least one for the advanced tier and two for the premier tier). You can upload scanned copies of the certificates as the proof.
Validated Support Statement for HUAWEI CLOUD on Partner's Website	When applying to become an advanced or premier technology partner, you must issue a declaration of supporting HUAWEI CLOUD on the partner website. You can upload the screenshot of the declaration as the proof.
Dedicated Partner Manager for HUAWEI CLOUD	When applying to become an advanced or premier technology partner, you must provide the number of partner managers responsible for HUAWEI CLOUD services (at least one for the advanced tier and one for the premier tier).
HUAWEI CLOUD OpenLab Technical Validation	When applying to become a premier technology partner, you must perform technology verification in the HUAWEI CLOUD online lab.

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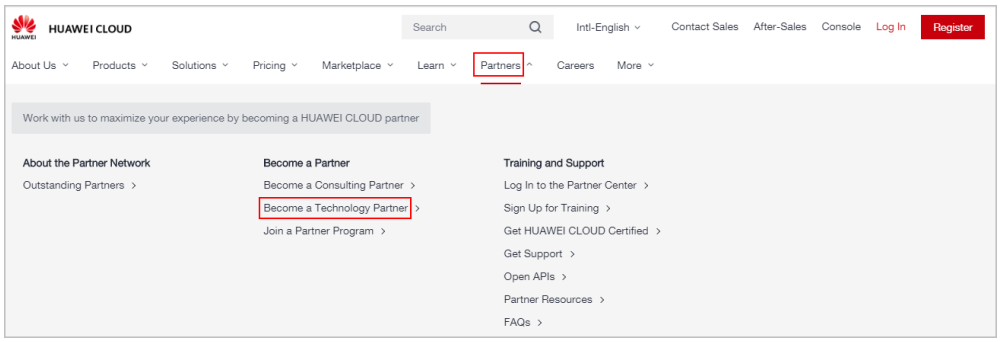
Procedure

Step 1 Go to the homepage of the **HUAWEI CLOUD** official website.

Step 2 Click **Log In** to open the login page.

Step 3 On the login page, enter your username and password, and click **Log In**.

Step 4 Choose **Partners** > **Become a Technology Partner**.



Step 5 Click **View the HCPN Technology Journey** to switch to the **HCPN Technology Journey** page. Then, click **Become a Technology Partner**.

Step 6 On the **Fill in Business Information** pane, specify **Basic Information**, **Address**, and **Detail**, add a contact, and select **I have read and agree to HCPN Certification Agreement**. Click **Next**.

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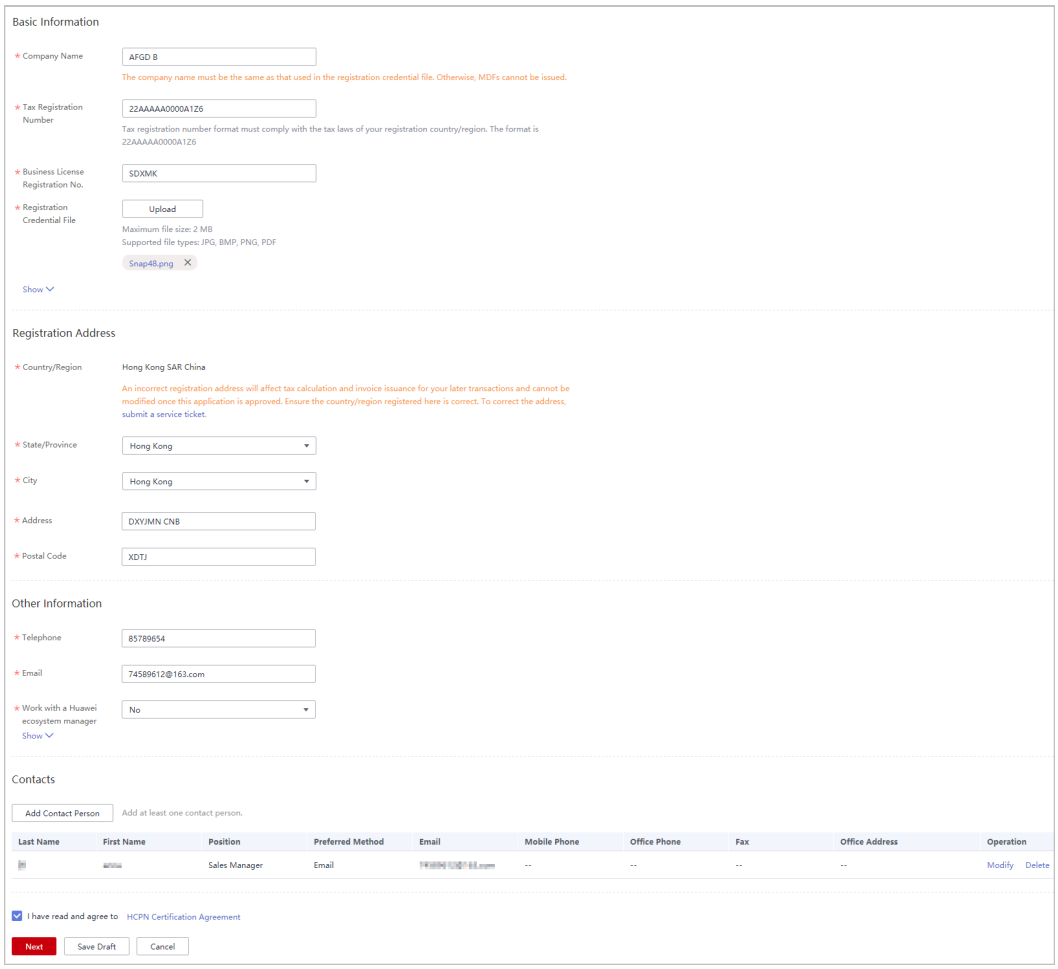

NOTE

An entered tax registration number must comply with the tax laws of the country or region where the number is registered. For details, see **Tax Identification Numbers Collected by HUAWEI CLOUD**

Step 7 Select a partner tier and specify the required information.

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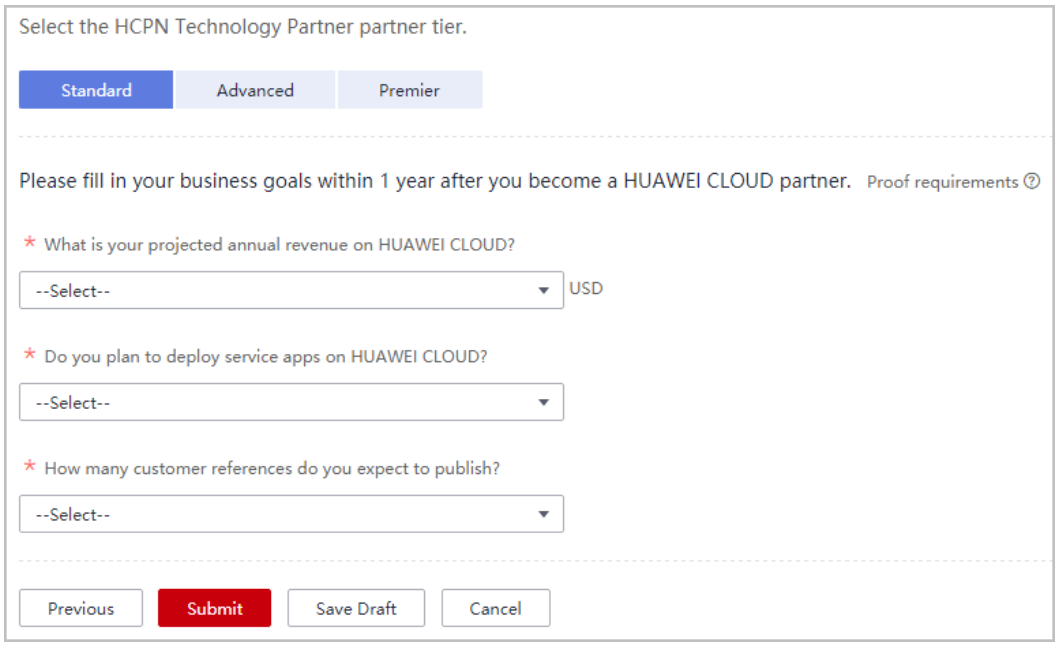

Step 8 Click **Submit**.

NOTE

When applying to become a technology partner, you cannot change the user type through real-name authentication.

----End

3.4 Requesting to Upgrade a Consulting Partner

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

NOTE

To upgrade to the strategic tier, a consulting partner should request its channel manager to apply for the promotion on their behalf. After the application is approved, the channel manager and the partner will receive an email notification.

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 navigation tree, choose **Account Management** > **Basic Information**.

Step 4 Click **Upgrade** next to **Partner Tier**.

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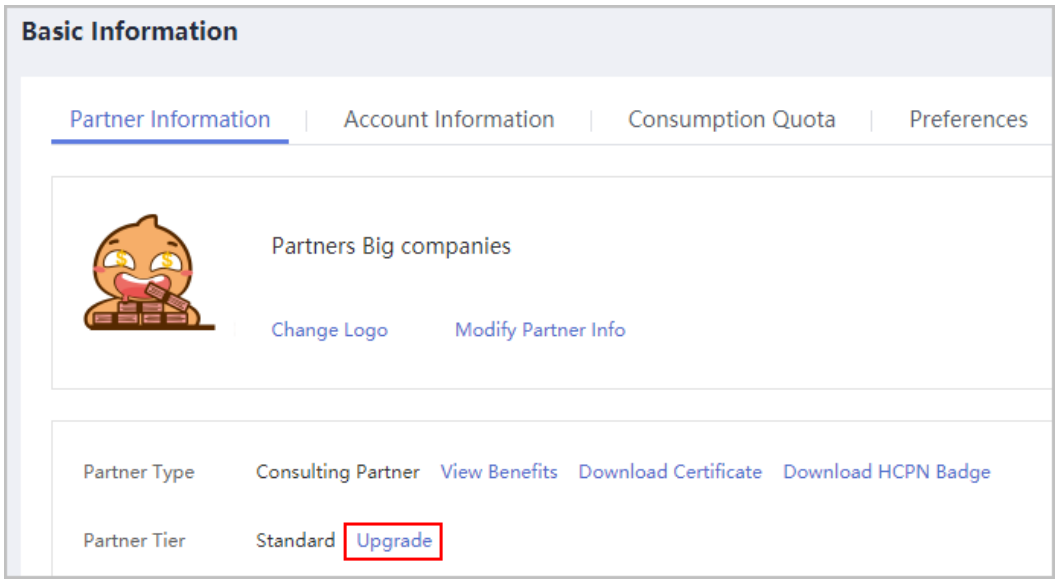
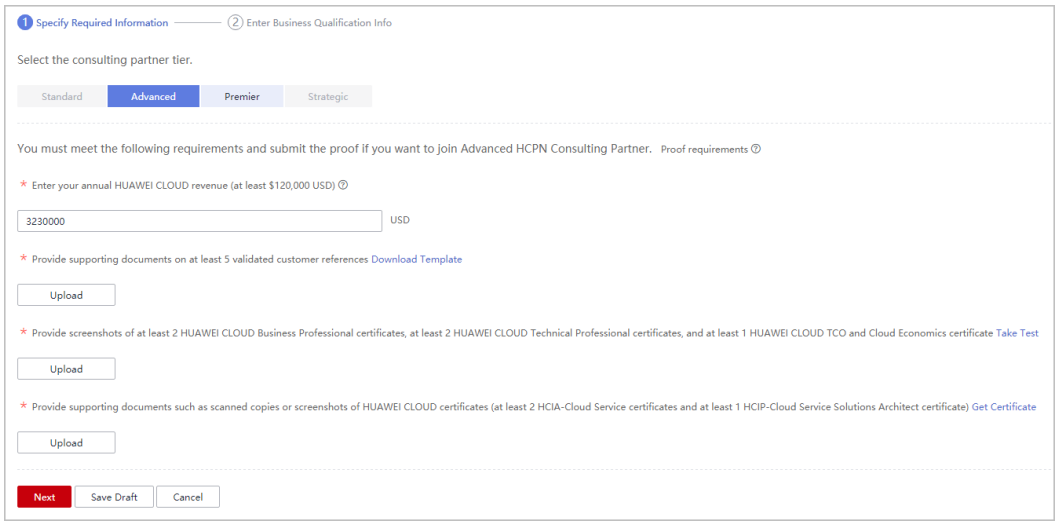


Step 5 Select **Partner Tier** and specify the required information.



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

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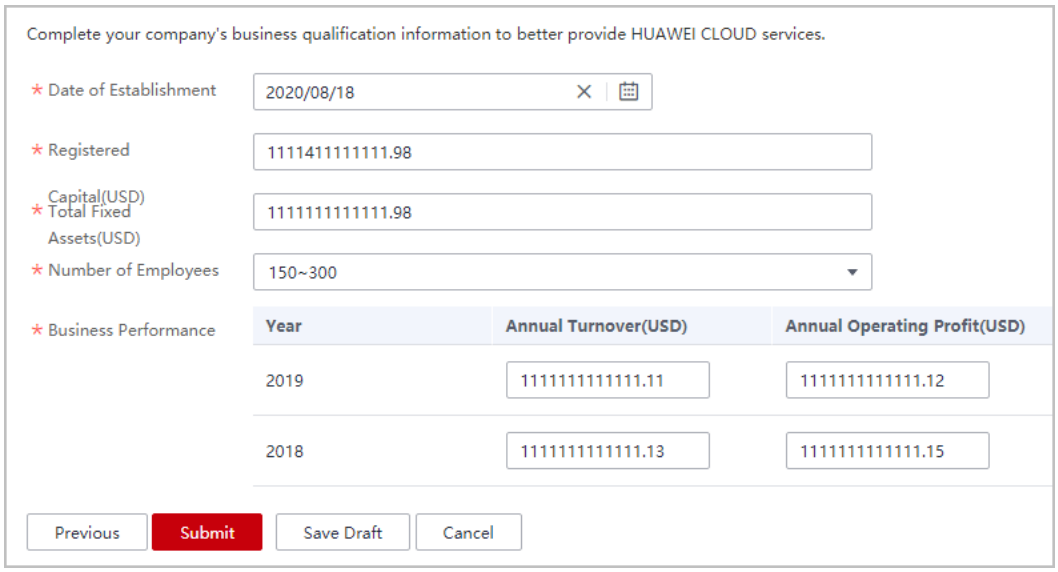


Step 7 Click **Submit**.

You can switch to the **Account Management** > **Basic Information** page to view the approval progress.

----End

3.5 Requesting to Upgrade a Technology Partner

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

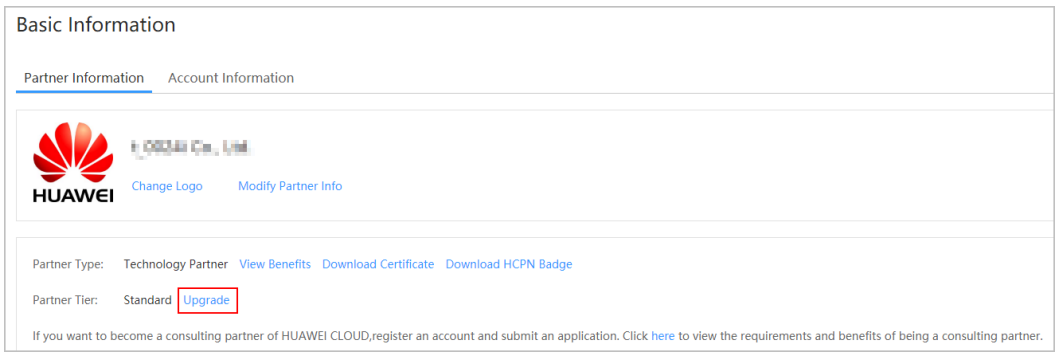
Procedure

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 navigation tree, choose **Account Management** > **Basic Information**.

Step 4 Click **Upgrade** next to **Partner Tier**.



Step 5 Select **Partner Tier** and specify the required information.

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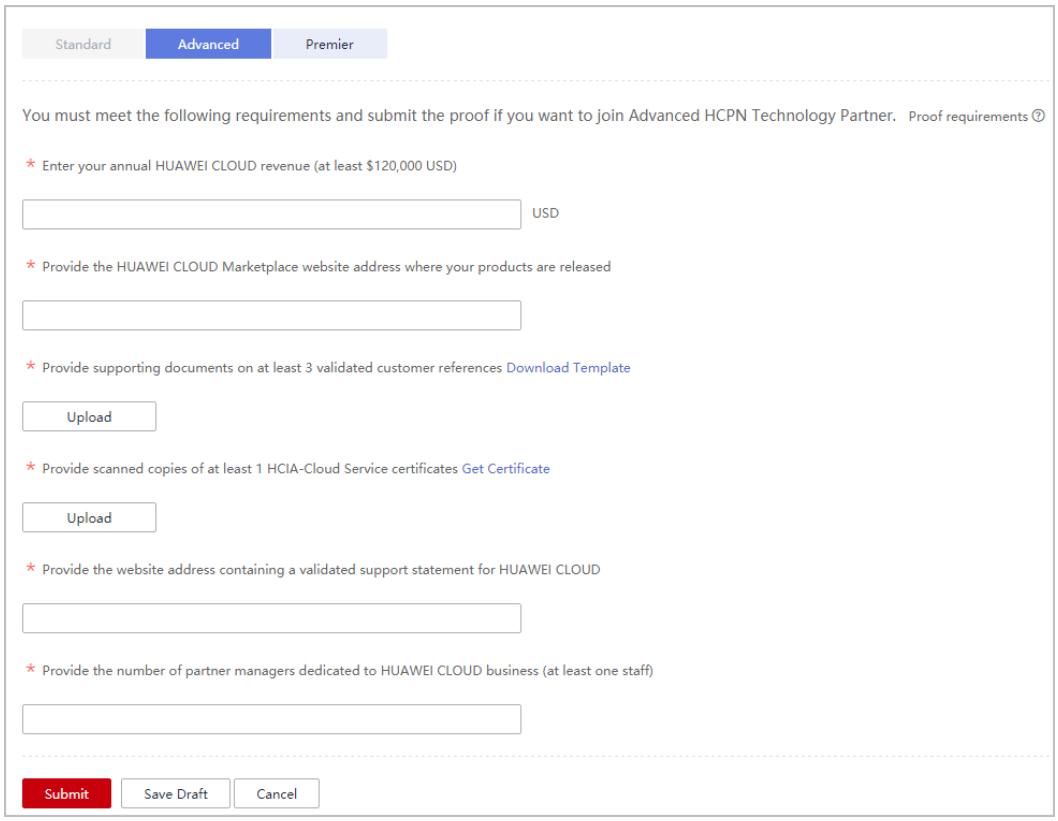

Step 6 Click **Submit**.

You can switch to the **Account Management** > **Basic Information** page to view the approval progress.

----End

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4 Joining the Partner Program

4.1 Logging In to the Partner Center

After registering a HUAWEI CLOUD account and joining HCPN, an enterprise can use the HUAWEI CLOUD account to log in to the Partner Center.

Procedure

Step 1 Go to the homepage of the **HUAWEI CLOUD official website**.

Step 2 Click **Log In** to open the login page.

NOTE

Alternatively, you can choose **Partners** > **Training and Support** > **Log In to the Partner Center** from the navigation tree on the upper left of the HUAWEI CLOUD official website to open the login page.

Step 3 On the login page, enter your account name and password, and click **Log In**.

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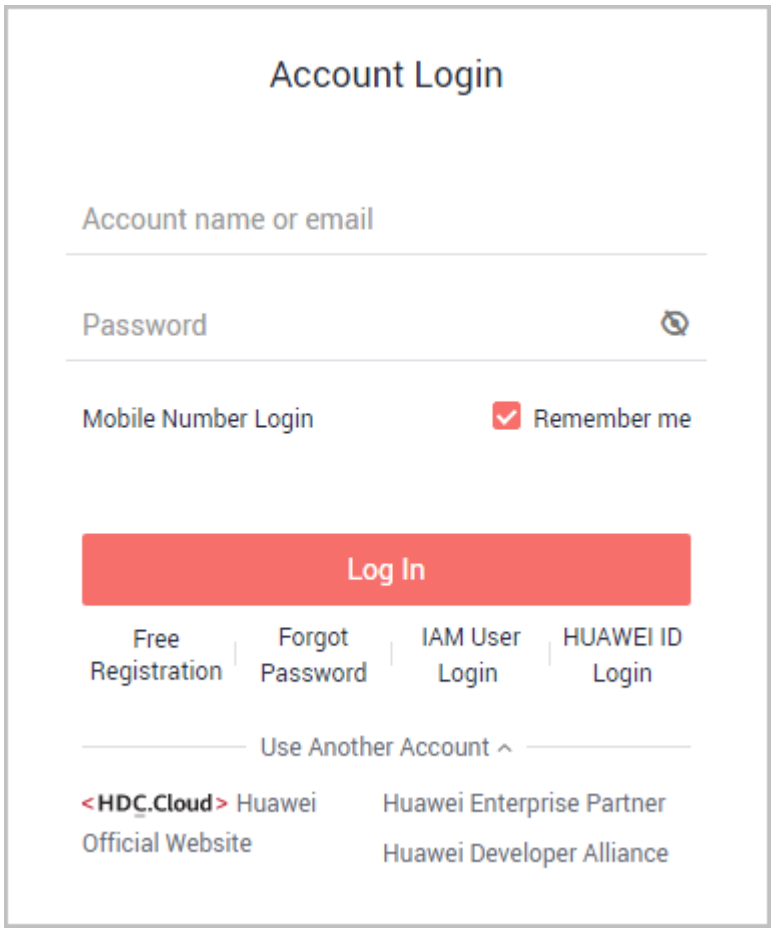

Step 4 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

----End

4.2 Applying for Joining the Partner Program

4.2.1 Applying to Join the HCPN Solution Partner Program

After becoming a consulting partner, HUAWEI CLOUD enterprise customers can apply to join the HCPN Solution Partner Program in the Partner Center.

Precautions

Enterprise customers cannot apply to join the HCPN Solution Partner Program if their HUAWEI CLOUD accounts are in one of the following situations:

- Resources are provisioned for the account.
- The account is in arrears.
- The account has been associated with another partner as a sub-customer.
- The account has been or is being used to apply to become a technology partner.

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- The account is an enterprise primary account or enterprise sub-account.
- The account has a credit account.
- The account is being used for or has passed real-name authentication.

Procedure

Step 1 Use your account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Partner Program** > **HUAWEI CLOUD Partner Program**.

Step 4 Choose **Consulting Partner Programs** > **Solution Partner Program** and click **Join Now**.

NOTE

Alternatively, you can choose **Partners** > **Become a Partner** > **Join a Partner Program** from the navigation tree on the upper left of the HUAWEI CLOUD official website. On the **Consulting Partner Program** tab, select **HCPN Solution Partner Program**, and click **Join Now**. (If you have not joined HCPN, the system will display message "Sorry, you are not a HUAWEI CLOUD partner." You can click **Apply to become a HUAWEI CLOUD partner now.** and apply to become a HUAWEI CLOUD partner by performing steps in **Applying to Become a Consulting Partner** and **Applying to Become a Technology Partner**.

Step 5 In the **Confirm** dialog box, click **OK**.

Step 6 Select **Join SPP now** and **I have read and agree to HUAWEI Cloud Solution Partner Cooperation Agreement**, and click **Submit**.

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

----End

4.2.2 Applying to Join the Service Partner Program

HUAWEI CLOUD enterprise customers can apply to join the service partner program in the Partner Center.

Prerequisites

The applicant has met the requirements for joining the service partner program. For details, see **Table 4-1**.

NOTE

You can choose whether to upload proof materials as needed. Uploading the proof materials facilitates a quicker approval of the application.

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Table 4-1 Qualification requirements

Requirement	Description
HCIP-Cloud Service Solutions Architect	To better serve HUAWEI CLOUD customers, partners must have at least two professionals who have passed the HCIP-Cloud Service Solutions Architect certification.
HUAWEI CLOUD consulting and service migration capabilities	Partners must be able to provide feasibility assessments for cloud migration, formulate cloud migration solutions, and implement the migration.
HUAWEI CLOUD O&M capabilities (involving service continuity, network management, system security, and data storage)	After customers migrate their business to the cloud, partners have professional capabilities, such as service management, to ensure successful business. **NOTE** Partners must have either HUAWEI CLOUD O&M capabilities, or platform and middleware service capabilities.
Platform and middleware service capabilities (involving OSs and databases)	Partners have the capabilities of deploying and maintaining common middleware platforms such as OSs and databases. **NOTE** Partners must have either HUAWEI CLOUD O&M capabilities, or platform and middleware service capabilities.
Project practice	Partners must have more than two proven project practices to better demonstrate their strengths to customers.

Procedure

Step 1 Use your account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Partner Program** > **HUAWEI CLOUD Partner Program**.

Step 4 Choose **Consulting Partner Programs** > **Service Partner Program** and click **Join Now**.

Step 5 On the **HCPN Service Partner Program** page, enter required information.

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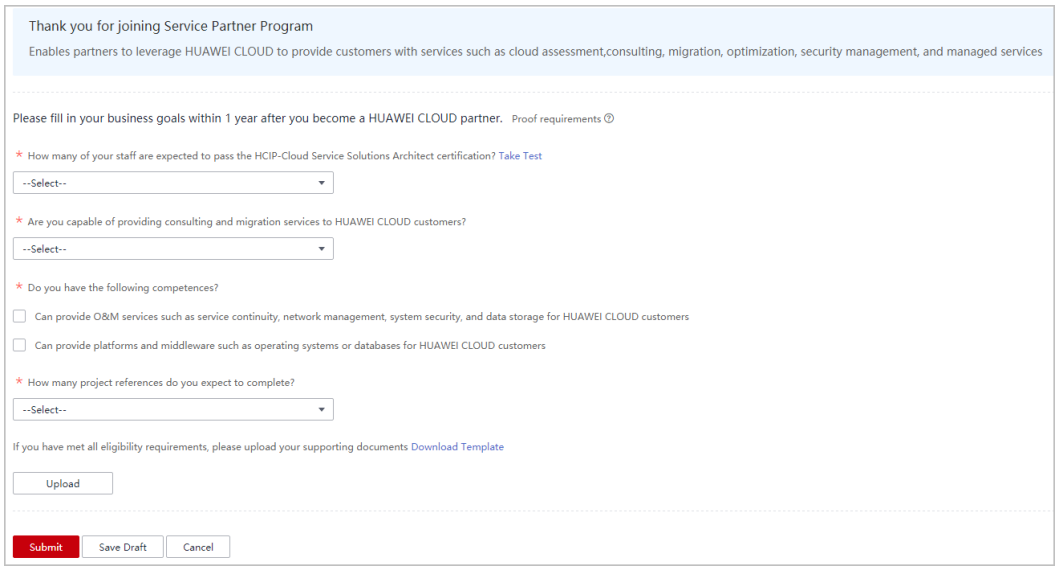


Step 6 Click **Submit**.

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

----End

4.2.3 Applying to Join the SaaS Partner Program

After becoming a technology partner, HUAWEI CLOUD enterprise customers can apply to join the HCPN SaaS Partner Program in the Partner Center.

Procedure

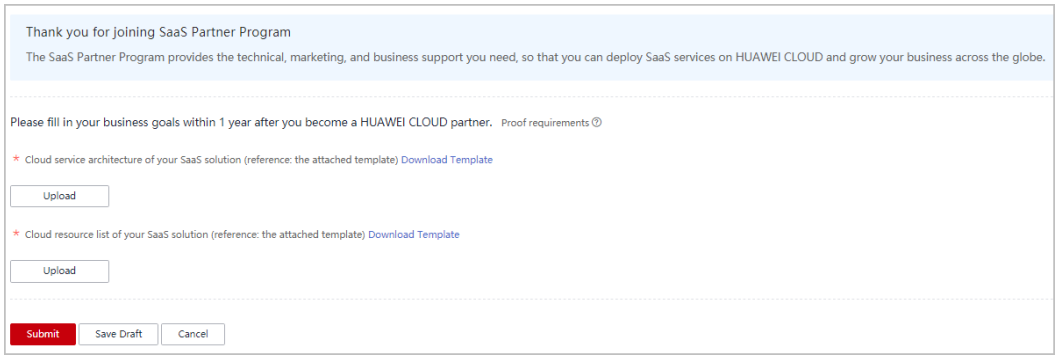
Step 1 Use your account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Partner Program** > **HUAWEI CLOUD Partner Program**.

Step 4 Choose **Technology Partner Programs** > **SaaS Partner Program**, and click **Join Now**.

Step 5 Fill in required information, and upload required proofs.



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Step 6 Click **Submit**.

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

----End

4.2.4 Applying to Join the AI Partner Program

After becoming a technology partner, HUAWEI CLOUD enterprise customers can apply to join the HCPN AI Partner Program in the Partner Center.

Prerequisites

You have prepared all materials required for joining the AI Partner Program. For details, see **Table 4-2**.

NOTE

You can choose whether to upload proof materials as needed. Uploading the proof materials facilitates a quicker approval of the application.

Table 4-2 Identity requirements

Requirement	Description
Use HUAWEI CLOUD EI or Ascend-powered cloud services.	Are industry software application partners with industry application capabilities and industry knowledge, can work with HUAWEI CLOUD EI and Ascend-powered cloud services to build joint solutions for vertical industries.
Represent an industry-leading software technology provider who can enhance HUAWEI CLOUD EI capabilities.	The partner must have AI technical capabilities and can jointly build AI horizontal solutions with HUAWEI CLOUD.
Provide algorithm models based on HUAWEI CLOUD EI or Ascend-powered cloud services.	The partner must have AI algorithm capabilities and can jointly build industry algorithm models with HUAWEI CLOUD ModelArts and Ascend-powered cloud services.
Provide label services for HUAWEI CLOUD EI.	The partner must have data service capabilities such as data collection and data labeling.
Has successful customer references.	The partner must have at two successful customer references in the AI field.

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Procedure

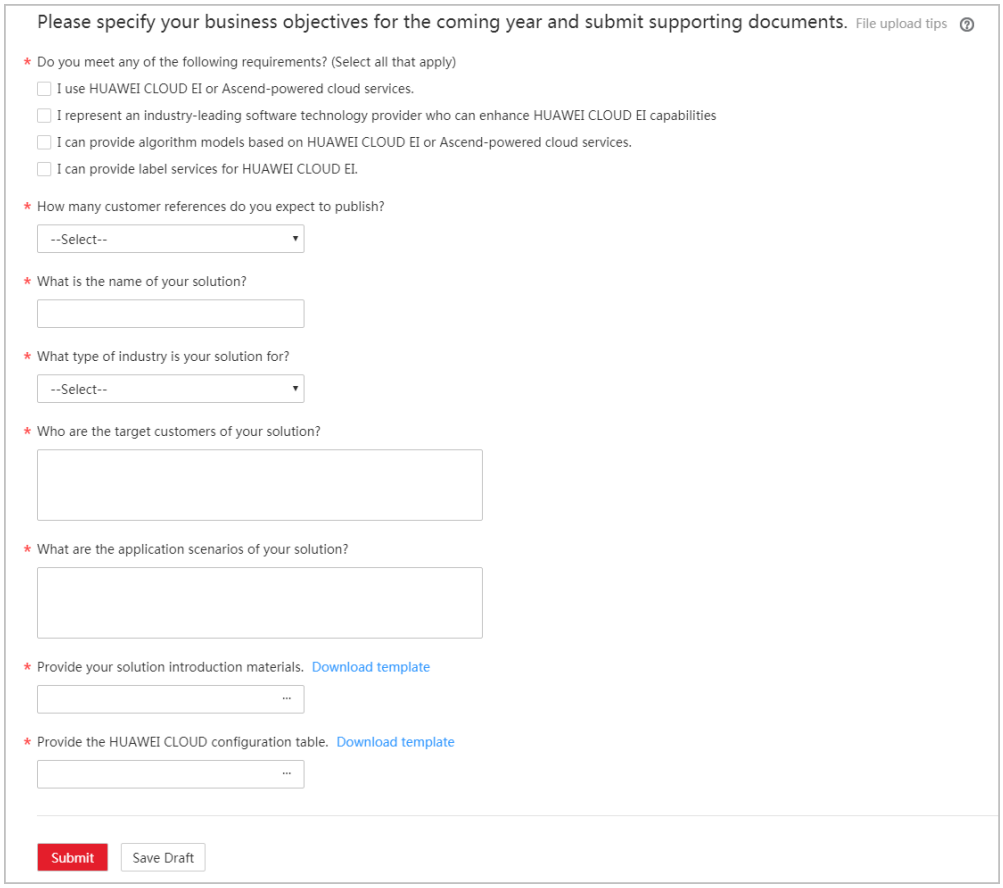
Step 1 Use your account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Partner Program** > **HUAWEI CLOUD Partner Program**.

Step 4 Choose **Technology Partner Programs** > **AI Partner Program**, and click **Join Now**.

Step 5 Fill in required information, and upload required proofs.



Step 6 Click **Submit**.

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

----End

4.2.5 Applying to Join the HMS Ecosystem Support Program

After becoming a technology 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.

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Precautions

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.

- You have become a HUAWEI CLOUD technology partner.

Procedure

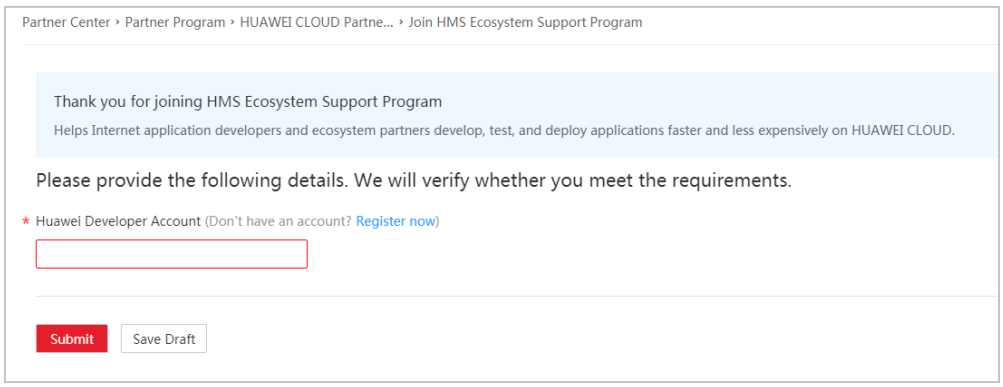
Step 1 Use your account to log in to **HUAWEI CLOUD**.

Step 2 In the upper right corner, choose **Partner Center** from the drop-down list of your account name to go to the Partner Center.

Step 3 In the navigation pane, choose **Partner Program** > **HUAWEI CLOUD Partner Program**.

Step 4 Choose **Technology Partner Programs** > **HMS Ecosystem Support Program**, and click **Join Now**.

Step 5 Enter the Huawei developer account name as promoted.



Step 6 Click **Submit**.

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

----End

4.3 Querying Requested Partner Programs

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

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 navigation pane, choose **Partner Program** > **Requested Partner Programs**.

Step 4 Click **View** to check the status of the requested partner programs.

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 Approvers** to obtain more information.

----End

4.4 Querying Enrolled Partner Programs

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

Procedure

Step 1 Use the partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Partner Program** > **Enrolled Partner Programs**.

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.

----End

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4.5 Querying an Agreement

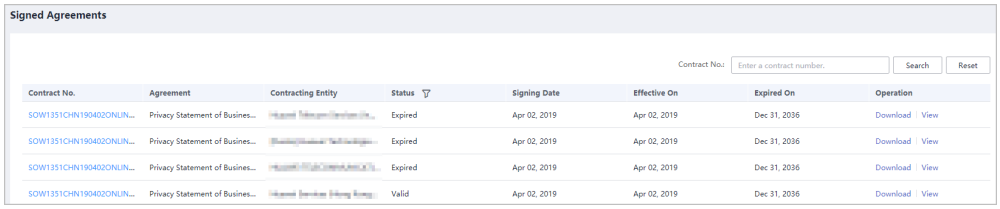
Partners can query and download signed agreements.

Procedure

Step 1 Use the partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Partner Program** > **Signed Agreements**.



- 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

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5 Partner Account Management

5.1 Changing Your Password

Change your password periodically to ensure account security.

Procedure

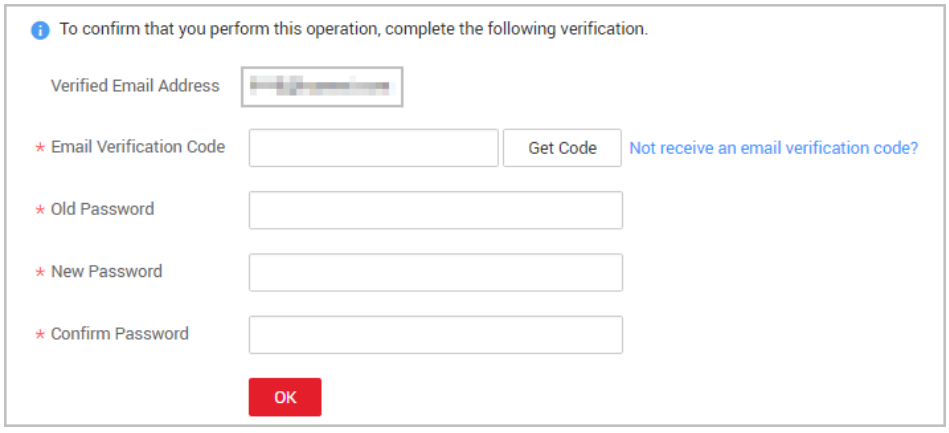
Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Account Management** > **Basic Information** and click **Account Information**.

Step 4 On the **Account Information** page, click **Modify** next to **Password**.

Step 5 On the **Change Password** page, enter the Email Verification Code to verify your identity. Enter the old password and the new password, and then confirm the new password.



NOTE

To ensure your account security, change your password periodically. A password with a stronger complexity is securer.

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Step 6 Click **OK**.

A message is displayed indicating that the password has been changed successfully and you need to log in with the new password.

----End

5.2 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.

Precautions

Preferences, customer notification settings, customer bill settings, and consumption quota viewing are available to only solution partners.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Account Management** > **Basic Information**.

Step 4 Manage the account information.

- Modifying the partner information
  - Changing the company logo

    Click **Change Logo**. Then, click **Upload** and upload a new logo.
  - Modifying the partner information

    On the **Partner Information** tab, click **Modify Partner Info**. On the **Modify Information** page, modify the basic information, registration address, and contact information. Click **OK** to make the modifications take effect.
  - Downloading the HCPN badge

    Click **Download HCPN Badge**. In the **Where to Use the HCPN Badge** pane on the **Download HCPN Badge** page, select 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.

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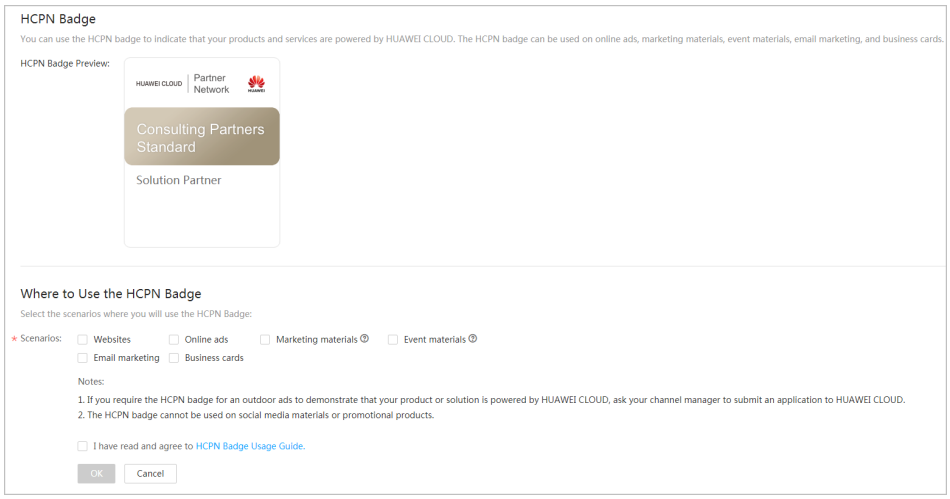
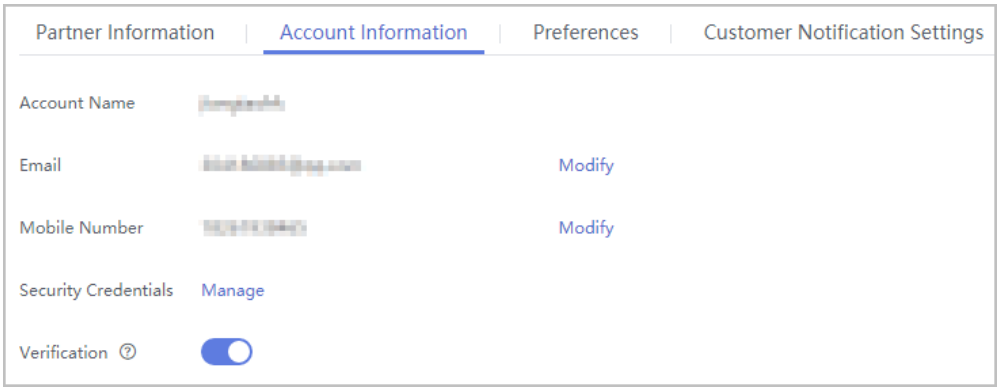


NOTE

For consulting partners, they can switch to the **Overview** page and click **Download HCPN Badge** in **Quick Links** to switch to the page for downloading 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**. The verification code function is available for solution partners only.
  - You can click the verification button to configure whether to enable this function.

- Modifying the email address

  On the **Account Information** tab, 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

  Partners can choose **Basic Information** > **Preferences** to set the email or SMS message language, time zone, and payment currency.

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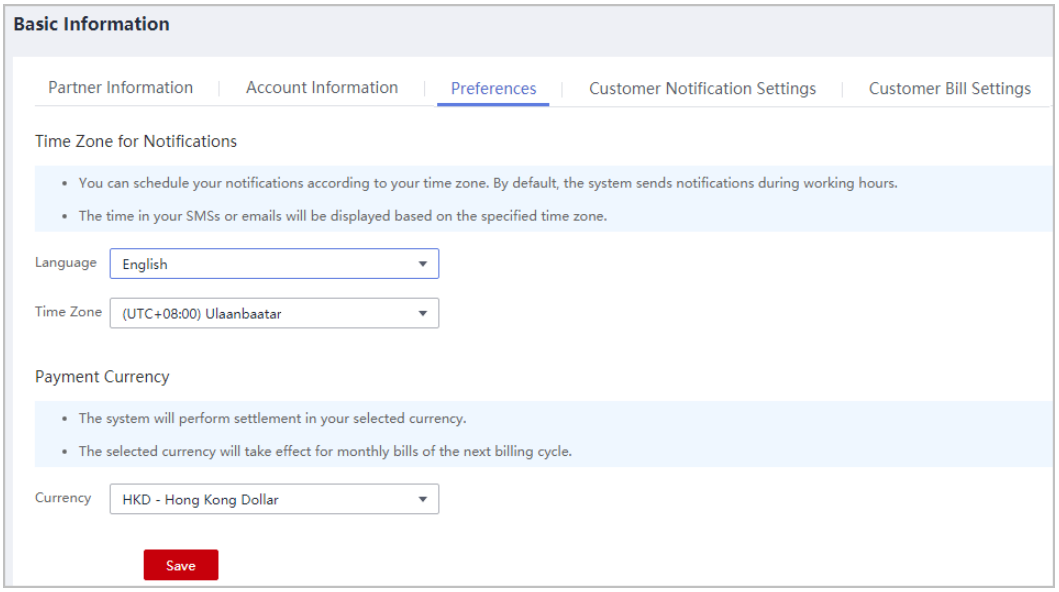
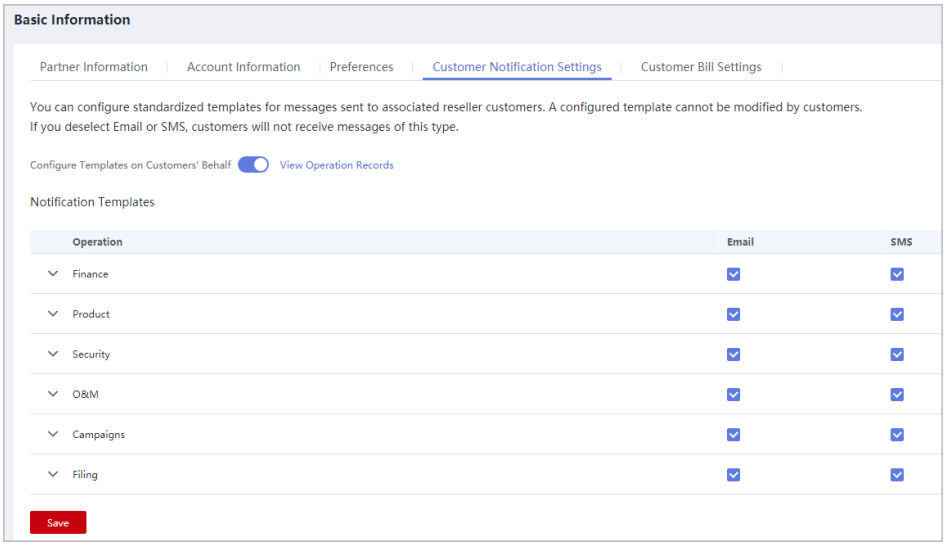
With the language and time zone specified, the system sends notifications during the working hours in the specified time zone. The time in the SMS messages and emails is displayed based on the specified time zone.

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.



- Customer Notification Settings

  Partners can choose **Basic Information** > **Customer Notification Settings** to configure the notification receiving rules on reseller customers' behalf and set a unified notification receiving template for these customers. Customers cannot modify the configured template by themselves.



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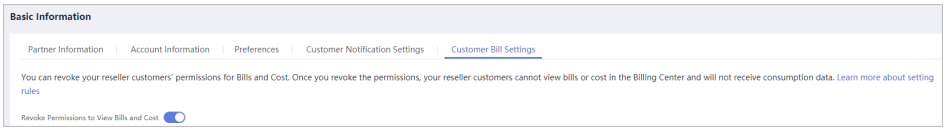
NOTE

- 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.

- Customer Bill Settings

  Partners can choose **Basic Information** > **Customer Bill Settings** to grant or revoke their reseller customers' permissions to view the **Bills** and **Cost** in the Billing Center. Once the permission is revoked, all reseller customers cannot view **Bills** or **Cost** or receive consumption data.

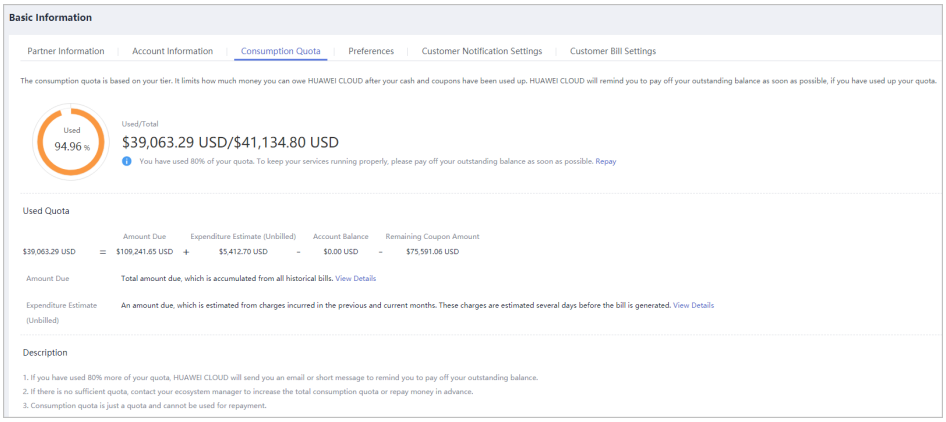


NOTE

- A partner can grant or revoke its reseller customers' permissions to view the **Bills** and **Cost** 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 Consumption Quota

  Partners can choose **Basic Information** > **Consumption Quota** to view the quota usage.



NOTE

The consumption quota is based on the partner tier. If the quota is exceeded, HUAWEI CLOUD will remind the partner to pay off the outstanding balance as soon as possible.

----End

5.3 Managing Organization Information

5.3.1 Organization Members, Roles, and Permissions

A partner can create accounts for organization members and assign different roles to organization members.

NOTE

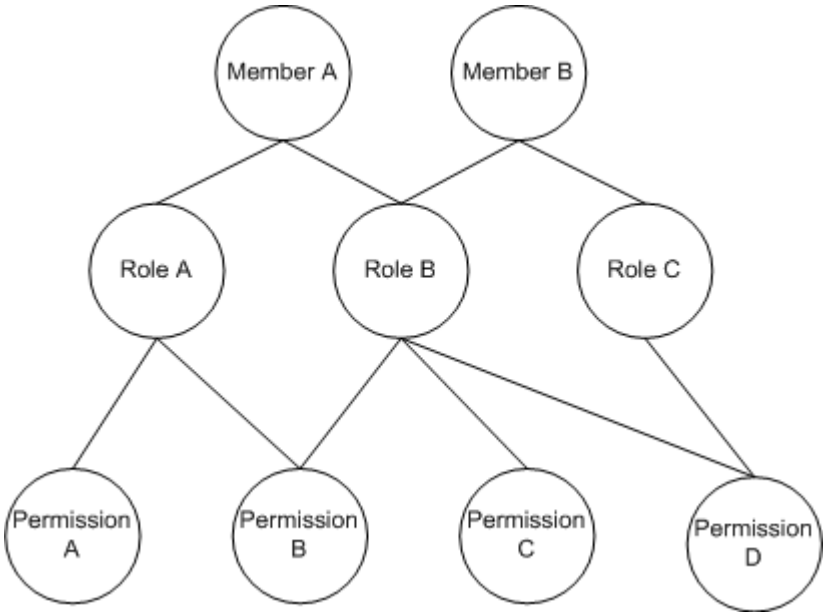
Partners must create users and assign them different roles on the **Account Management** > **Organization Management** page so that organization members can manage partner accounts by permission. Do not use IAM to create or delete users, or there will be conflicts between the IAM and Partner Center.

Precautions

The function of managing the organization information is available only to partners who have joined the solution partner program.

Relationship Between 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.



For 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.

5.3.2 Adding a Role

A partner must assign a role to an organization member created. The organization member can have the default role or a custom role.

NOTE

A partner can create 10 custom roles by default.

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Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Account Management** > **Organization Management**.

Step 4 Click the **Roles** tab.

Step 5 Click **Create Custom Role**.

Step 6 Set the basic information about the new role.

Step 7 Select permissions for the new role.

Step 8 Click **OK**.

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

----End

Other Operations

- Viewing Members of a Role

  In the role list, click a number. In the **Users with This Role** dialog box that is displayed, you can see all the members that have this role.

- Viewing Details About a Role

  From 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

  From 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 a role has 0 members, you can click **Delete** for the role in the **Operation** column. Then click **OK** to delete the role.

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5.3.3 Adding a Member

A partner can create an organization member and assign a role to the new member. After a role is assigned to a member, the member has permissions owned by the role.

After creating a member, the partner needs to notify the member of the member's username and password (for example, by email).

Procedure

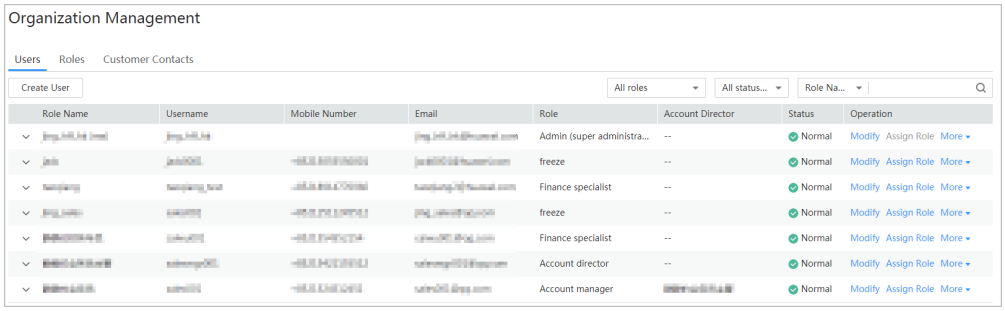
Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Account Management** > **Organization Management**.

Step 4 On the **Users** tab page, click **Create User**.

The **Create User** page is displayed.



Step 5 Set the member parameters and click **Next**.

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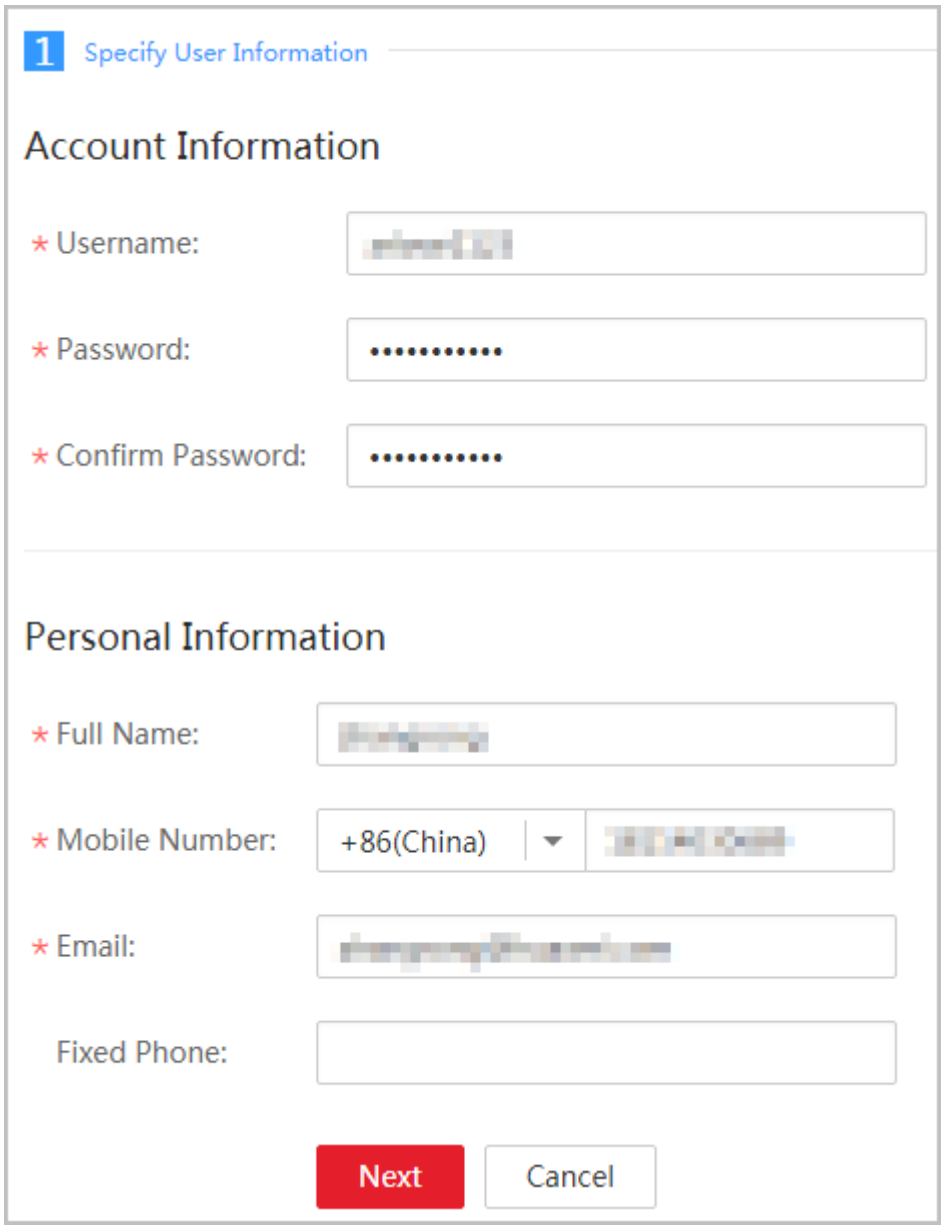
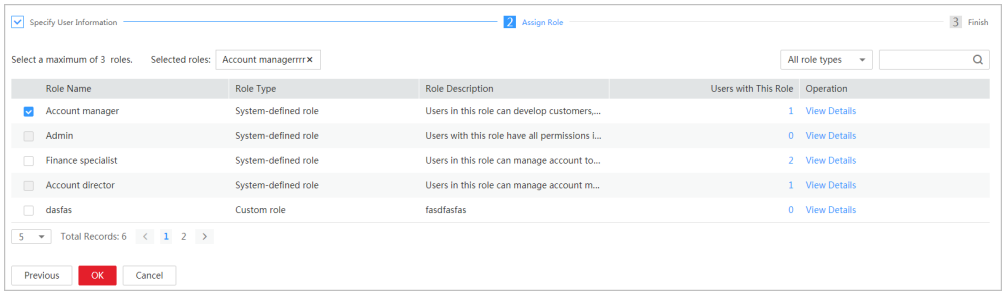


NOTE

The username cannot be changed once it is confirmed.

Step 6 Assign roles to the new member.

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



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A message is displayed indicating that the operation is successful.

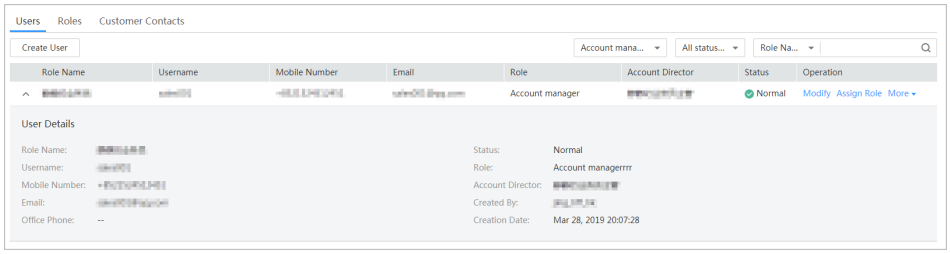
NOTE

- Roles (maximum 3 roles) must be assigned to an organization member.
- The **admin** role and other roles cannot be both assigned to an organization member.
- The account manager role and account director role cannot be both assigned to an organization member.
- After the account director role is removed from an organization member, their account managers are no longer managed by the organization member. You need to assign a new account director to these account managers.

----End

Other Operations

- Viewing details about an organization member
  a. On the **Members** tab page, select search criteria to search for the target organization members.
  b. Click ⌄ under an organization member, you can see details about the organization member.



- Modify an organization member

  Click **Modify** in the **Operation** column. On the **Modify** page, you can modify the name, mobile number, email address, fixed phone number, and status. After the modification is complete, click **OK** to confirm it.

- Reassigning a Role to an Organization Member

  Click **Assign Role** in the **Operation** column. On the **Assign Role** page that is displayed, you can reassign a different role to the organization member.

- Specifying an Account Director to an Account Manager

  If an organization member is an account director, choose **More** > **Assign Account Manager** in the **Operation** column. In the displayed **Assign Account Manager** dialog box, select an account manager and click **OK**.

- Specifying an Account Director to an Account Manager

  If an organization member is an account manager, choose **More** > **Assign Account Director** in the **Operation** column. In the displayed **Assign Account Director** dialog box, select an account director and click **OK**.

- Changing the Password of an Organization Member

  Choose **More** > **Change Password** in the **Operation** column. On the **Change Password** page, enter the new password.

- Deleting an organization member

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

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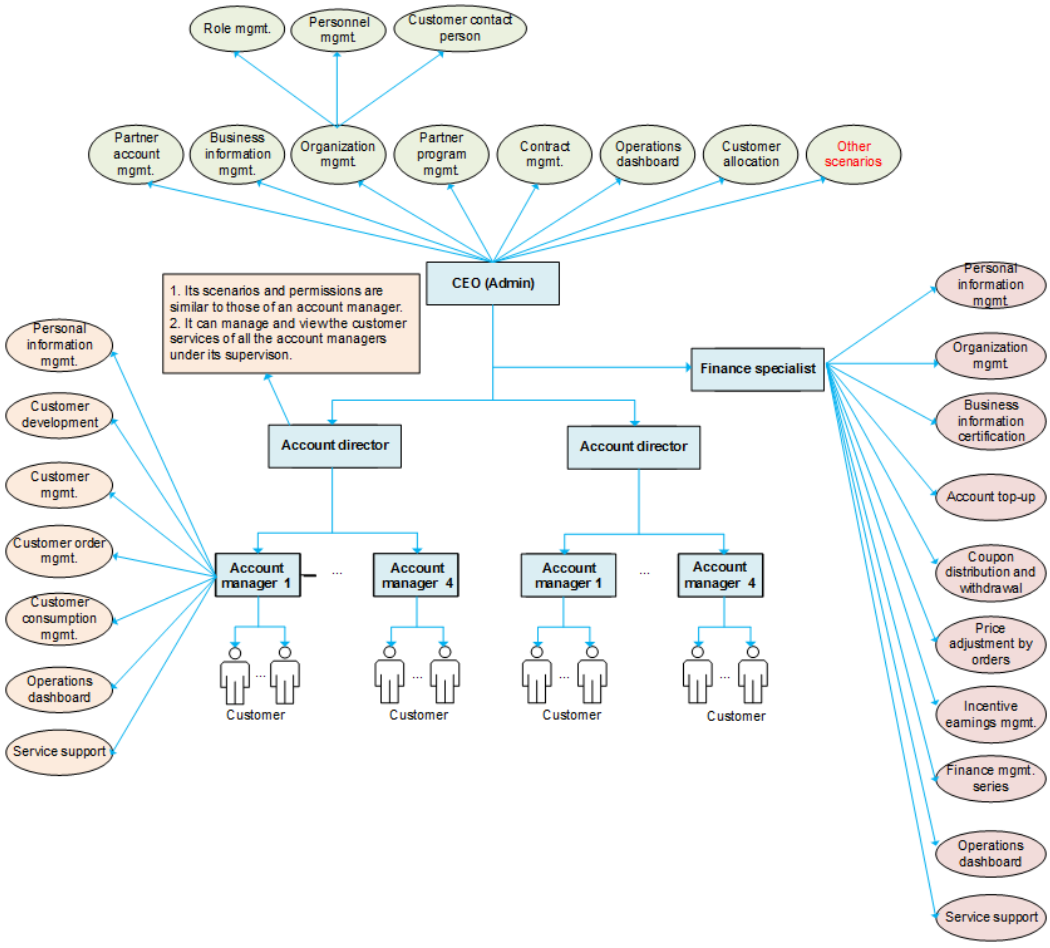
NOTE

After an account manager is deleted, the customers originally managed by the account manager no longer have an associated account manager.

5.3.4 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 financial executive, 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 **Adding a Member**.

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- 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 **Adding a Role**, and then create accounts and configure the roles and permissions for the organization members of company A by following instructions provided in **Adding a Member**.

5.3.5 An Organization Member Logging In to the Partner Center

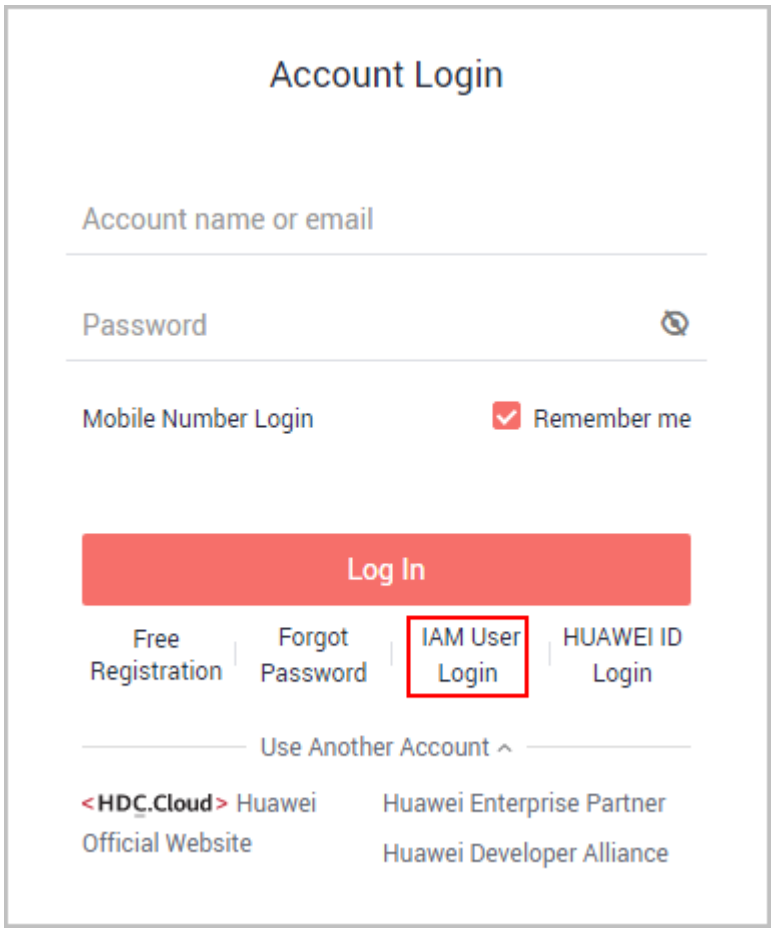
Organization members need to log in to the Partner Center from the **IAM User Login** page.

Procedure

Step 1 Go to the homepage of the **HUAWEI CLOUD official website**.

Step 2 Click **Log In**.

Step 3 Click **IAM User Login**.



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

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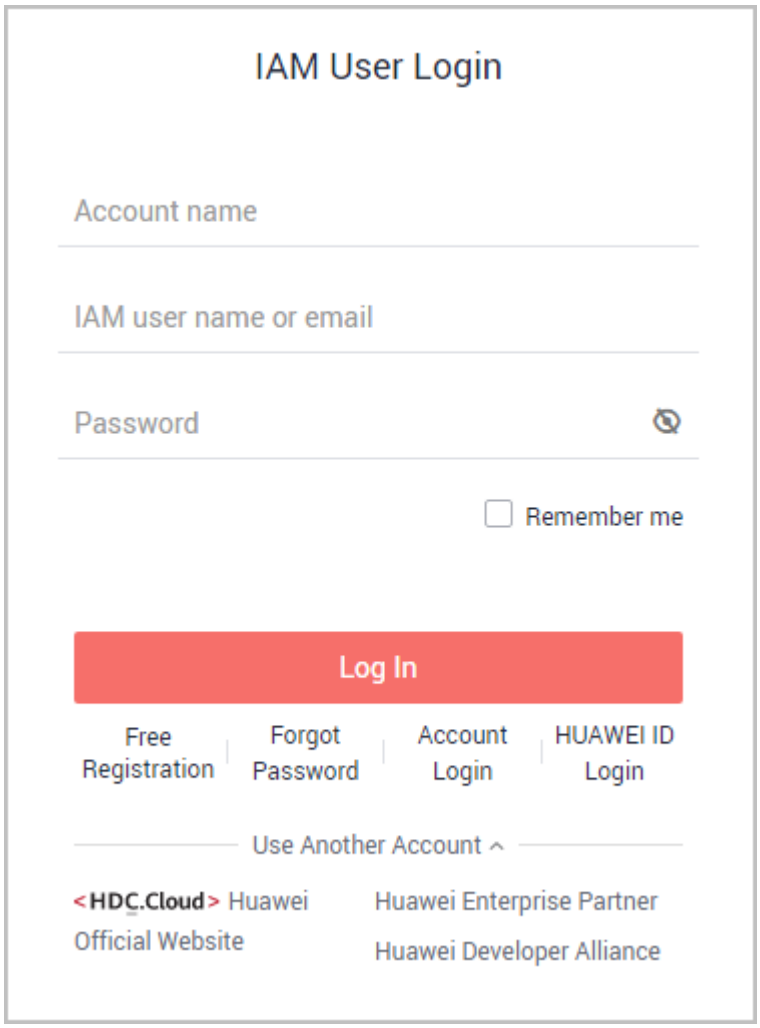

Table 5-1 Login information

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

----End

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5.3.6 An Organization Member Modifying Personal Information

An organization member can modify the personal information, including the name, status, and email address.

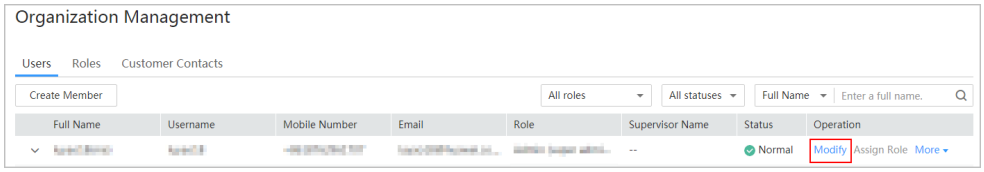
Procedure

Step 1 Use your organization member account to log in to **HUAWEI CLOUD**.

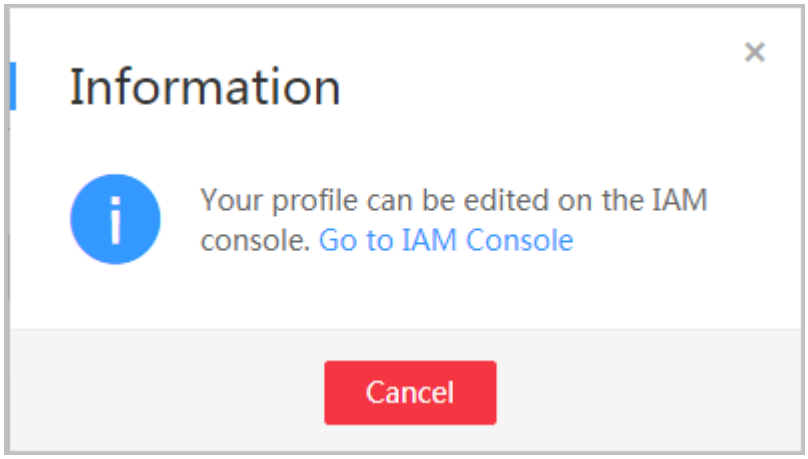
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation tree, choose **Account Management** > **Organization Management**.

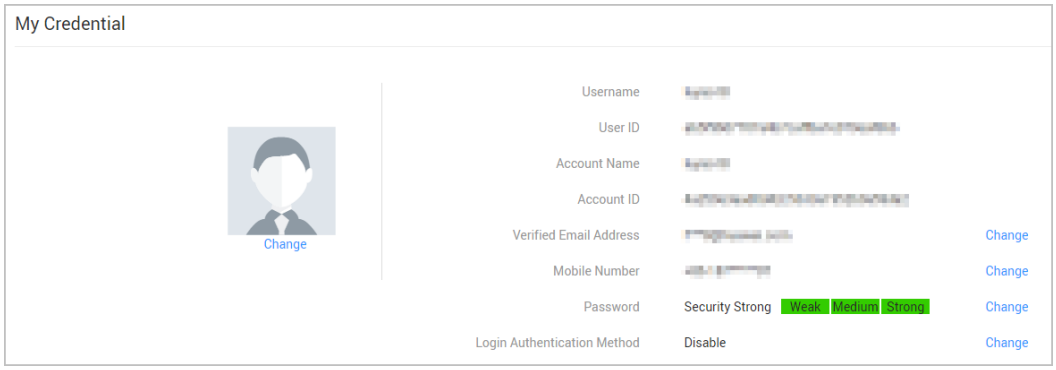
Step 4 On the **Members** tab, click **Modify** in the **Operation** column.



Step 5 In the dialog box that is displayed, click **Go to IAM Console**.



Step 6 On **My Credential** page, modify personal information as needed.



----End

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5.3.7 Managing Customer Contacts

Partners can set their customer contacts.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

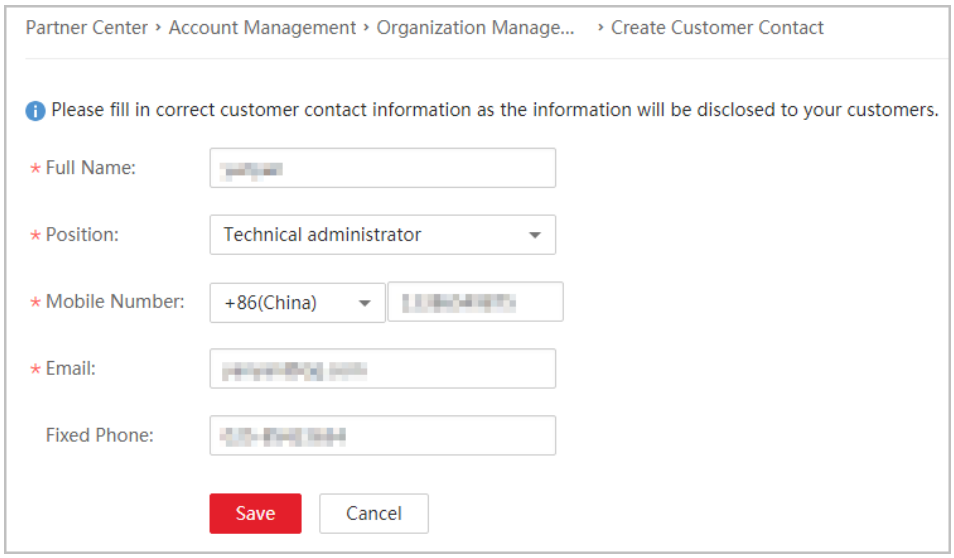
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation tree, choose **Account Management** > **Organization Management**.

Step 4 Click the **Customer Contacts** tab.

Step 5 Click **Create Customer Contact**.

Step 6 Enter the customer contact information and click **Save**.



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

Other Operations

Partners can modify and delete customer contacts in the customer contact list.

5.4 Business Information Certification

To support the business transactions between partners and HUAWEI CLOUD, partners are required to complete their business information including company information and bank information.

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Precautions

- This function is available only to partners who have joined Solution Partner Program.
- Exercise caution when submitting the business information change application. Once the application is submitted, settlement cannot be performed for the partner before the certification is completed.
- If the partner is a non-IOI partner with the same name in Huawei's supplier management system, and its bank account, Huawei signing entity, and signing currency submitted by the partner during business information authentication are inconsistent with those in the system, the partner needs to upload a bank confirmation letter if the partner wants to use the new bank account.
- If the signing entity of a partner changes, the partner needs to perform business information authentication again.

Business Information Certification (First Time)

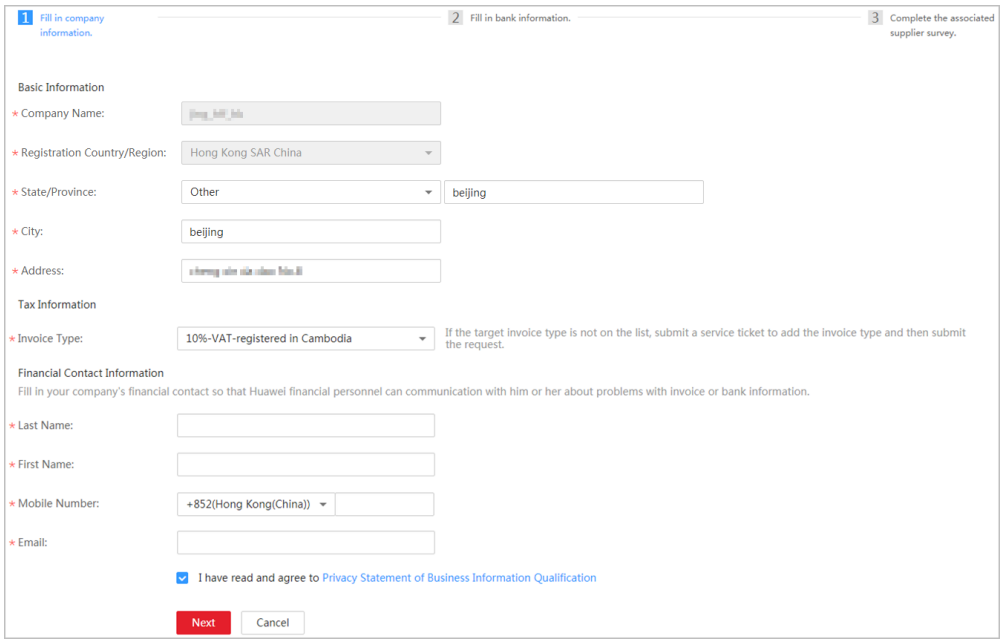
Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Account Management** > **Business Information**.

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**.



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

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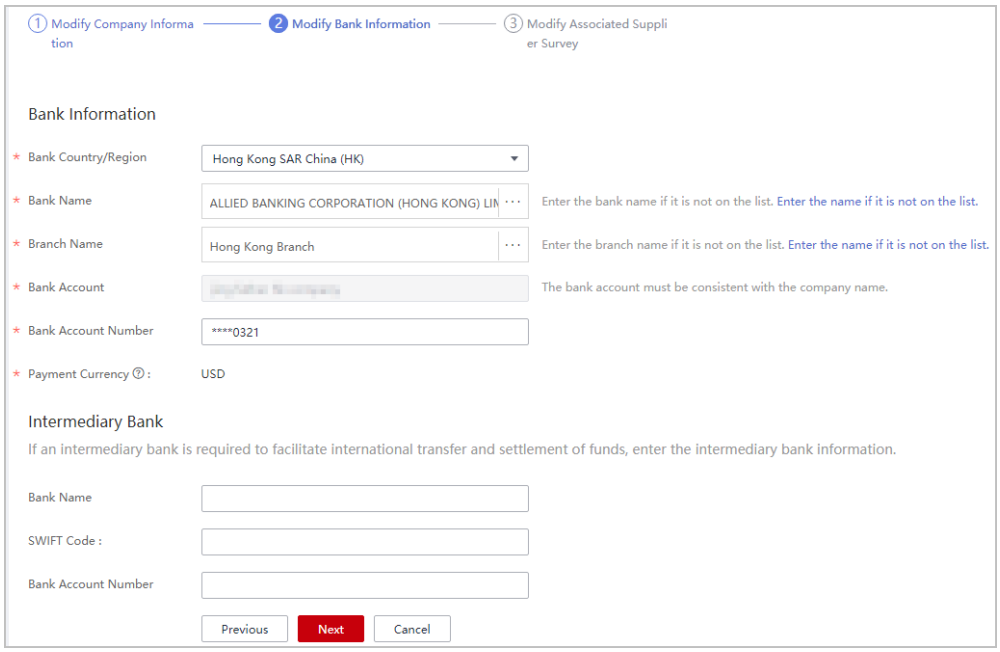
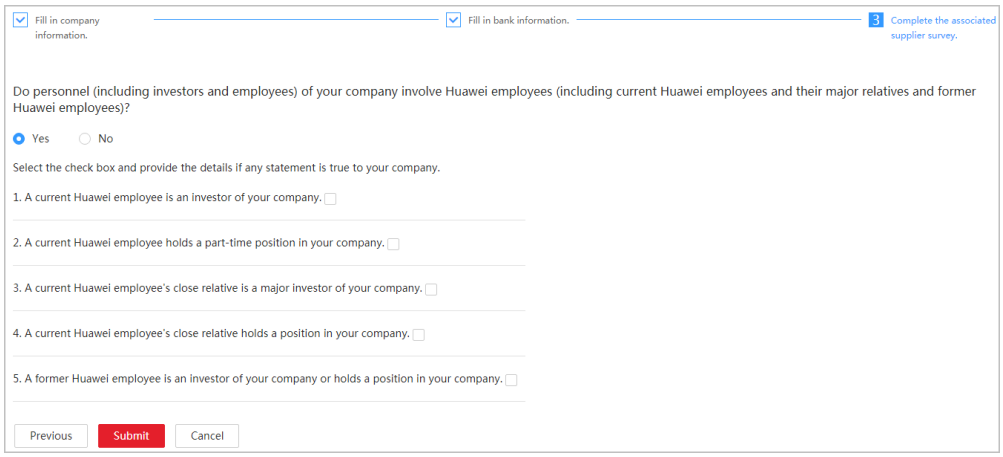
NOTE

- 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.



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



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

After submitting the request, wait for the review result.

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NOTE

- If the partner is a non-IOI partner with the same name in Huawei's supplier management system, and its bank account, Huawei signing entity, and signing currency submitted by the partner during business information authentication are inconsistent with those in the system, the partner needs to perform **step 8** to **step 9** to upload a bank confirmation letter if the partner wants to use the new bank account.
- A business information certification request is reviewed within one hour. After your request is approved, the business information certification is complete. In some cases, Huawei business reviewer needs to review the information. Please wait for the review result.
- After the business information certification is complete, you will receive email and text message notification. If your business information certification request is rejected, you will see the reason. Please modify your business information and resubmit a certification request.
- If you have failed the certification for three consecutive times, your certification request will be locked. If you want to continue the certification, please submit a service ticket to unlock the certification 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 **Account Management** > **Business Information** 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.

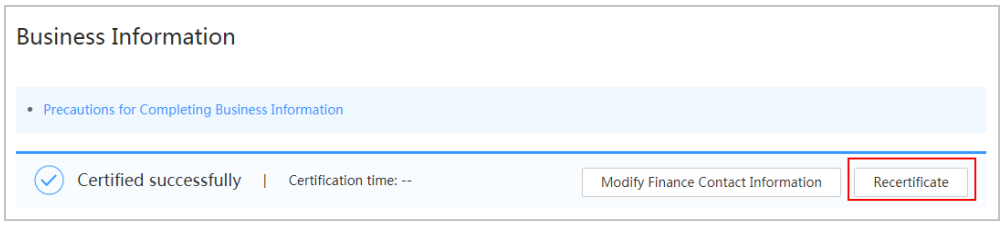
Step 9 (Optional) Click **Submit Bank Confirmation Letter** and upload the copy of the signed or stamped confirmation letter.

Then, wait for the review result.

----End

Business Information Certification (Again)

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



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.

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NOTE

If the partner is a non-IOI partner and has modified its bank information, it needs 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

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6 Partner Benefit Request

6.1 Partner Benefits Overview

After becoming a consulting or technology partner, HUAWEI CLOUD customers can enjoy basic benefits corresponding to its tier. Additionally, if consulting and technology partners join certain partner programs, they can also enjoy the benefits provided by the programs.

Currently, partners can request the following cash coupons in the Partner Center online by themselves. For other types of coupons, contact the ecosystem manager to obtain them).

- For details about how to request test coupons (HUAWEI CLOUD practice & demonstration coupons) included in the basic benefits of consulting partners, see **here**.
- For details about how to request test coupons (HUAWEI CLOUD practice & demonstration coupons) included in the basic benefits of technology partners, see **here**.
- For details about how to request commercial deployment coupons included in the SaaS Partner Program benefits, see **here**.
- For details about how to request development and test coupons or commercial deployment coupons in the HMS Ecosystem Support Program benefits, see **here**.

NOTE

To learn more about the benefits that can be enjoyed by consulting or technology partners and partners who have joined certain programs, see the following as needed:

- **Consulting Partner Benefits**
- **Technology Partner Benefits**
- **SaaS Partner Program Benefits**
- **HMS Ecosystem Support Program Benefits**

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6.2 Requesting Consulting Partner Basic Benefits

After becoming a consulting partner, an enterprise can request test coupons (HUAWEI CLOUD practice & demonstration coupons) on **Benefits and Support** > **Partner Benefits**.

NOTE

Only solution partners can request test coupons.

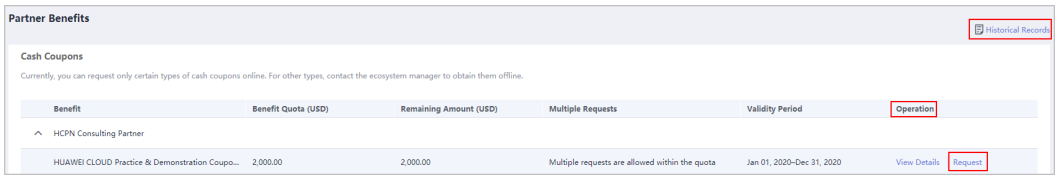
Procedure

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 navigation pane, choose **Benefits and Support** > **Partner Benefits**.

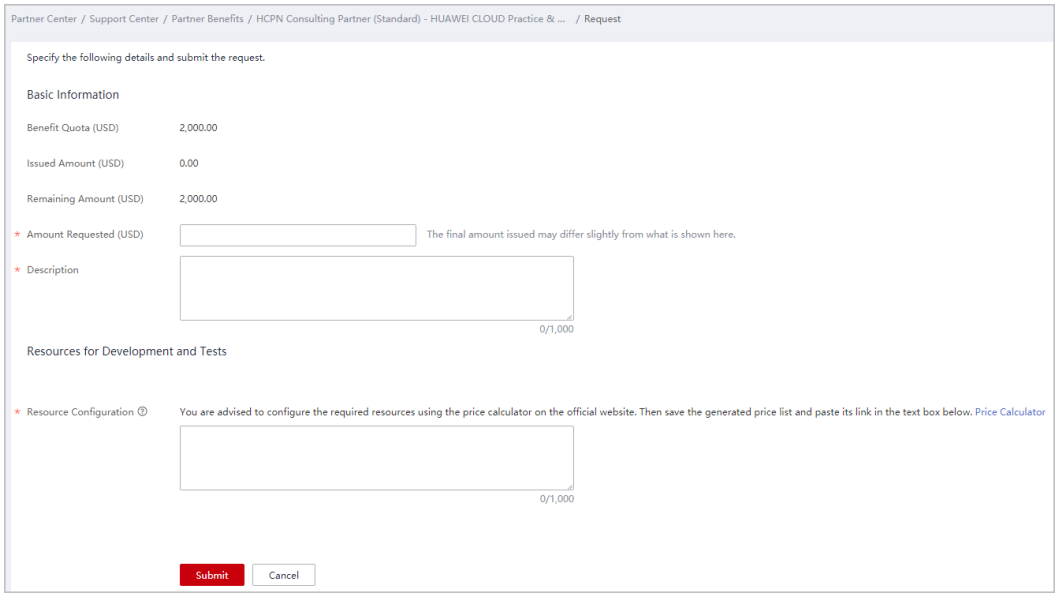
Step 4 Locate the coupons you want to request, and click **Request** in the **Operation** column.



NOTE

- To view details and request records of the test coupon, click **Details** in the **Operation** column.
- To view the request records of invalid benefits, click **Historical Records** in the upper right corner of the page.

Step 5 Specify the request information and click **Submit**.



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A message is displayed, indicating that the request has been submitted and will be reviewed within three working days.

----End

6.3 Requesting Technology Partner Basic Benefits

After becoming a technology partner, an enterprise can request test coupons (HUAWEI CLOUD practice & demonstration coupons) on **Benefits and Support** > **Partner Benefits**.

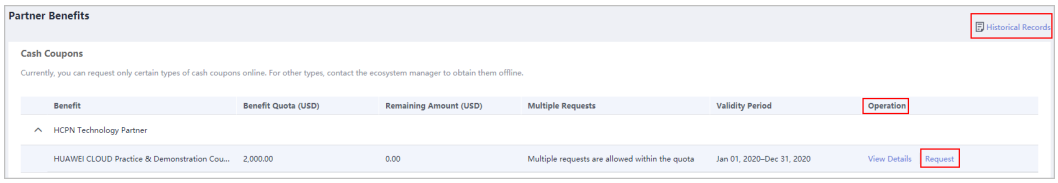
Procedure

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 navigation pane, choose **Benefits and Support** > **Partner Benefits**.

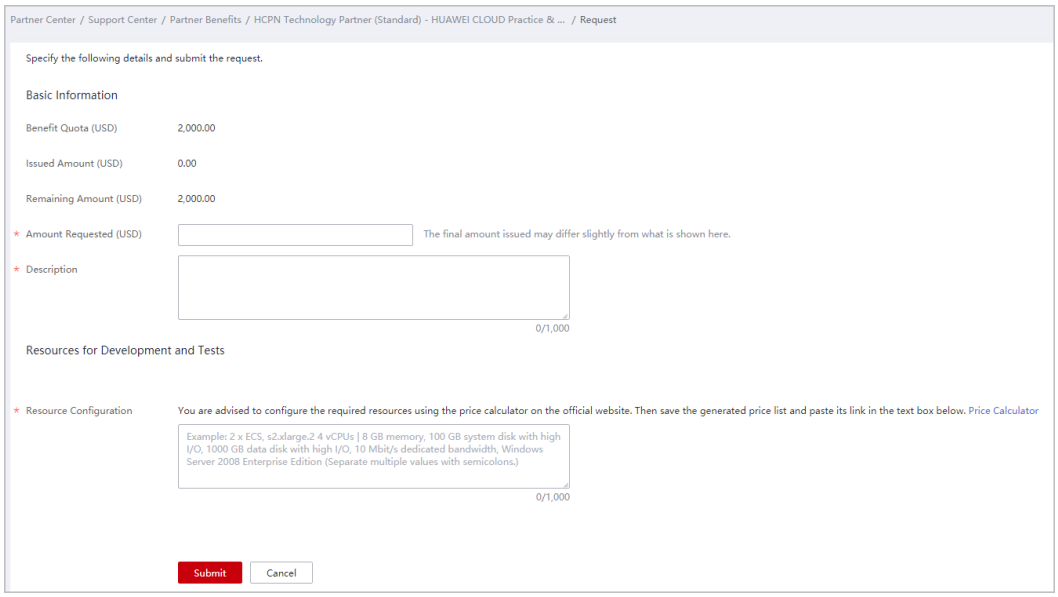
Step 4 Locate the coupons you want to request, and click **Request** in the **Operation** column.



NOTE

- To view details and request records of the test coupon, click **Details** in the **Operation** column.
- To view the request records of invalid benefits, click **Historical Records** in the upper right corner of the page.

Step 5 Specify the request information and click **Submit**.



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A message is displayed, indicating that the request has been submitted and will be reviewed within three working days.

----End

6.4 Requesting SaaS Partner Program Benefits

After becoming a SaaS partner, an enterprise can request support coupons or commercial deployment coupons on **Benefits and Support** > **Partner Benefits**.

NOTE

A commercial deployment coupon can be requested only once within the validity period. If a commercial deployment coupon has been requested by an HMS partner that is also a SaaS partner, this coupon cannot be requested again by this partner as a SaaS partner.

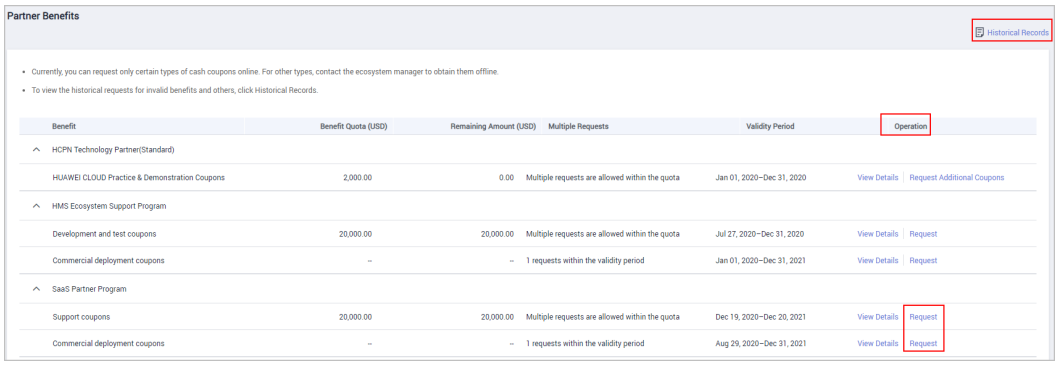
Procedure

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 navigation pane, choose **Benefits and Support** > **Partner Benefits**.

Step 4 Locate the coupons you want to request, and click **Request** in the **Operation** column.



NOTE

- To view details and request records of the support coupon or commercial deployment coupon, click **Details** in the **Operation** column.
- To view the request records of invalid benefits, click **Historical Records** in the upper right corner of the page.

Step 5 Specify the request information and click **Submit**.

- Requesting a support coupon

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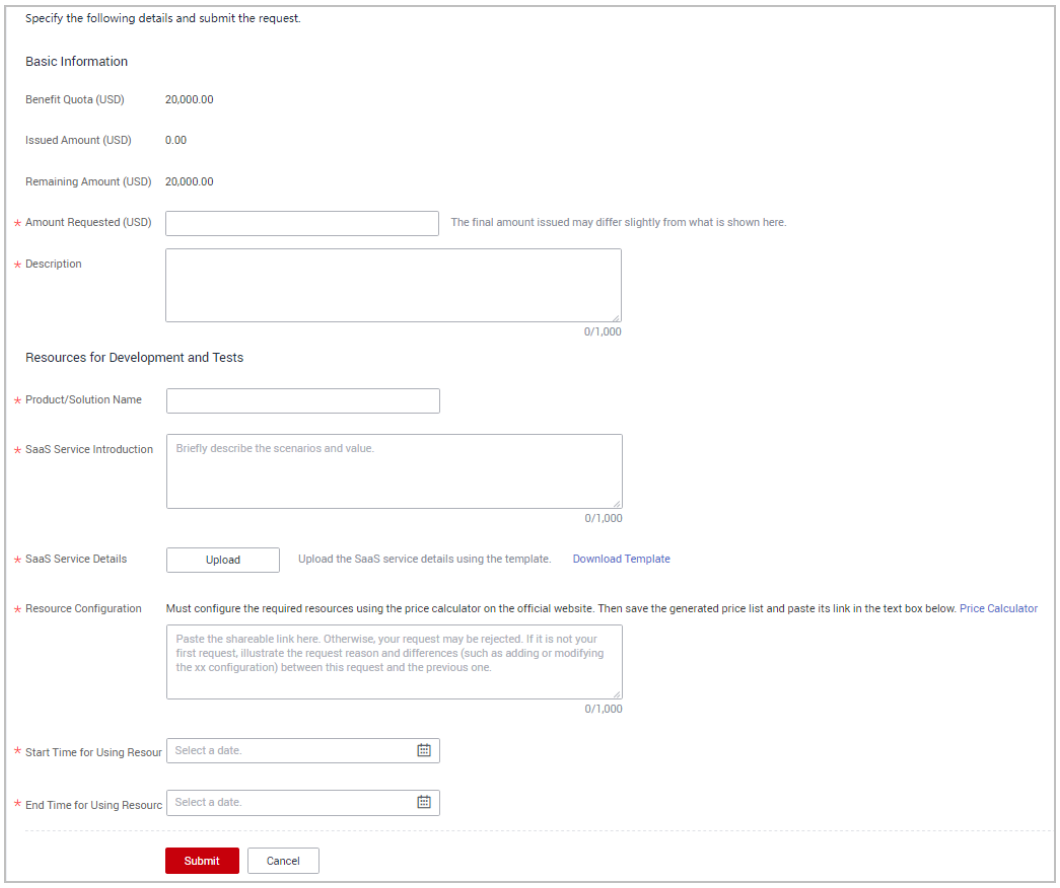
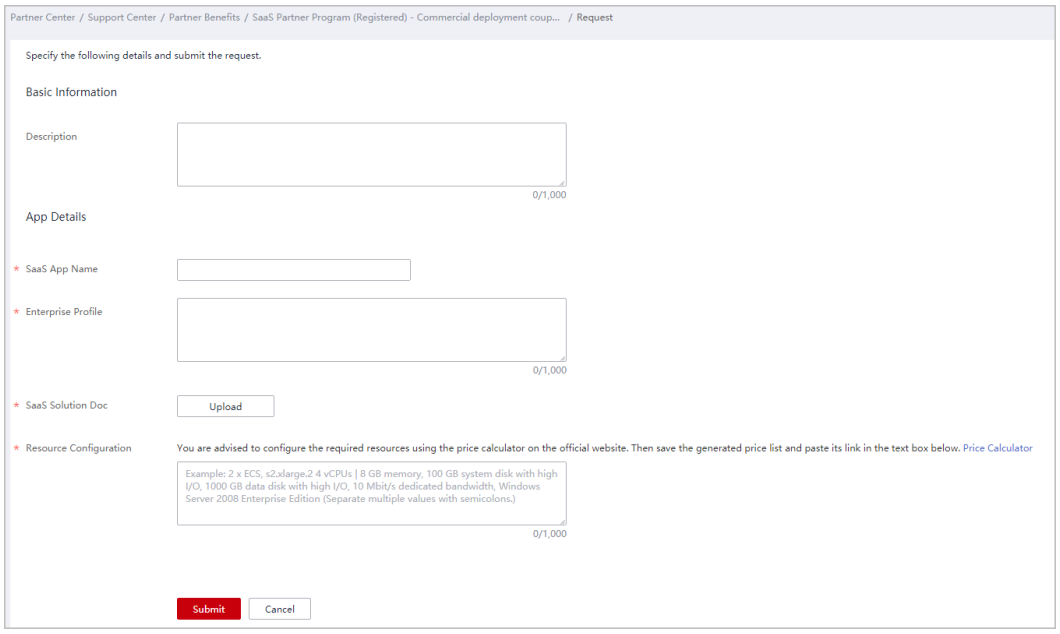


- Requesting a commercial deployment coupon



A message is displayed, indicating that the request has been submitted and will be reviewed within three working days.

----End

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6.5 Requesting HMS Ecosystem Support Program Benefits

After becoming an HMS partner, an enterprise can request development and test coupons or commercial deployment coupons on **Benefits and Support** > **Partner Benefits**.

NOTE

A commercial deployment coupon can be requested only once within the validity period. If a commercial deployment coupon has been requested by a SaaS partner that is also an HMS partner, this coupon cannot be requested again by this partner as an HMS partner.

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 navigation pane, choose **Benefits and Support** > **Partner Benefits**.

Step 4 Locate the coupon you want to request, and click **Request** in the **Operation** column.

NOTE

- To view details and request records of the development and test coupon or commercial deployment coupon, click **Details** in the **Operation** column.
- To view the request records of invalid benefits, click **Historical Records** in the upper right corner of the page.

Step 5 Specify the request information and click **Submit**.

- Requesting a development and test coupon

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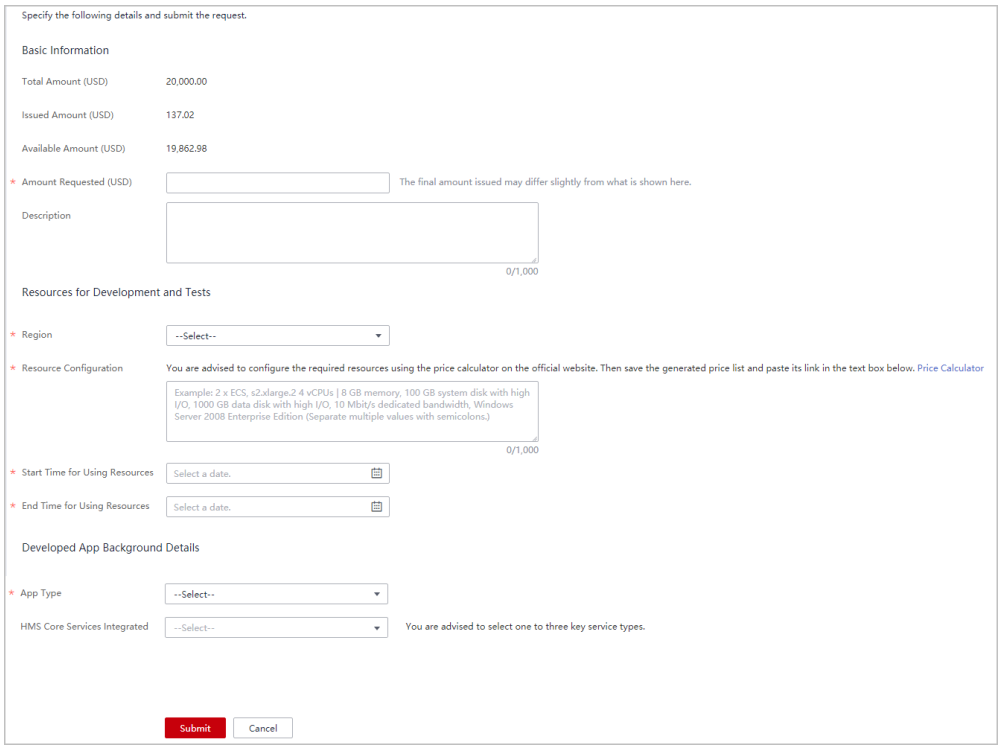
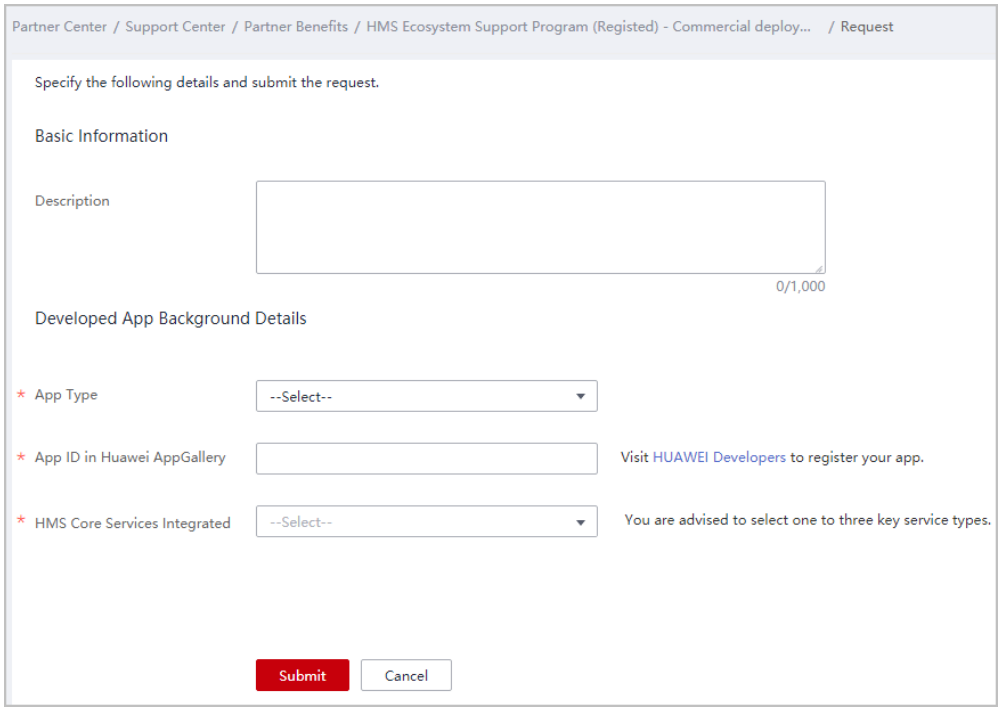


- Requesting a commercial deployment coupon



A message is displayed, indicating that the request has been submitted and will be reviewed within three working days.

----End

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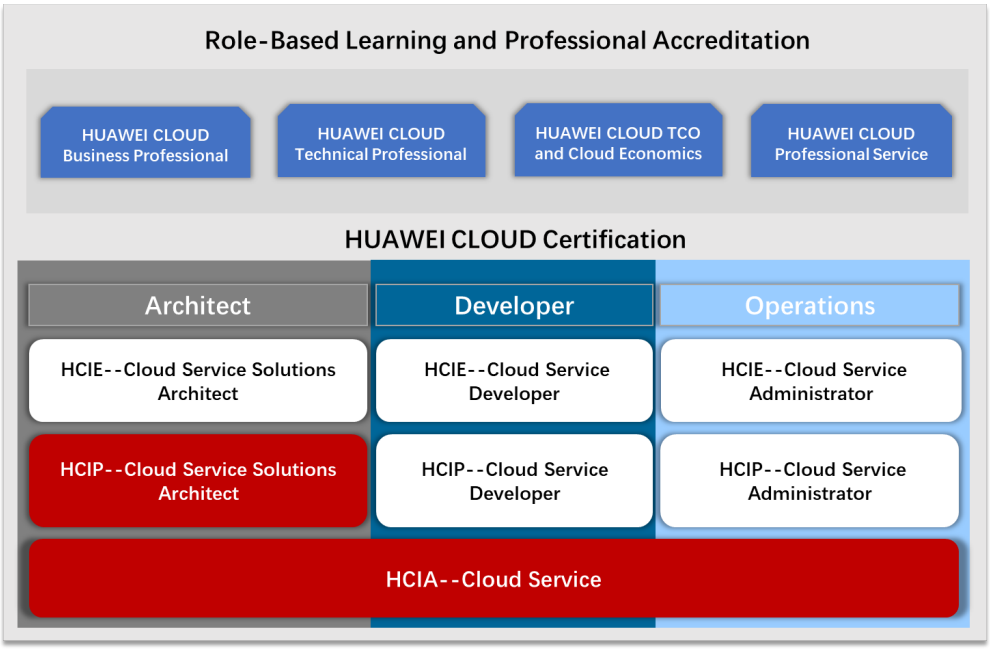
7 Partner Training and Certification Guide

7.1 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.

7.1.1 Overall Architecture of Training and Certification



7.1.2 Helpful Links

- Training and Certification website: **https://www.huaweicloud.com/intl/en-us/partners/training/**

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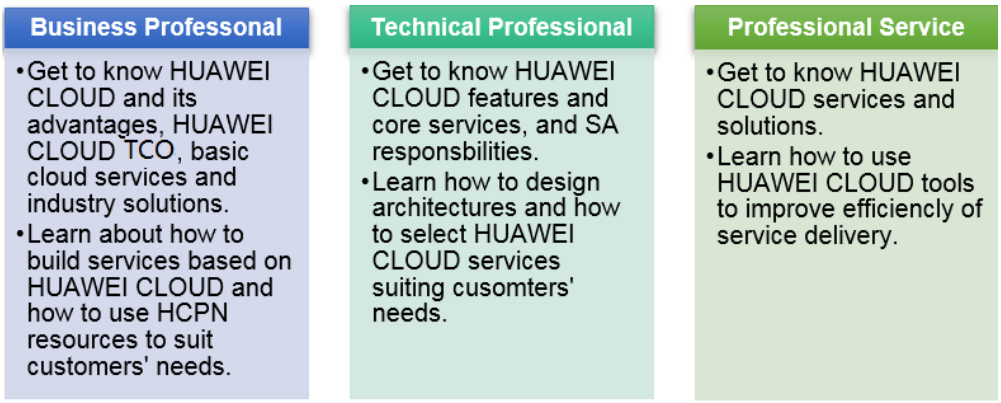
- Career Certification Official Website: **https://edu.huaweicloud.com/intl/en-us/certifications/**
- Official website of the Global Certification Examination Center: **https://home.pearsonvue.com/huawei**

7.2 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.

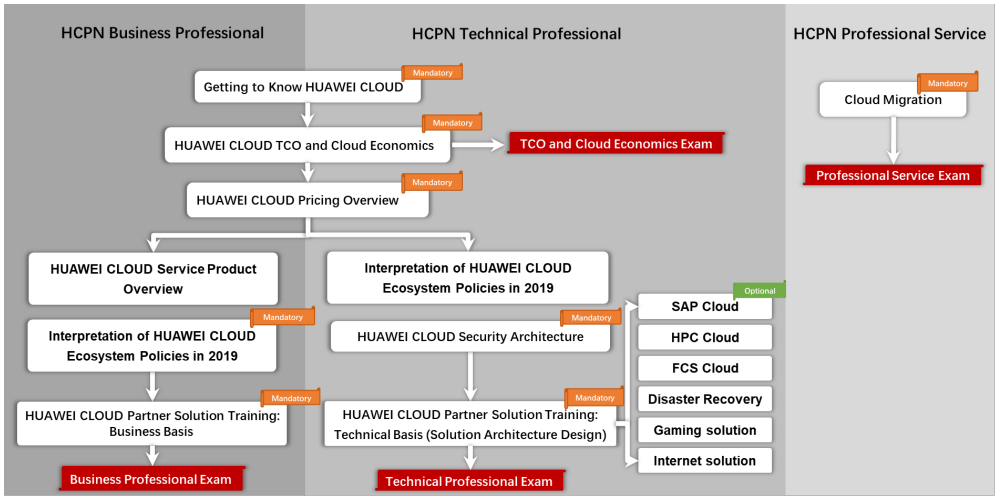
7.2.1 Target Audience

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.



7.2.2 Learning Paths

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



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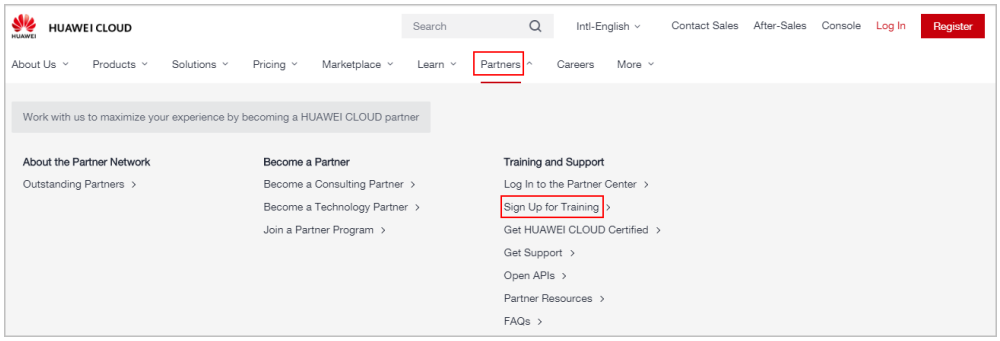
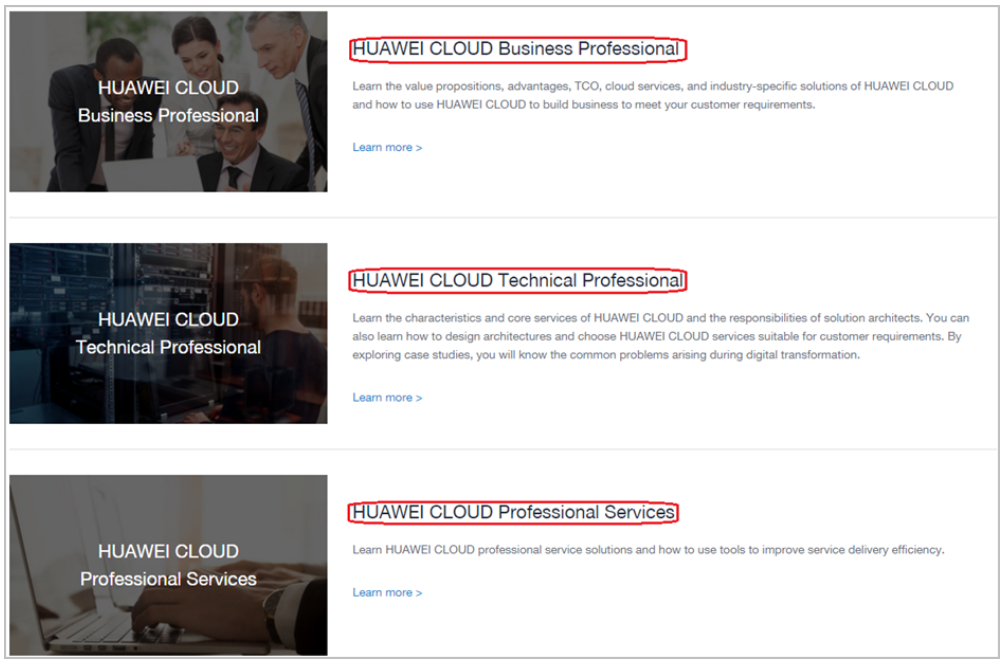
7.2.3 Online Learning and Exam

You can login to **HUAWEI CLOUD** official website to learn online. The detailed operations are as follows:





7.2.4 Take the Exam

HUAWEI CLOUD has four professional accreditation exams, they are Business Professional Exam, Technical Professional Exam, TCO and Cloud Economics Exam and Professional Service Exam. Links to four professional accreditation exams.

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

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

Links to four professional accreditation exams:

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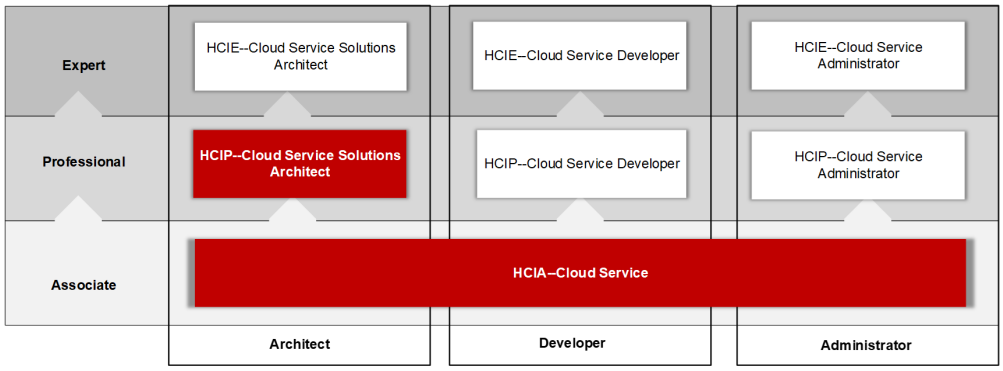
- **Business Professional Exam**
- **Technical Professional Exam**
- **TCO and Cloud Economics Exam**
- **Professional Service Exam**

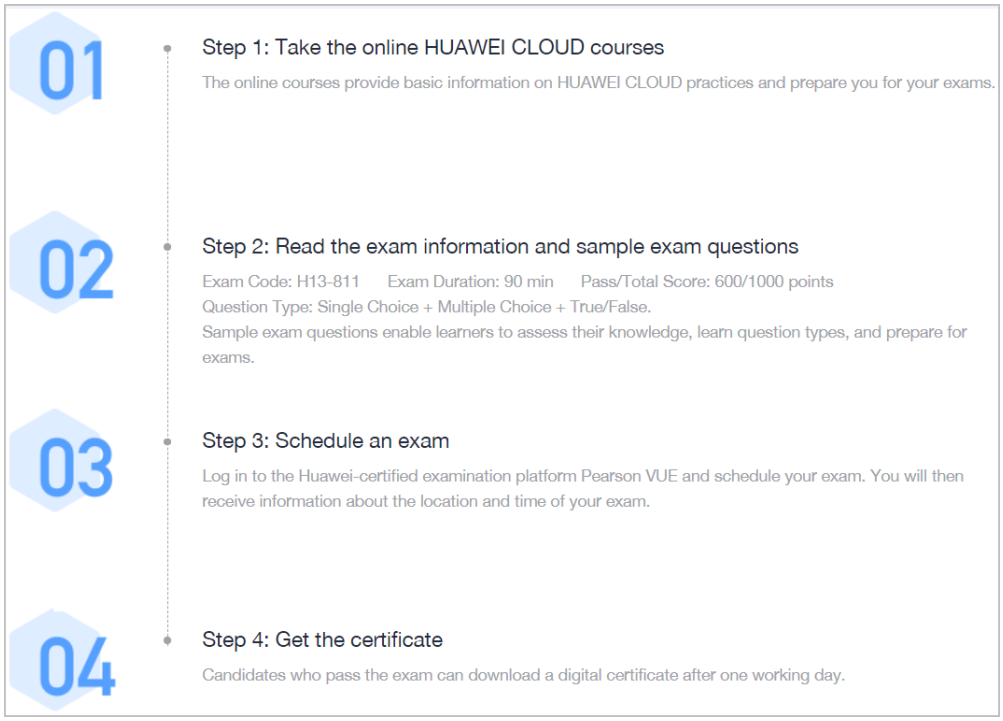
7.3 Career Certification

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.

7.3.1 Certification System



7.3.2 Certification Paths



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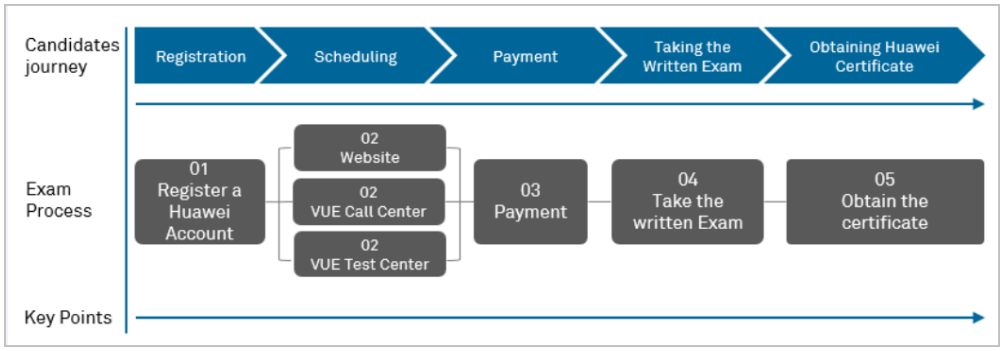
7.3.3 Online Learning

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**

7.3.4 Schedule and Take the Exam



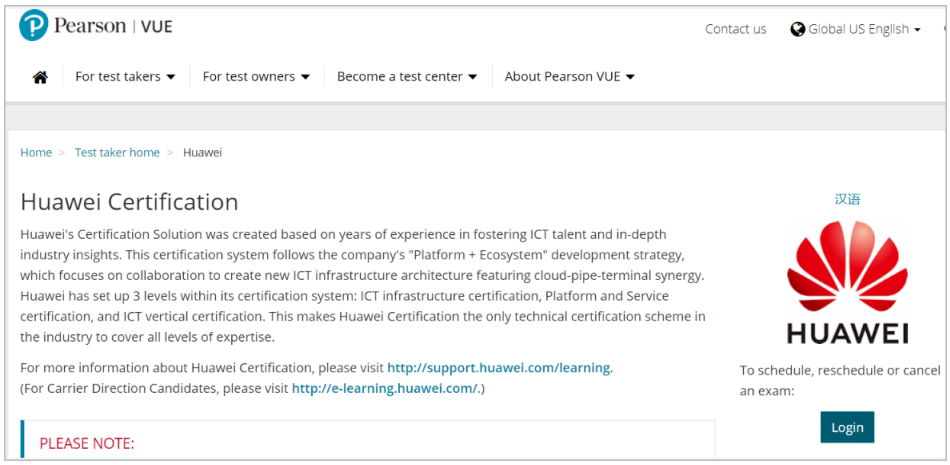
7.3.4.1 Register An Account(Skip this step if you have an account)

Log in to the Huawei official website and **register an account**. This account is used to log in to the exam platform and obtain the e-certificate.

7.3.4.2 Schedule 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 **Register An Account(Skip this step if you have an account)** to log in to the Huawei website.

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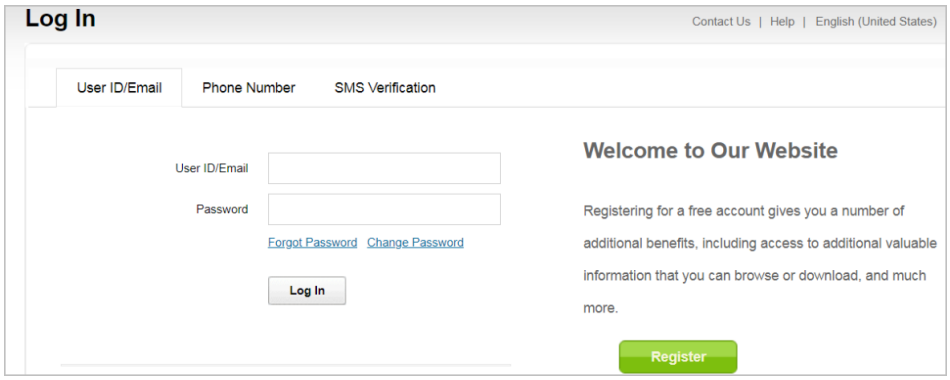

c. After login, you will be asked to confirm the information and then redirected to the Pearson VUE exam platform to schedule an exam and pay for the exam.

   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 additional information for Huawei. This step is required only when you register on Pearson VUE for the first time. (Skip this step if you have completed additional information.)

   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. If you register for the first time, please answer the following questions before entering the exam scheduling page.

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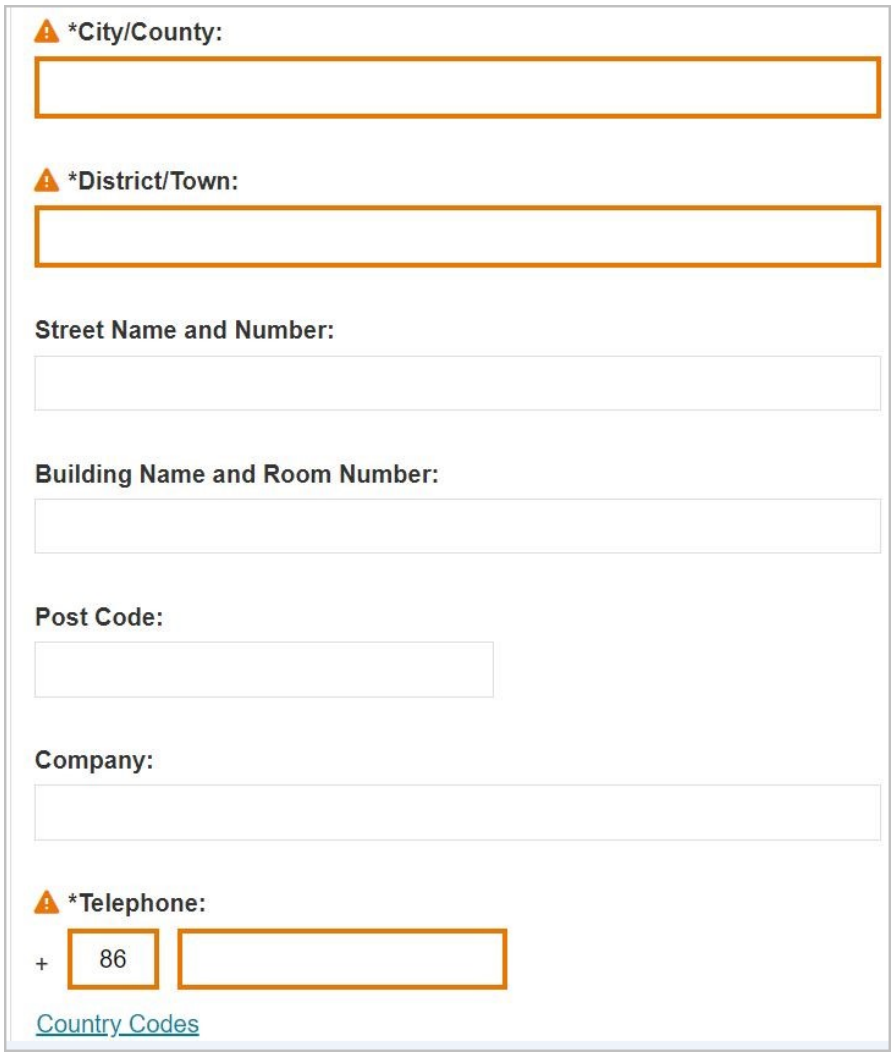

f. Click **View Exams** and select the exam you want to schedule. On the displayed page, select your preferred language and click **Next**.

NOTE

- To take the HCIA--Cloud Service, enter **H13-811** to search for the exam.
- To take the HCIP--Cloud Service Solutions Architect, enter **H13-821** to search for the exam.

g. After confirming the exam information, click **Proceed to Scheduling**. If the exam information is incorrect, click Previous for modification.

h. On the displayed **Test Center Search** page, select the nearest test center based on the search result.

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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 English or Chinese 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 **Display more test centers...**. 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 test centers at the same time to view their opening date and time.

i. Select exam date and time.

On the **My Order** page, check whether the information is correct. If you need to modify the information, click **Change Appointment** and **Change Test Center** to modify the exam, test center, date, and time. If all information is correct, click **Proceed to Checkout** in the lower right corner of the page.

j. Check whether the phone number is correct and whether the name spelling exactly matches with the name on your identity certificate. Select **I have read and agree to the Huawei policies listed above** and click **Next**.

k. Check the exam price and pay exam fees.

NOTE

- **After joining the HCPN Partner Program, you can obtain a certain number of vouchers based on your HCPN partner levels. 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.

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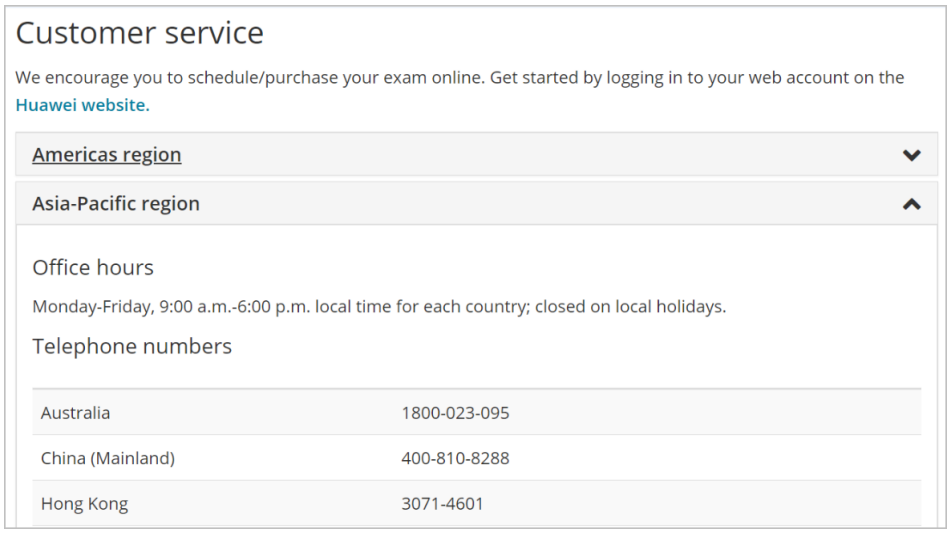

3. **Test Center**
   a. Log in at **https://home.pearsonvue.com/huawei** and click **Find a test center**.
   b. In the search box, enter an address in English or Chinese and click **Search**. The test centers nearest to the address will be displayed in the sequence of distance. You can view the location of each test center in the map on the right.
   c. Five test centers will be displayed on the page. If you want to view more test centers, click **Display more test centers...**. 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 very day, you need to confirm with the exam administrator whether he can schedule it for you.

7.3.4.3 Take The Exam

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

7.3.4.4 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.

7.3.5 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

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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.

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8 Solution Partners

8.1 Transaction Models

8.1.1 Overview

HUAWEI CLOUD solution partners are qualified to resell HUAWEI CLOUD to end customers. Solution partners can provide customers with products and services based on HUAWEI CLOUD and obtain benefits from HUAWEI CLOUD.

Solution partners can develop customers in referral model or reseller model.

- Reseller model: Associated customers deal with solution partners (solution partners issue invoices to and collect payments from customers), and HUAWEI CLOUD makes a settlement with solution partners (HUAWEI CLOUD issues invoices to and collects payments from solution partners).
- Referral model: Associated customers directly deal with solution partners, and HUAWEI CLOUD grants solution partners the discounts. HUAWEI CLOUD issues invoices to and collects payments from the customers, and solution partners obtain incentives from HUAWEI CLOUD.

By default, Partner Center provides only the reseller model. To enable the referral model, contact your ecosystem manager to apply for the permission.

The following describes these two models: **Reseller Model** and **Referral Model**.

8.1.2 Reseller Model

Developing Customers

If a solution partner associates customers in reseller model, the solution partner can provide the customers with products and services based on HUAWEI CLOUD. For details about how solution partners develop customers, see **Customer Development**.

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Controlling the Budget

Solution partners can **set a monthly budget for their reseller customers**. In this way, solution partners 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. Solution partners can view their customers' monthly budget usage in the customer details page.

If the expenditure of a customer exceeds a certain percentage of its monthly budget, the solution partner 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, solution partners 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.
- Operations, such as setting monthly budgets and freezing or unfreezing accounts for customers associated with resellers of Huawei Cloud Partner Service Provider, are performed by Huawei Cloud Partner Service Provider.

Purchasing HUAWEI CLOUD Products

The expenditure and related statistics displayed on the Billing Center page for a solution partner's customer are calculated based on the prices listed on the official HUAWEI CLOUD website. These statistics are used as a reference for cloud service resource usage. The actual amount to be paid does not equal to the provided amount. The solution partner generates the customer bill based on the customer's actual expenditure and settles the bill with the customer.

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**, **Viewing Expenditure Summary**, and **Viewing Expenditure Details**.

Customers expenditure summary is not the partner bill and cannot be used as the basis for partners' settlement, payment, or billing.

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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.
- 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 coupons calculated before the settlement contain only the coupons deducted when the order is paid.

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 **Repayment**.

NOTE

- A partner's bills contain only the expenditure data of its reseller customers because referral customers pay their own expenditures.
- 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 solution partner contain the expenditure details of the partner's each customer. The partner can rate its customers based on the bill details, generate the bills for the reseller customers, settle the bills with the reseller customers, and generate the invoices for the reseller customers.

The settlement rules between the solution partner and its reseller customers are defined by the solution partner.

Revenues and Incentives

HUAWEI CLOUD calculates the revenues of a solution partner based on the incentive policy and distributes incentives to the solution partner accordingly. For details about the partner revenue and incentive policies, consult the ecosystem manager of the region.

For details about how a solution partner applies for its incentives, see **Applying to Issue Incentive Earnings**.

8.1.3 Referral Model

Developing Customers

By default, Partner Center provides only the reseller model. To enable the referral model, contact your ecosystem manager to apply for the permission.

After a solution partner associates customers in referral model, the solution partner can provide the customers with products and services based on HUAWEI CLOUD. For details about how solution partners develop customers, see **Customer Development**.

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Purchasing HUAWEI CLOUD Products

Solution partners can set discounts for their referral customers, and the referral customers can enjoy the discounts when they purchase HUAWEI CLOUD products and services.

- For details about how solution partners set discounts for their referral customers, see **Setting Discounts for Customers**.
- For details about how referral customers query and use their discounts, see **Viewing Discounts** and **Using Discounts**.

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**, **Viewing Expenditure Summary**, and **Viewing Expenditure Details**.

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.
- 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 coupons calculated before the settlement contain only the coupons deducted when the order is paid.

Revenues and Incentives

HUAWEI CLOUD calculates the revenues of a solution partner based on the incentive policy and distributes incentives to the solution partner accordingly. For details about the partner revenue and incentive policies, consult the ecosystem manager of the region.

For details about how a solution partner applies for its incentives, see **Applying to Issue Incentive Earnings**.

8.2 Sales Management

8.2.1 Querying Product Discounts and Incentives

Partners can query the discount and incentive policies applicable to each product in the Partner Center.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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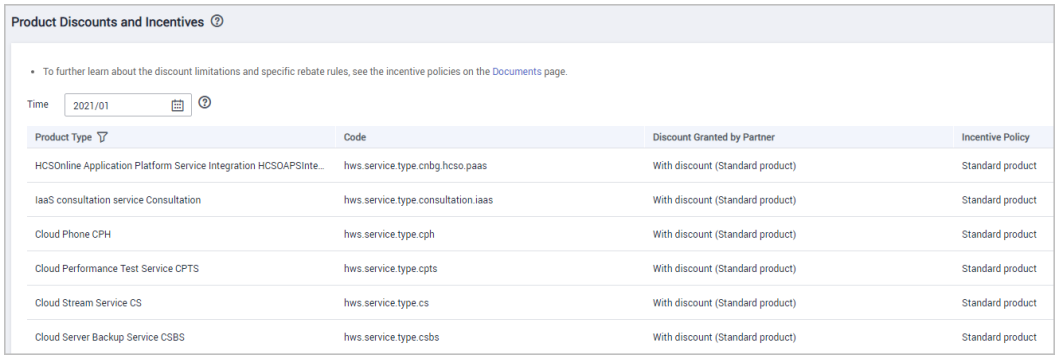
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation pane, choose **Sales Management** > **Product Discounts and Incentives**.



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.

----End

8.2.2 Reseller Management

8.2.2.1 Inviting a Reseller

After joining the Huawei Cloud Partner Service Provider Program, a Huawei Cloud Partner Service Provider can send an invitation to a reseller.

Important Notes

The invited reseller must be in the same country with the Huawei Cloud Partner Service Provider.

Procedure

Step 1 Use your Huawei Cloud Partner Service Provider account to log in to the **HUAWEI CLOUD**.

Step 2 Click **Partner Center** in the drop-down list of your account to switch to the Partner Center.

Step 3 In the navigation pane, choose **Sales Management** > **My Resellers**.

Step 4 Click **Invite Reseller**.

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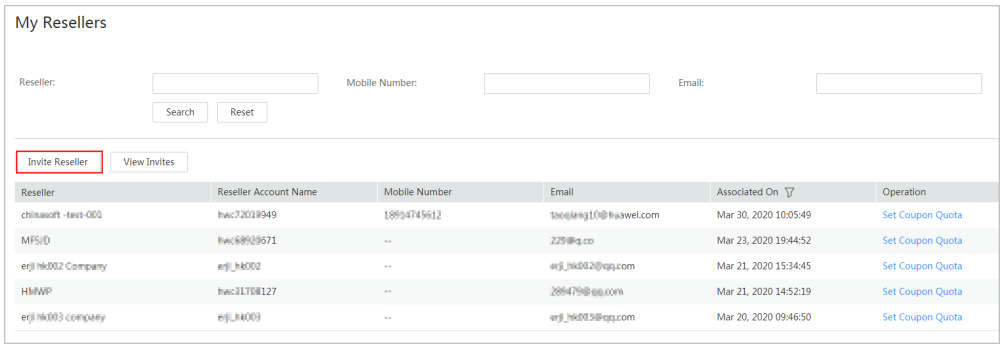
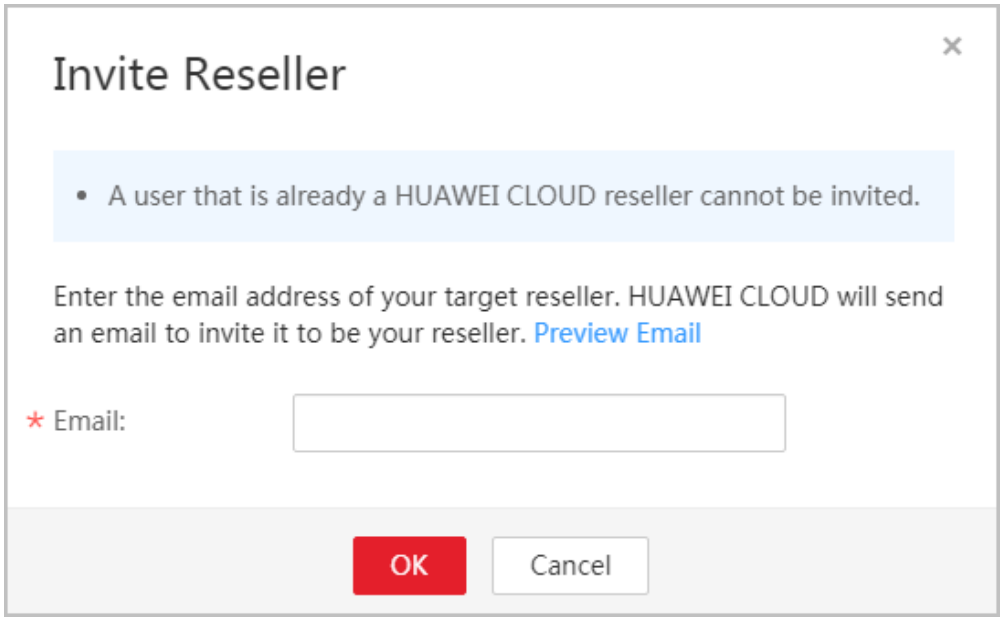


Step 5 Enter the email of the target customer and click **OK**.



HUAWEI CLOUD will send an invitation email to the target customer.

After the customer receives the invitation email, it can click the link in the email and perform the association. For details, see **Accepting the Huawei Cloud Partner Service Provider 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 Huawei Cloud Partner Service Provider.

- Resending an invitation

  On the **Invitation Record** page, click **Resend Invitation** to send an invitation again to a customer. If you select multiple invitation records and click **Batch Invite**, you can send invitations to multiple customers again.

8.3 Customer Business

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8.3.1 Customer Management

8.3.1.1 Querying Customers

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

Huawei Cloud Partner Service Provider can also query all the customers associated with its resellers and view the customers' current estimate and basic information.

Procedure

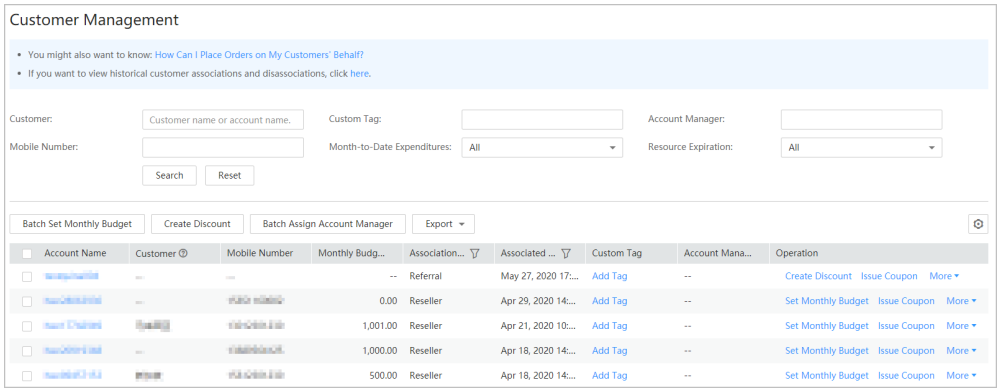
Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Customer Business** > **Customer Management**.

Step 4 Set search criteria to search for customers

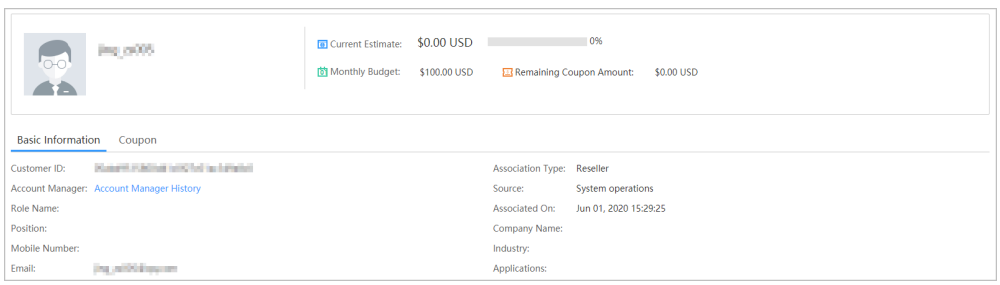
You can search for customers by the association type, association time, customer name, account manager name, expenditure in this month, resource expiration date, mobile number, or customer tag.



NOTE

- Click **here** to view historical customer associations and disassociations.
- Choose **Customer Management** > **Customers** to view all the customers of Huawei Cloud Partner Service Provider. In addition, by selecting the **Resellers' Customers** tab page, all customers associated with the resellers are displayed.

Step 5 Click the account name of the customer you want to view. Then, on the displayed page, view the customer details.



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NOTE

- On the **Basic Information** page, you can click **Account Manager History** to view the list of historical account managers assigned to the customer.

----End

Other Operations

A partner can perform the following operations on the **Customer Management** page:

- Choose **Export** > **Export Selected** to export all the customers of the partner.

  NOTE

  Only the administrator can export the customer list. If other operators need to export the customer list, contact the administrator.
- Choose **Export** > **Export History**. On the **Export History** page, click **Download** in the **Operation** column to download and query the customer records in the **Completed** status.
- Click **Set Monthly Budget** to set the monthly budget for customers of the reseller model. For details, see **Setting Monthly Budgets for Customers**.
- Choose **More** > **Create Discount** to set a discount for customers. For details, see **Setting Discounts for Customers**.
- Choose **More** > **Issue Coupon** to issue coupons for customers.
- Choose **More** > **View Orders** to view all orders of a customer.
- Choose **More** > **View Resources** to view a customer's pay-per-use and yearly/monthly resources. For details, see **Viewing a Customer's Resources**.
- Choose **More** > **View Expenditure** 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**.
- Operations, such as setting monthly budgets, freezing or unfreezing accounts, and placing orders or performing O&M on customers' behalf for customers associated with resellers of Huawei Cloud Partner Service Provider, are performed by Huawei Cloud Partner Service Provider. To perform these operations, select **Customers** or **Resellers' Customers** as required first and then perform operations as needed.

8.3.1.2 Setting Monthly Budgets for Customers

A partner can set monthly budgets for a customer associated with the partner by reseller model. The budget will automatically restore in the next 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.

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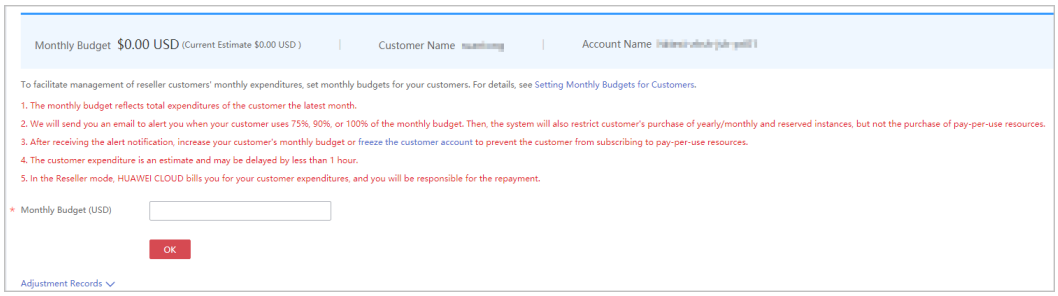
Step 3 In the navigation pane, choose **Customer Business** > **Customer Management**.

Step 4 On the displayed page, select the target customer, and click **Set Monthly Budget** in the **Operation** column.



NOTE

- You can select multiple customers and click **Batch Set Monthly Budget** above the customer list. If you configure the budget in batches, the original budget setting will be overwritten.
- To view the monthly budget adjustment record, click **Adjustment Record** on the displayed **Set Monthly Budget** page.
- To set a monthly budget by Huawei Cloud Partner Service Provider, choose **Customer Business** > **Customer Management**. Then, select **Customers** or **Resellers' Customers** as needed, and click **Set Monthly Budget** in the **Operation** column.

Step 5 Enter a value and click **OK**.

NOTE

When a customer is associated with a partner by reseller model, the customer account is frozen by default. When the account is frozen, the customer cannot purchase, renew the subscription to, change, or properly use the resources. The partner can select **Unfreeze Account** when setting the monthly budget for the customer to unfreeze the account.

A message is displayed indicating that the monthly budget has been set successfully.

NOTE

If partners have enabled the verification code function, a verification code is required to verify the identity.

Step 6 Click **OK**.

----End

8.3.1.3 Freezing a Customer Account

After a reseller customer account is associated with its partner, the account is frozen by default. Partners can freeze or unfreeze their reseller customer accounts.

Impact on Frozen 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.

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Operation Type	Supported Operations	Operations Not Supported
Operations on yearly/monthly cloud services	• Unsubscribing from resources • Modifying resource names	• 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)	• Modifying resource names • Viewing resource information	• Purchasing resources • Modifying specifications • Changing pay-per-use resources to yearly/monthly resources • Operations on resources • Deleting resources

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 navigation pane, choose **Customer Business** > **Customer Management**.

Step 4 Click **Freeze Account** in the **Operation** column in the row of the target customer.

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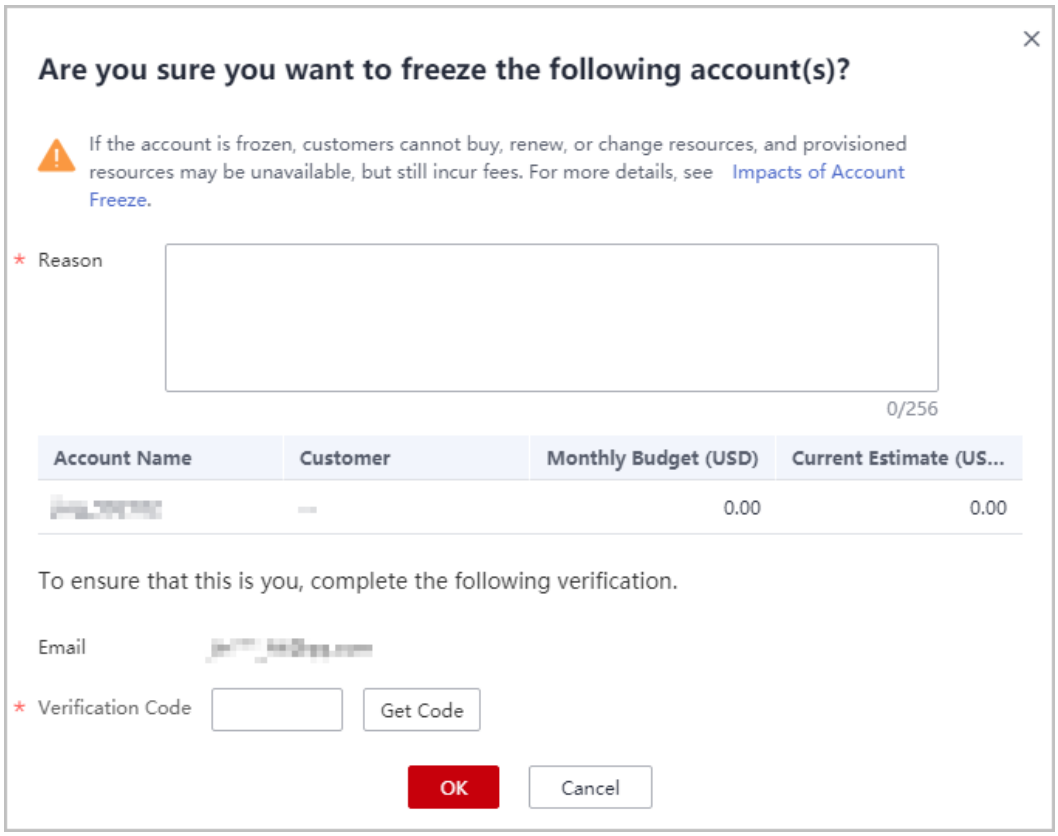

NOTE

To freeze a customer account, choose **Customer Business** > **Customer Management**, and click **Customers** or **Resellers' Customers** as needed. Then, locate your required account and click **Freeze Account** in the **Operation** column.

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

8.3.1.4 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

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Context

A partner can set a general discount or product-specific discounts for customers.

- A general discount applies to all product categories. After a general discount is set, the product-specific discounts set before will become invalid.
- Product-specific discounts vary based on the products. After a product-specific discount is set, the general discount set before will become invalid.

NOTE

- Currently, the product-specific discount is unavailable.
- A partner cannot set discounts for a customer associated with the partner by reseller model.
- 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 account to log in to **HUAWEI CLOUD**.

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

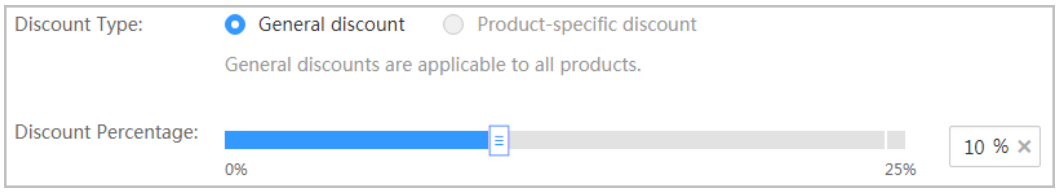
Step 3 In the navigation pane, choose **Customer Business** > **Customer Management**.

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.



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.

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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.

8.3.1.5 Viewing a Customer's Resources

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

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Customer Business** > **Customer Management**.

Step 4 On the **Customer Management** page, set the search criteria for a fuzzy search. Select a target customer and choose **More** > **View Resource** to enter the resource management page.

NOTE

To view customer resources at Huawei Cloud Partner Service Provider, choose **Customer Business** > **Customer Management** and click **Customers** or **Resellers' Customers** as needed. Then, locate your required account and choose **More** > **View Resources** in the **Operation** column.

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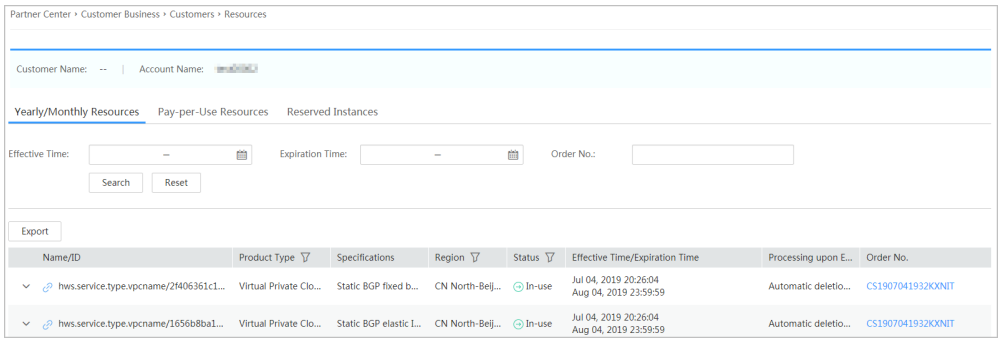
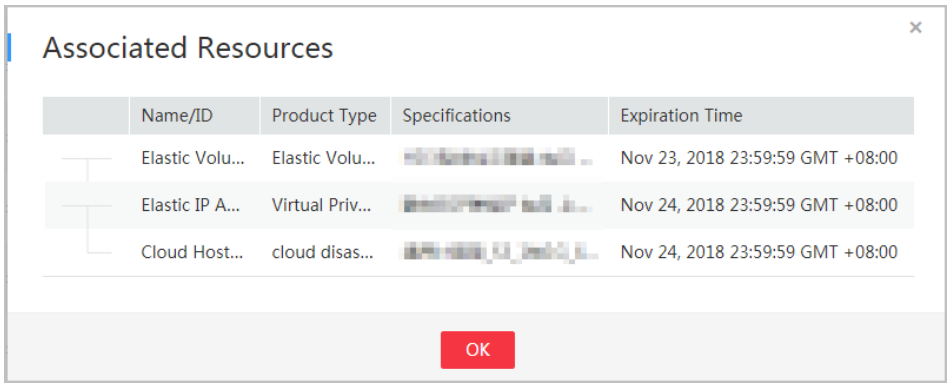
Step 5 View the resources purchased by customers.

- View yearly/monthly resources.

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

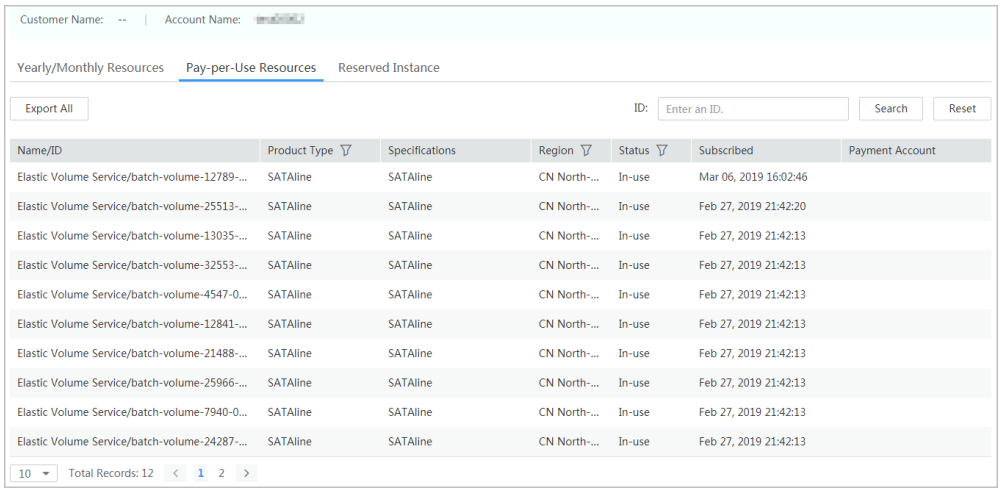


  - Click **Export** to export all yearly/monthly resource records of a customer.
  - Click ⌄ to check instance information and resource status.
  - Click 🔗 to check associated resources.



- View pay-per-use resources.

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



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

- View the reserved instances.

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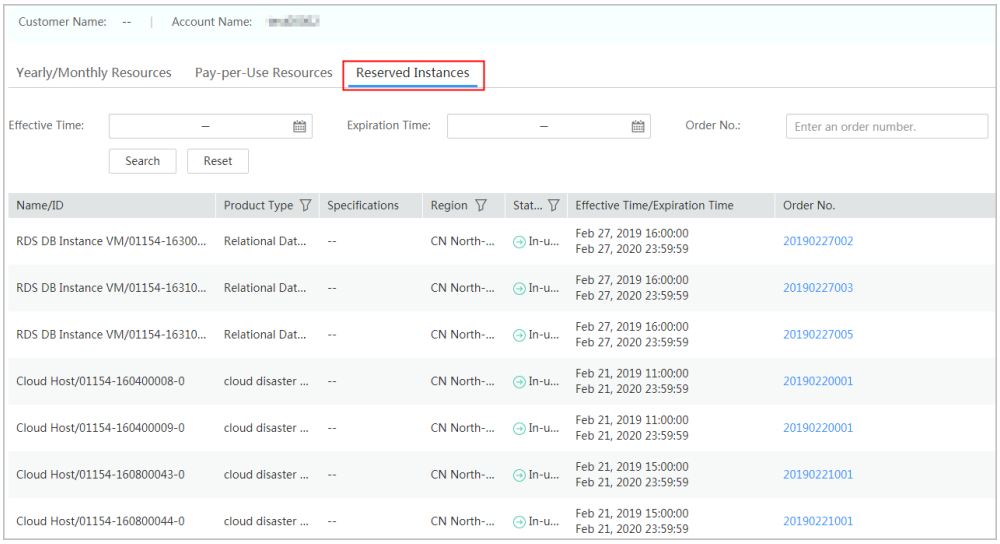
On the **Reserved Instance** page, set the search criteria and query the desired reserved instance records.



----End

8.3.1.6 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.

NOTE

Currently, partners can place orders to purchase the following cloud services on customers' behalf: ECS, EVS, and EIP.

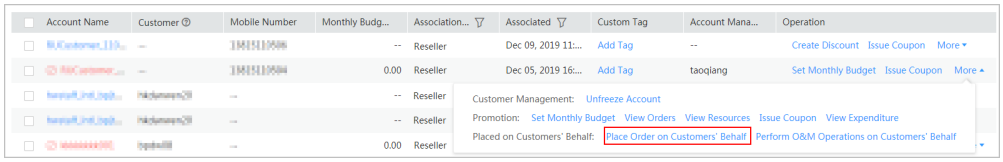
Procedure

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 navigation pane, choose **Customer Business** > **Customer Management**.

Step 4 Select a record of a reseller customer and choose **More** > **Place Order on Customers' Behalf** in the **Operation** column.



NOTE

To place orders on customers' behalf at Huawei Cloud Partner Service Provider, choose **Customer Business** > **Customer Management**, and click **Customers** or **Resellers' Customers** as needed. Then, locate your required account and choose **More** > **Place Order Customers' Behalf** in the **Operation** column.

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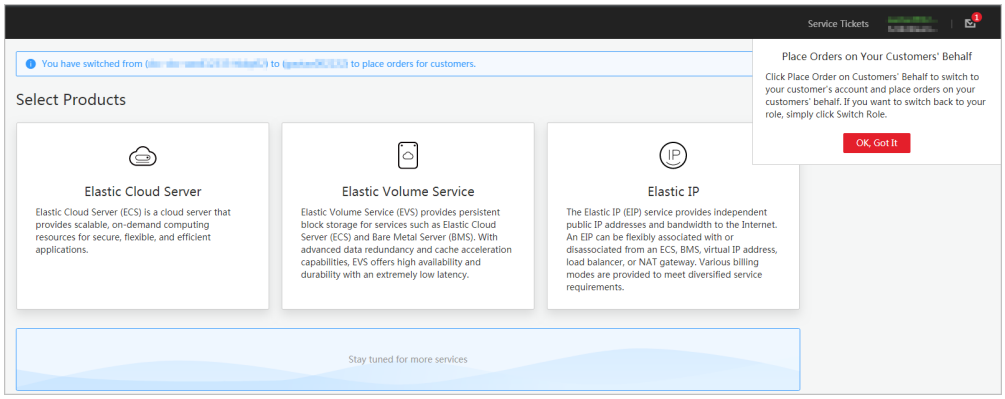
Step 5 In the displayed dialog box, click **OK**.

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 Business** > **Customer Management** and view the orders of yearly/monthly resources that placed on customers' behalf. In addition, you can choose **Customer Business** > **Customer Management** and choose **More** > **View Resources** to query pay-per-use resources provisioned on customers' behalf.

8.3.1.7 Performing Resource O&M for Customers

Partners can perform resource O&M on Partner Center on reseller customers' behalf.

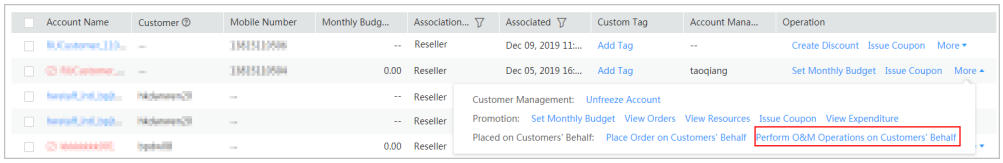
Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Customer Business** > **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.



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NOTE

To perform O&M operations on customers' behalf, choose **Customer Business** > **Customer Management**, and click **Customers** or **Resellers' Customers** as needed. Then, locate your required account and choose **More** > **Perform O&M Operations on Customers' Behalf** in the **Operation** column.

Step 5 In the displayed dialog box, click **OK**.

Step 6 On the console page, perform resource O&M operations as prompted.

NOTE

When you perform resource O&M on a customer's behalf, your partner account will be switched to the customer account. To switch the account back, click **Switch Role**.

----End

8.3.1.8 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 navigation pane, choose **Customer Business** > **Customer Management**.

Step 4 In the customer list, select a customer, choose **More** > **Assign Account Manager** in the **Operation** column to switch to the **Assign Account Manager** page.

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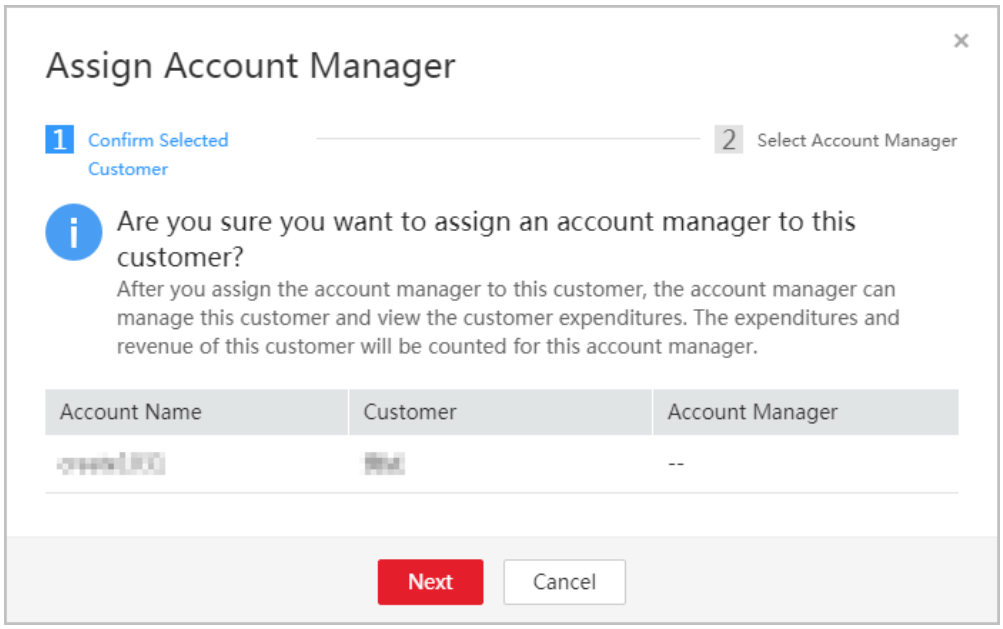
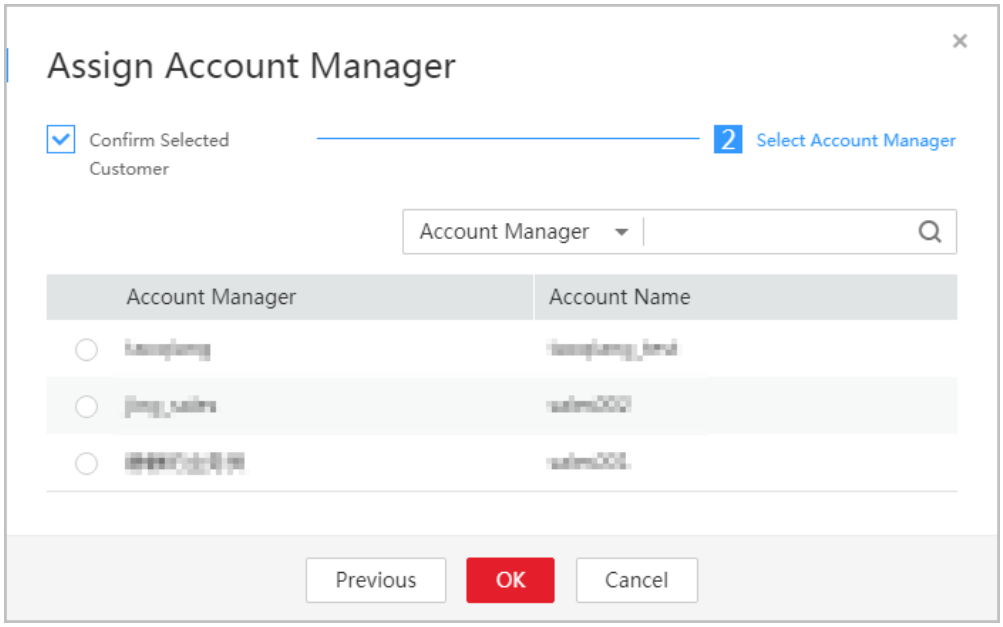


Step 5 Verify the target account manager account and click **Next**.



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

8.3.2 Customer Development

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8.3.2.1 Pre-registering Customers

Customer pre-registration is a mechanism provided by HUAWEI CLOUD for partners to register customers in advance to seize customer development opportunities. This mechanism prevents conflicts between partners and between partners and HUAWEI CLOUD.

A partner can pre-register potential customers. Within the validity period of pre-registration, the partner can send invitation links to pre-registered customers for them to register and associate with the partner.

Except for **sending emails**, partners can send hyperlinks and QR codes to invite potential customers.

Precautions

- A customer cannot be pre-registered by a partner if the customer:
  - Registers with HUAWEI CLOUD (China).
  - 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.
- 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.
  - Has a different registration country from the partner.
  - Belongs to the HUAWEI CLOUD online sales team.
- The maximum number of pending and pre-registered customers is 100. When the maximum number is reached, the partner cannot pre-register any customers.
- The validity period of pre-registration is 15 days. A pre-registered customer cannot be pre-registered by another partner until the current validity period has expired.
- If a partner does not reserve a mobile number or email address in the partner center, the partner cannot register a customer. Partners need to add mobile numbers or email addresses on the Personal Information page under Account Management > Basic Information in the partner center before registering customers.
- 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 Use your account to log in to **HUAWEI CLOUD**.

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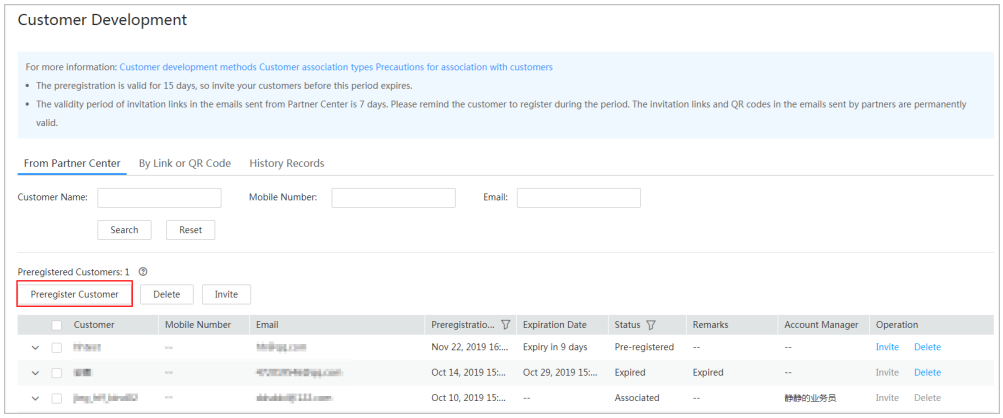
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

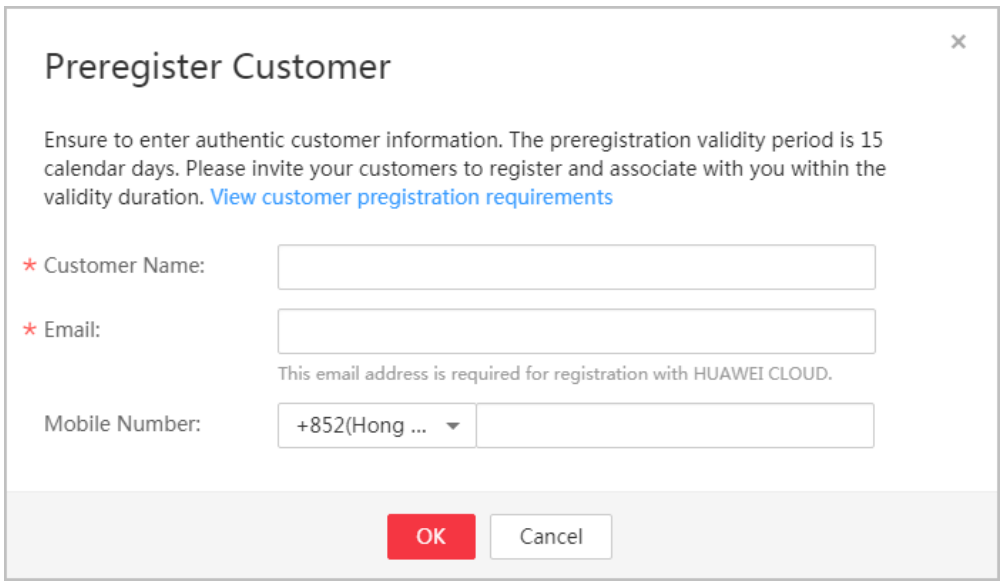
Step 3 In the navigation tree, choose **Customer Business** > **Customer Development**.

Step 4 On the **From Partner Center** tab page, click **Preregister Customer**.



The **Preregister Customer** dialog box is displayed.

Step 5 Enter the customer's information and click **OK**.



A message is displayed indicating that the pre-registration is successful.

Step 6 (Optional) If a partner still wants to pre-register a customer who does not meet the pre-registration conditions, the partner needs to submit a manual review request.

1. In the dialog box that is displayed, click **Preregister Customer**.
2. In the **Preregister Customer** dialog box, fill in the required information and click **Submit**.

----End

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Other Operations

Click **Delete** in the **Operation** column to delete a customer. You can also select multiple customers and click **Delete** next to **Preregister Customer** to delete them.

NOTE

You cannot delete customers whose status is **Pending review** or **Associated**.

8.3.2.2 Inviting Pre-Registered Customers by Emails

A partner can send an email to invite a pre-registered customer for association.

NOTE

By default, Partner Center provides only the reseller model. To enable the referral model, contact your ecosystem manager to apply for the permission.

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 **HUAWEI CLOUD**.

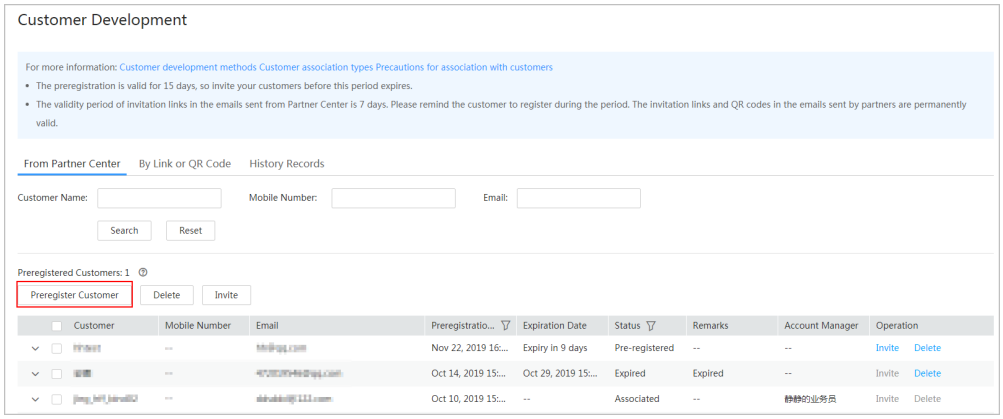
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation tree, choose **Customer Business** > **Customer Development**.

Step 4 In the customer list, select a customer and click **Invite** in the **Operation** column.

NOTE

- You can select multiple customers and click **Invite** to batch send invitation emails to the customers.



Step 5 On the **Invite** page, select an association type and click **OK**.

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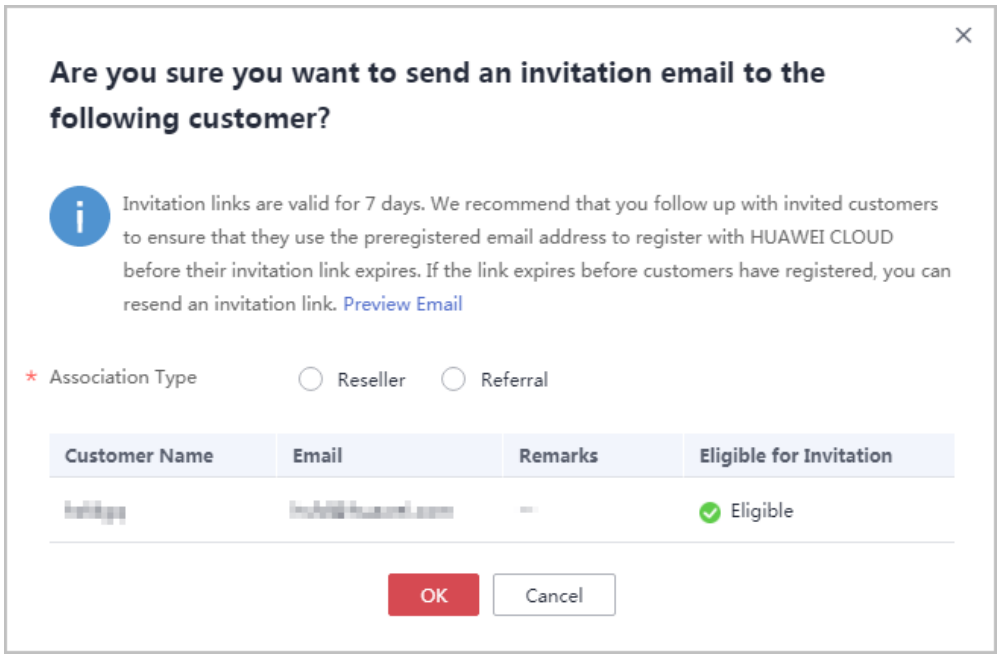

NOTE

- 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

8.3.2.3 Inviting Pre-Registered Customers by Hyperlinks or QR Codes

Except for **sending emails**, partners can send hyperlinks and QR codes to invite potential customers.

NOTE

By default, Partner Center provides only the reseller model. To enable the referral model, contact your ecosystem manager to apply for the permission.

Precautions

- The invitation hyperlinks and QR codes displayed on the **By Link or QR Code** page contain custom tags (usernames used for login).

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- 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 navigation tree, choose **Customer Business** > **Customer Development**.

Step 4 Click the **By Link or QR Code** tab.

Step 5 Obtain the invitation link and QR code.

A partner can invite a customer by the general/custom invitation link and QR code or a promotional link.

After receiving the invitation, the customer can click the link or scan the QR code to register with HUAWEI CLOUD and associate with the partner. For details, see **Requesting Association with a Partner**.

NOTE

- When creating a custom invitation link and a QR code, add a tag to them. Then you can identify associated customers by tag. You can view customers' custom tags in the customer list on the **Customer Business** > **Customer Management** page.
- If you do not want to create a custom tag for a customer, use the general invitation link and QR code.
- The invitation link and QR code for a promotional activity are valid only for a period of time. Remind your customers to complete the registration within the validity period.
- 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 in offline mode, such as emails.

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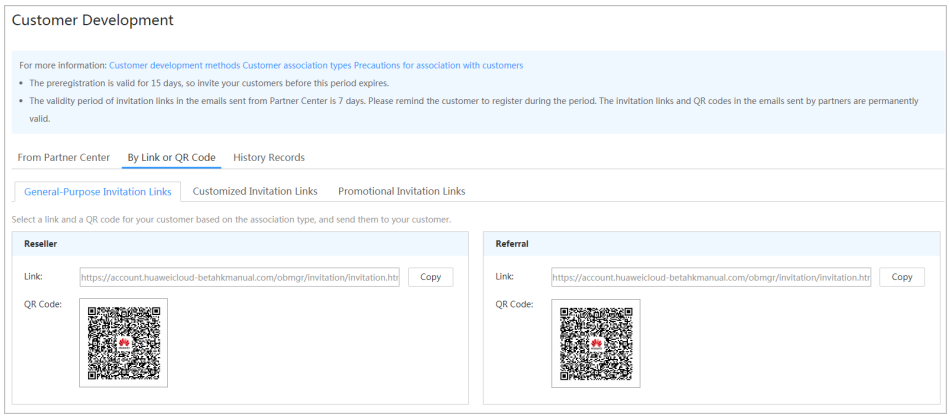
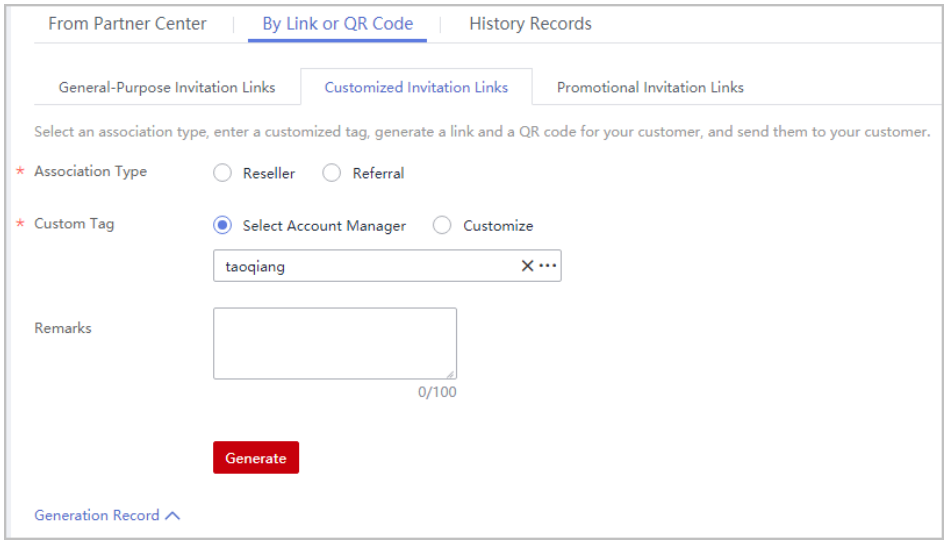


- Invite a pre-registered customer by a customized invitation link or QR code.
  a. Click the **Customized Invitation Links** tab.
  b. Choose an **Association Type**, specify **Custom Tag**, and click **Generate**.



  c. On the **Generate** page, click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer in offline mode, such as emails.

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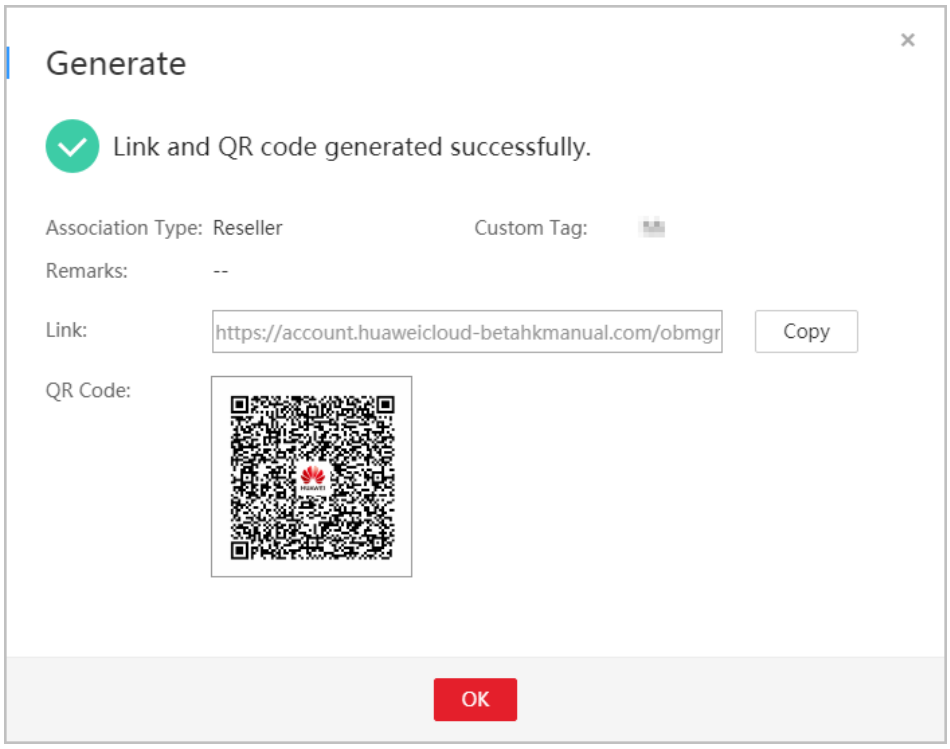

NOTE

You can click **Generation Record** to view historical invitations. You can also send a historical invitation link or QR code to a potential customer.

- Invite a pre-registered customer by a promotional invitation link.

  No promotion activity is available.

----End

8.3.2.4 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.

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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 by reseller model because the customer has its enterprise master account.	The customer cannot be associated with a partner by reseller model.
Failed to associate with the partner by reseller model because the customer has its enterprise member account associated with the enterprise master account. To associate with the partner by reseller model, disassociate from the enterprise master account.	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.

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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 repay the overdue payment and then submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner by reseller model because the bill run of the customer's credit account is created and the account has overdue payment.	Remind the customer to repay all the overdue payment and then submit a service ticket or contact the customer service to associate with the partner.

Resending an invitation email

If a pre-registered customer is not associated with your account within the validity period of the invitation email, you need to send a new invitation email to the customer.

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 Sort out customers whose status is **Expired** and click **Resend Invite** in the **Operation** column to send new invitations to these customers.

NOTE

You can also select multiple customers and click **Resend Invite** on the top of the customer list to send new invitations to these customers in one batch.

Step 6 In the **Resend Invite** dialog box, confirm the customer information and click **OK**.

----End

Viewing Invited Customers

On the **History Records** page, you can view customers who have received your invitations and those who have accepted your invitations and registered with HUAWEI CLOUD.

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Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 Set search criteria to query for the invited customers to be viewed.

You can sort invited customers by **Customer Name**, **Account Name**, **Custom Tag**, **Email**, **Invitation Method**, or **Status**.

Step 6 Click ⌄ to view information about invited customers.

----End

Exporting Invited Customers

You can export the records of all invited customers.

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 Click **Export All** to export records of all invited customers.

----End

8.3.3 Customer Expenditures

8.3.3.1 Viewing Expenditure Summary

Partners can view customer expenditure summary and export customer expenditure lists.

Precautions

- The expenditure contains only the data generated before 24:00 of the previous 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.
- Customers' expenditure summary is used by partners to view the expenditure information of all its customers, including the customers associated by the reseller model. Customers expenditure summary is not the partner bill and cannot be used as the basis for partners' settlement, repayment, and billing.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Customer Business** > **Customer Expenditures**.

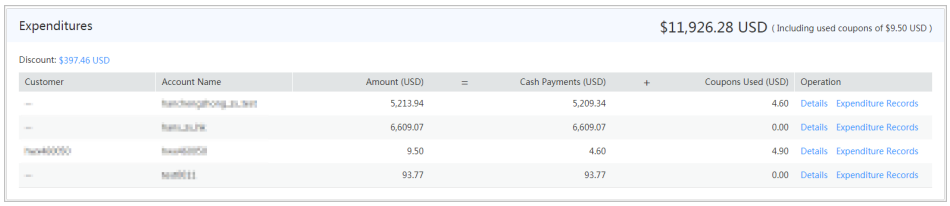
Step 4 Click the **Expenditure Summary** tab.

Step 5 Set criteria to search for a customer's expenditure summary.

The search criteria include the expenditure time, customer name, account manager name, and association type.

- View the customer's expenditures.

  In the **Expenditures** area, you can query the discount and expenditures of the customer of the month.

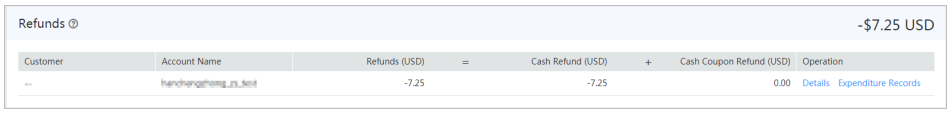
  - Click **Details** in the **Operation** column and query the expenditure summary of the customer in the **Customer Expenditures** tab.
  - Click **Expenditure Records** in the **Operation** column and query the expenditure details of the customer on the **Expenditure Records** tab.

  NOTE

  Click the amount next to **Discount** to view the discounts for the selected month on the **Discount Details** page.

- View the customer's refunds.

  In the **Refunds** area, you can view the refund data.

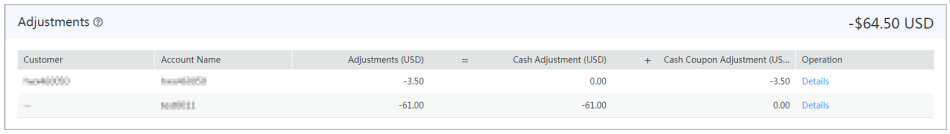
  - Click **Details** in the **Operation** column and query the refund details of the customer on the **Refunds** page.
  - Click **Expenditure Records** in the **Operation** column and query the expenditure details of the customer on the **Expenditure Records** tab.

  NOTE

  Refunds contain the amount returned to you due to order cancellation or specifications changes.

- View the customer's adjustments.

  In the **Adjustments** area, you can view the adjustment data.

  Click **Details** in the **Operation** column to view the adjustment details on the **Adjustments** page.

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Step 6 Export the customer expenditures.

- Export the customer expenditure summary.

  Choose **Export** > **Export Expenditure Summary**. Specify the criteria and click **OK**. The system will display message "Records exported successfully."

- 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 completed expenditure records.

----End

8.3.3.2 Viewing Expenditure Details

Partners can view and export customer expenditure details.

Huawei Cloud Partner Service Provider allows you to view and export the expenditures of all customers associated with its resellers.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

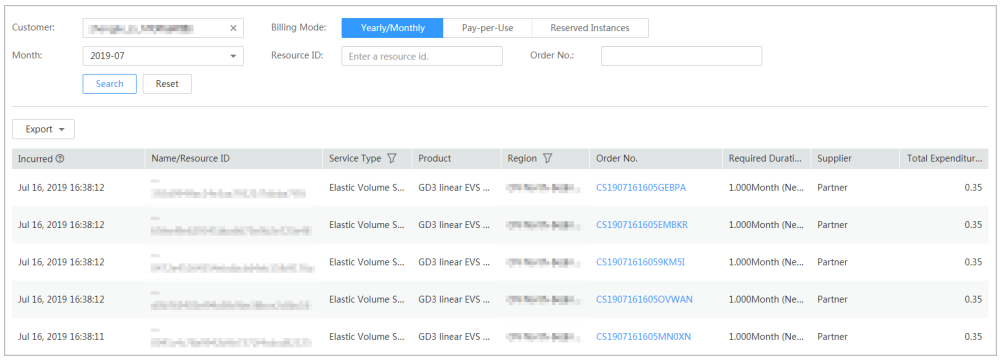
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation tree, choose **Customer Business** > **Customer Expenditures**.

Step 4 Click the **Expenditure Details** tab.

Step 5 Specify the customer, billing mode, and search criteria, and click **Search**.

Step 6 View the customer's expenditure details.



- In the expenditure list, view information about **Incurred**, **Product**, **Order No.**, **Total Expenditure**, and **Supplier**.
- Click the order number and view the status and resource information of the order on the **Customer Orders** > **Details** page.

NOTE

You can only search for monthly expenditures for the last 12 months. For earlier expenditures, submit a service ticket to obtain them.

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Step 7 Export the customer expenditure details.

- Export the customer expenditures.

  Choose **Export** > **Export Customer Expenditure**. On the **Confirm the Specified Export Criteria** page, select **Single Customer** or **All Customers**, specify the criteria, and click **OK**.

  The system will display "Records exported successfully."

- View the export history.

  a. Choose **Export** > **View Export** to enter the **Export History** page.

  b. Click **Exported Records of All Customers** or **Exported Records of Single Customer** tab, and click **Download** in the **Operation** column to download and view the expenditure details in the **Completed** status.

----End

8.3.4 Assigning Customers to an Account Manager

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

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

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

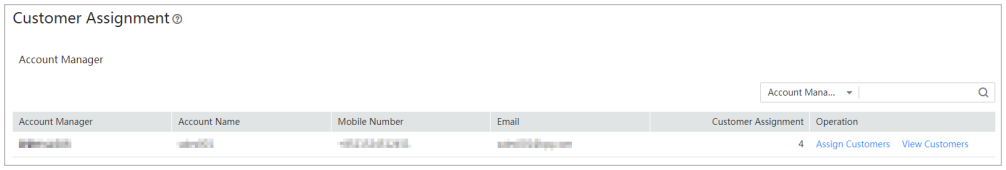
Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Customer Business** > **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.

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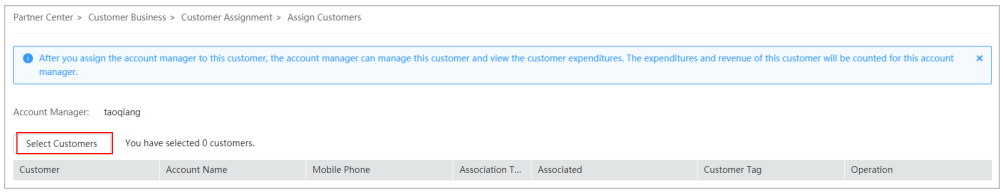

Step 5 Click **Select Customer**.

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.

8.3.5 Customer Order Management

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8.3.5.1 Viewing a Customer's Orders

A partner can query all the associated customers' orders.

NOTE

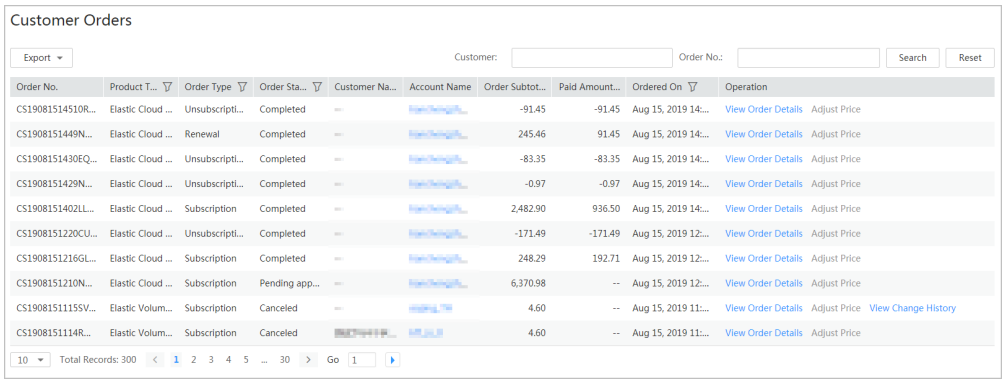
A salesperson can only query orders of its own customers.

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 navigation tree, choose **Customer Business** > **Customer Orders**.



Step 4 Set search criteria to search for customer orders.

You can search for customer orders by **Customer**, **Order No.**, **Order Status**, **Product Type**, **Order Type**, or **Ordered On**.

- Click **Details** in the **Operation** column to view details about an order.
- Perform the follow-up operation for orders of customers associated with partners by Referral.Click **Adjust Price** in the **Operation** column to adjust the price of an order. 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

  To view customer orders at Huawei Cloud Partner Service Provider, choose **Customer Business** > **Customer Orders**, and select **Customers** or **Resellers' Customers** as needed.

Step 5 Export a customer's orders.

- Export orders of the current customer.

  Choose **Export** > **Export Selected**. Message "Records exported successfully" is displayed.

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- Export all customer orders.

  Choose **Export** > **Export All**. Message "Tasks exported successfully" is displayed.

- View export history.

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

  b. Click **Download** in the **Operation** column to download and query the customer orders in the **Completed** status.

  NOTE

  To export customer orders at Huawei Cloud Partner Service Provider, choose **Customer Business** > **Customer Orders**, and select **Customers** or **Resellers' Customers** as needed.

----End

8.3.5.2 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 navigation tree, choose **Customer Business** > **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.

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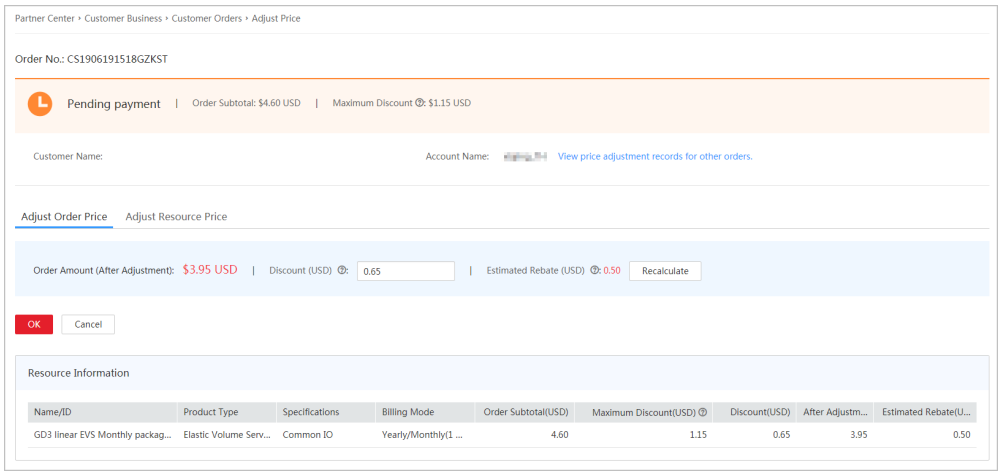
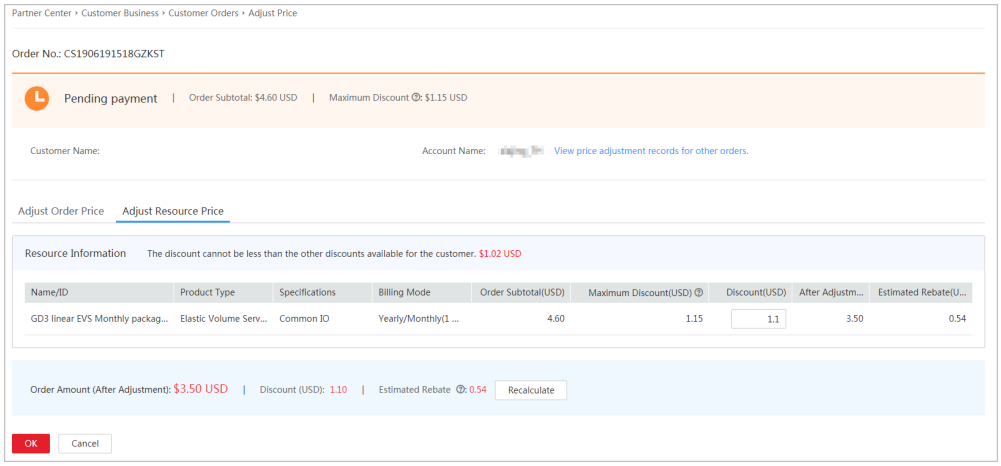


- Adjust the resource price.

  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.

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8.4 Financial Information

8.4.1 Accounts

Table 8-1 describes the accounts for a solution partner.

Table 8-1 Solution partner accounts

Account	Description
Account	Partner can pay bills for their accounts. For details, see **Repayment**.

8.4.2 Repayment

After you set the budget for your customer and the customer purchase products and services on HUAWEI CLOUD, HUAWEI CLOUD will generate and send you the bill and deducts the fee from your account balance to repay the bill. HUAWEI CLOUD generates the bill at the fifth day of each month, and the billing cycle is one calendar month by default. If your account balance is insufficient, you can top up your account online or transfer money to repay the bill.

Precautions

If the signing entity is Huawei Services (Hong Kong) Co., Limited, Huawei Technologies de México, S.A. de C.V., Huawei (Chile) S.A., or Huawei Technologies (Thailand) Co., Ltd., you can top up your account online or transfer money to repay the bill.

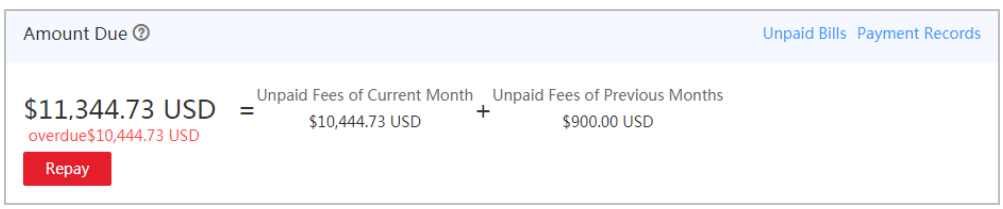
Online Payment

Step 1 Use your account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, click **Overview**.

Step 4 In the **Amount Due** area, click **Repay**.



NOTE

A partner can also top up the account in the **Amount Due** area of the **Financial Information** > **Partner Bills** page.

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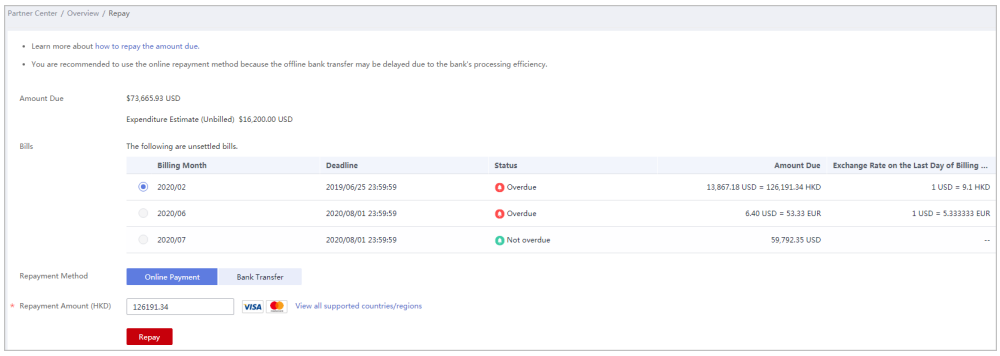
The **Repay** page is displayed.

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



Step 6 On the online payment page, specify the credit card information and click **Pay**.

After the repayment is successful, the **Account Statements** page is displayed. You can view the top-up records and repayment records.

----End

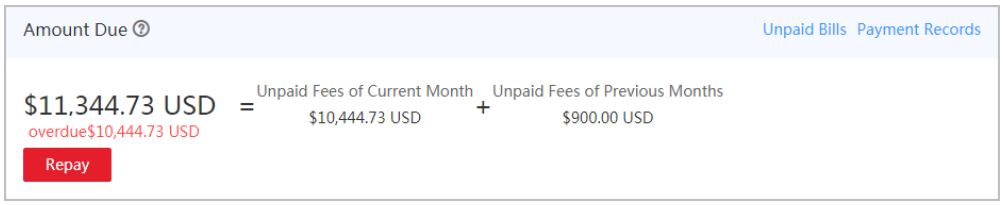
Bank Transfer

Step 1 Use your account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, click **Overview**.

Step 4 In the **Amount Due** area, click **Repay**.



NOTE

A partner can also top up the account in the **Amount Due** area of the **Financial Information** > **Partner Bills** page.

The **Repay** page is displayed.

Step 5 Click **Bank Transfer** for **Payment Method**.

You need to submit a service ticket to Huawei after your transfer money to the standard top-up account. For details about how to submit a service ticket, see **Submitting a Service Ticket**.

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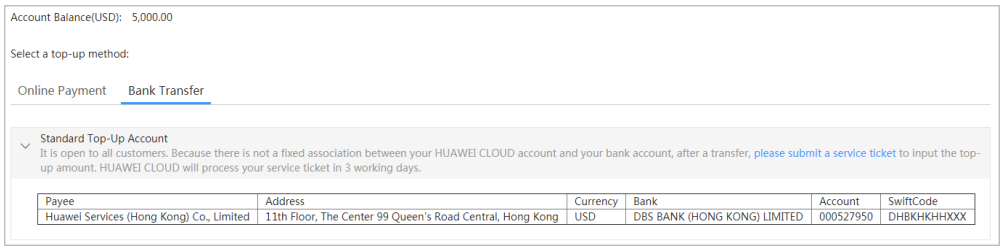

----End

Other Operations

- Click **Unpaid Bills**. On the displayed dialog box, you can view the unpaid bills.

  NOTE

  Overdue bills will affect your credit on HUAWEI CLOUD. Please make the payment timely to avoid service interruption.

- Click **Payment record**. You can view the repayment records on the **Account Statements** page.

8.4.3 Bill Management

8.4.3.1 Partner Bill Description

A partner bill is generated when the partner consumes resources on HUAWEI CLOUD. The partner can repay or apply for an invoice based on the bill. Partners' consumption on HUAWEI CLOUD comes from reseller customers. The partner bill does not contain consumptions of the customers associated to the partner by referral mode.

NOTE

In the reseller model, the partner 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 = Consumption amount x (1 – Settlement discount) – Coupons used + Tax. This calculation method applies to the bills (for April 2021 or later) of partners from Asia-Pacific regions.

Bills (for March 2021 or earlier) of partners from Asia-Pacific regions: Amount due = (Consumption amount – Coupons used) x (1 – Settlement discount) + 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.

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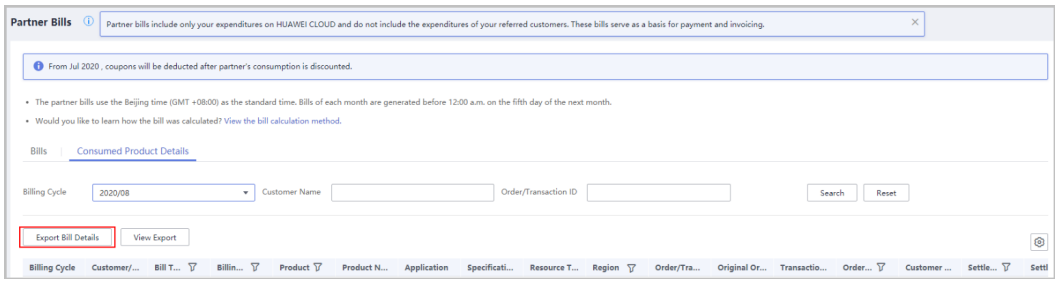
8.4.3.2 Partner Bill Fields

Fields in Partner Bill

To view bill details, in the navigation pane of the partner center, choose **Financial Information** > **Partner Bills**. On the **Consumed Product Details** tab page, click **Export Bill Details**.



Field	Description	Example Value
Customer ID	Unique ID of a customer.	055b11dfc50XXX
Billing Cycle	A reconciliation duration agreed between the customer and partner. Usually it is a calendar month. When a billing cycle ends, the system calculates all the fees a partner needs to pay during this billing cycle and generates a bill.	2019-09
Customer Name	Name of a customer.	GrootXXX
Account Name	Account of a customer.	jingXXX
Relate Partner ID	Unique ID of the partner that a customer is associated with. **NOTE** If a customer is associated with a reseller of a Huawei Cloud Partner Service Provider, this field indicates the unique ID of the reseller.	a90cdfbd259845afa059621XXX
Relate Partner Name	Name of the partner that a customer is associated with. **NOTE** If a customer is associated with a reseller of a Huawei Cloud Partner Service Provider, this field indicates the reseller name.	zhangsan

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Field	Description	Example Value
Relate Partner Account Name	Account name of the partner that a customer is associated with. **NOTE** If a customer is associated with a reseller of a Huawei Cloud Partner Service Provider, this field indicates the account name of the reseller.	zhangsanXXX
Bill Type	Bill types of the customer, including: • Expenditure • Refund • Adjustment	Expenditure
Billing Mode	Product billing mode, including: • Pay-per-use • Yearly/monthly • Reserved instance–upfront payment • Reserved instance–hourly billing	Pay-per-use
Product Type	Cloud service name.	Elastic Volume Service
Product Type Code	Cloud service type code.	hws.service.type.ebs
Product Name	Name of the cloud service product purchased by a customer.	HD3 linear EVS monthly package
Product ID	Unique ID of a cloud service product.	00301-28215-0--0
Application	Application name of a cloud service hardware product.	XXX
Specifications	A collection of attributes and their values used to describe the features of resources that a cloud service needs. Specifications of resources of the same type have the same attributes but different attribute values.	Common I/O | 10.0 GB
Resource Type	Cloud service resource type.	Cloud storage
Resource Type Code	Resource type code of the cloud service.	hws.resource.type.volume
Region	A separate geographic area that provides public cloud resources.	CN North-Beijing1

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Field	Description	Example Value
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. • 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: • New purchase • Renewal • Change • Unsubscription • Price adjustment	Unsubscription
Term	Term of a yearly/monthly product order.	1
Unit	Unit of a term for a yearly/ monthly product order.	Month

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Field	Description	Example Value
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
Customer Expenditure (USD)	Total amount generated by customer orders.	1000

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Field	Description	Example Value
Settlement Type	Settlement type of a product, including: • Common product • Promotional product • Hybrid hosting • Stored-value card • No discount • Spot instances • Commercial settlement	Common product
Settlement Discount	Discount that HUAWEI CLOUD sets for partners.	25%
Payment (USD)	Amount = Consumption amount x (1 - Settlement discount)	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
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 due (tax not included) = Consumption amount x (1 – Settlement discount) – 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

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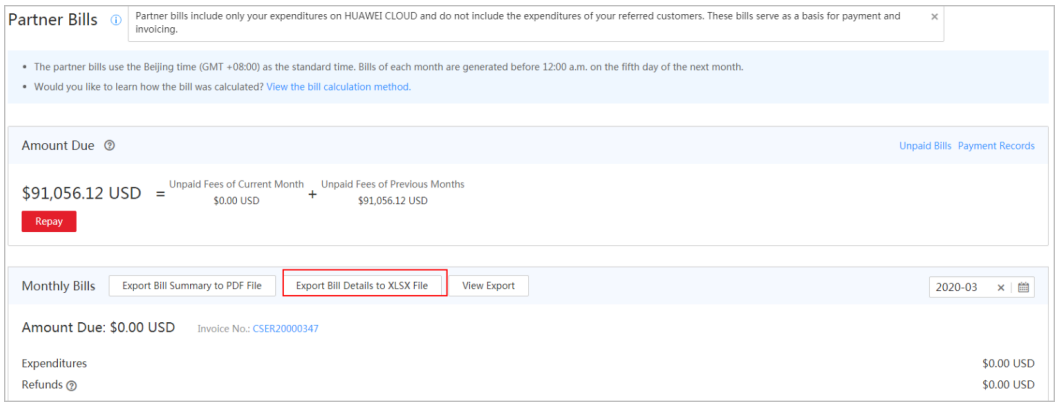
Fields in Bills (for March 2021 or Earlier) of Partners from Asia-Pacific Regions

Log in to the Partner Center and choose **Financial Information** > **Partner Bills**. Then select **Export Bill Details to XLSX File** in the **Monthly Bills** area.



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
Relate Partner ID	Unique ID of the partner that a customer is associated with. **NOTE** If a customer is associated with a reseller of a Huawei Cloud Partner Service Provider, this field indicates the unique ID of the reseller.	a90cdfbd259845afa059621XXX
Relate Partner Name	Name of the partner that a customer is associated with. **NOTE** If a customer is associated with a reseller of a Huawei Cloud Partner Service Provider, this field indicates the reseller name.	zhangsan

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Field	Description	Example Value
Relate Partner Account Name	Account name of the partner that a customer is associated with. **NOTE** If a customer is associated with a reseller of a Huawei Cloud Partner Service Provider, this field indicates the account name of the reseller.	zhangsanXXX
Bill Type	Bill types of the customer, including: • Expenditure • Refund • Adjustment	Expenditure
Billing Mode	Product billing mode, including: • Pay-per-use • Yearly/monthly • Reserved instance–upfront payment • Reserved instance–hourly billing	Pay-per-use
Product Type	Cloud service name.	Elastic Volume Service
Product Type Code	Cloud service type code.	hws.service.type.ebs
Product Name	Name of the cloud service product purchased by a customer.	HD3 linear EVS monthly package
Product ID	Unique ID of a cloud service product.	00301-28215-0--0
Application	Application name of a cloud service hardware product.	XXX
Specifications	A collection of attributes and their values used to describe the features of resources that a cloud service needs. Specifications of resources of the same type have the same attributes but different attribute values.	Common I/O | 10.0 GB
Resource Type	Cloud service resource type.	Cloud storage
Resource Type Code	Resource type code of the cloud service.	hws.resource.type.volume
Region	A separate geographic area that provides public cloud resources.	CN North-Beijing1

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Field	Description	Example Value
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	Unique ID of a yearly/monthly order.	CS19091216532XXXX
Order Type	Type of a yearly/monthly order, including: • New purchase • Renewal • Change • Unsubscription • Price adjustment	Unsubscription
Term	Term of a yearly/monthly product order.	1
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

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Field	Description	Example Value
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
Coupons Used (USD)	Cash coupons deducted for customer's expenditures.	100
Amount after Coupons (USD)	Amount due after cash coupons are deducted. Amount after coupons = Consumption amount – Coupons used	900
Settlement Type	Settlement type of a product, including: • Common product • Promotional product • Hybrid hosting • Stored-value card • No discount • Spot instances • Commercial settlement	Common product
Settlement Discount	Discount that HUAWEI CLOUD sets for partners.	25%

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Field	Description	Example Value
Tax	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 = (Consumption amount – Coupons used) x (1 – Settlement discount) + Tax	675

8.4.3.3 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 Use your partner account to log in to **HUAWEI CLOUD**.

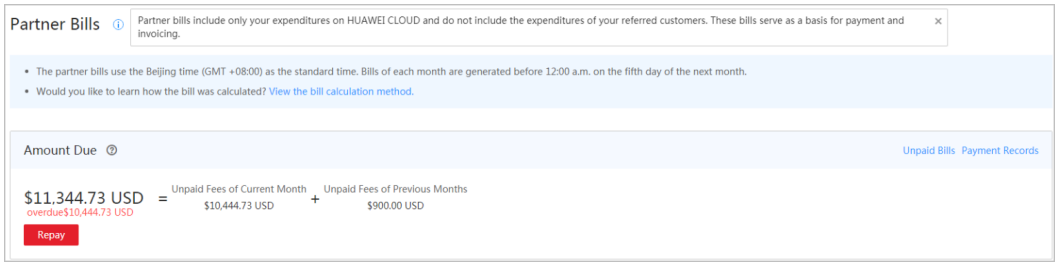
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation pane, choose **Financial Information** > **Partner Bills**.

Step 4 In the **Amount Due** pane, you can query the amount to be paid, including the unpaid fees of current month and those of previous months.

NOTE

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



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

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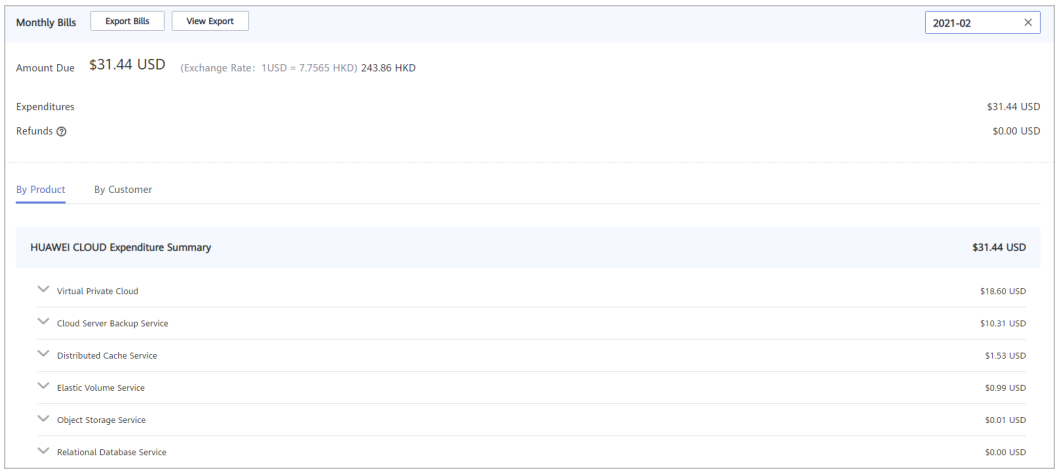


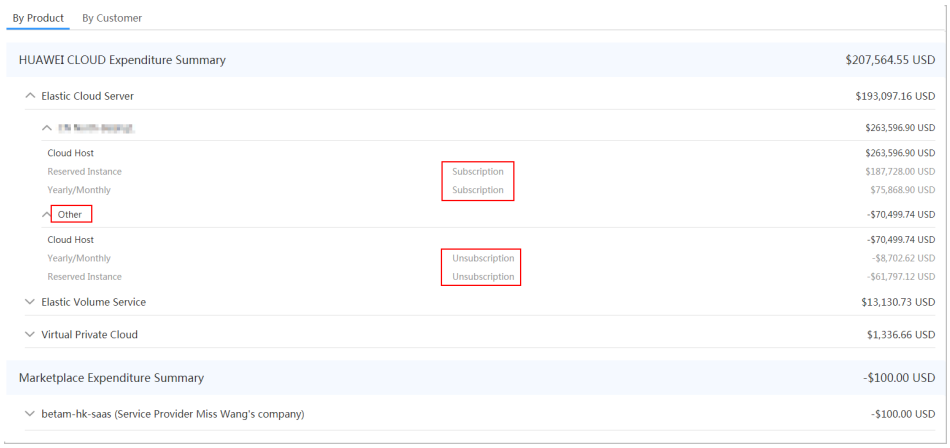
- In the **Amount Due** area, you can query the partner's monthly amount due and the expenditures, refunds, and adjustments.

NOTE

  - Refunds contain the amount returned to you due to order cancellation or specifications changes.
  - If the unsubscribed amount of all customers associated by reseller model is greater than the partner's expenditures, the amount on the bill is negative and the amount due is 0.
  - You can query **Invoice No.** in the **Amount Due** area, click the invoice number and download the invoice.

- You can query the expenditure summary by product or by customer.
  - By product

    On the **By Product** tab, you can query the expenditures in HUAWEI CLOUD and Marketplace of customers associated with the partner by reseller model. The expenditure records can be filtered by region, and refunds and adjustments records are displayed in the **Others** area.



  - By customer

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On the **By Customer** tab, you can query the expenditures in HUAWEI CLOUD and Marketplace of each customer associated with the partner by reseller model.

Click **View More** to query the expenditure details of the customer.

Step 6 Export partner bills and view export history.

- Export bills.

  In the **Monthly Bills** area, click **Export Bills**. A message is displayed, indicating that the export task is created.

- View the export history.

  a. Click **View Export** to go to the **Export History** page.

  b. Click **Download** in the **Operation** column to download and view the exported bills.

----End

8.4.3.4 Querying Bill Details

You can view and export bill details in Partner Center.

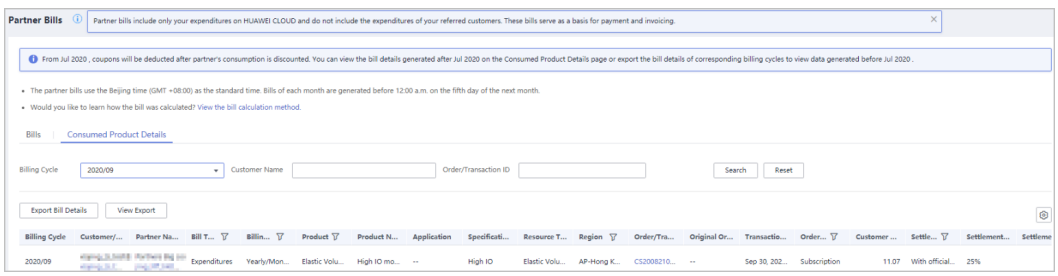
Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **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.

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- View the export history.
  a. Click **View Export**. The **Export History** page is displayed.
  b. Click **Download** in the **Operation** column to download and view the exported bill.

----End

8.4.4 Cash Coupon Management

8.4.4.1 Usage Rules

HUAWEI CLOUD directly issues cash coupons to the partners. These coupons can be deducted for settlement when a bill is generated.

Partners can obtain cash coupons by:

- Requesting basic benefits. For details, see **Requesting Consulting Partner Basic Benefits**.
- Exchanging the incentive earnings for cash coupons. For details, see **Applying to Issue Incentive Earnings**
- Contacting the ecosystem manager to requesting PoC test coupons.

Cash coupon usage rules are as follows:

- Cash coupons will be deducted for transactions in sequence when a bill is generated.
- Cash coupons assigned to a specific customer will be preferentially used.
- Cash coupons will not be refunded if partners unsubscribe from or downgrade their resources.

  NOTE

  Cash coupons are refunded only in the following unsubscription scenarios: resource unsubscription (the order has not taken effect), unsubscription due to order exceptions, and unsubscription from a renewal period (the renewal period has not taken effect).

8.4.4.2 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 In the navigation pane, choose **Financial Information** > **Cash Coupons** to view coupon details.

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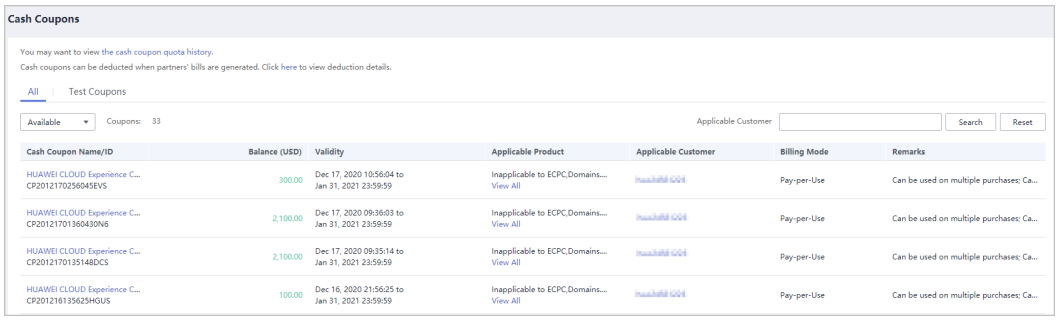


NOTE

- To view the details and usage records of a cash coupon, click the cash coupon name.
- To view historical quota and usage records of cash coupons, click **the cash coupon quota history** at the top of the page.

----End

8.4.4.3 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.

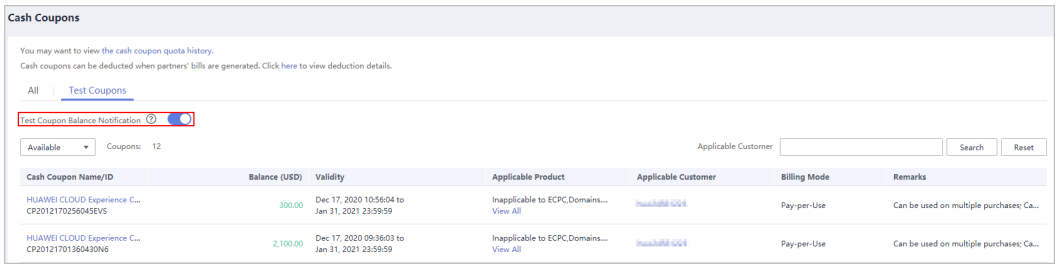
Procedure

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 In the navigation pane, choose **Financial Information** > **Cash Coupons**.

Step 4 On the **Test Coupons** page, enable or disable **Test Coupon Balance Notification** as needed.



----End

8.4.5 Viewing Account Statements

Partners can query and export statements of their top-up accounts.

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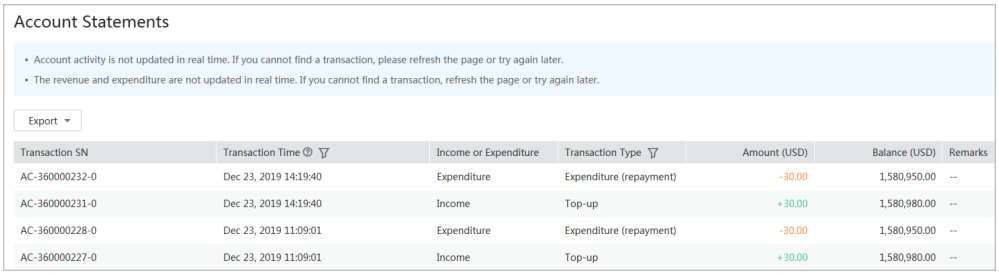
Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Financial Information** > **Account Statements**.

Step 4 The income and expense details page is displayed.



Step 5 Set the transaction time and transaction type to search for desired account statements.

NOTE

- You can search for account statements across months. For account statements of more than 12 months ago, submit a service ticket to obtain them.
- When **Transaction Type** is **Transaction mode change**, the transaction was about allocating balance to a partner subaccount.

Step 6 Export account statements.

- Export the selected records.

  Choose **Export** > **Export Selected**. When the export is complete, the message **Records exported successfully** is displayed.
- View the export history.

  a. Choose **Export** > **Export History** to open the **Export History** page.

  b. Click **Download** in the **Operation** column to download and view the completed account statements.

----End

8.4.6 Incentive Earning Management

8.4.6.1 Performance Amount Description

Performance refers to the consumption (consumption using cash and test coupons issued by HUAWEI CLOUD not included) generated when a solution partner and its associated customers purchase HUAWEI CLOUD products, regardless of new purchase or renewal. Expenditures generated when customers purchase products from the Marketplace are not counted into a partner's performance.

8.4.6.2 Description of Incentive Earnings Distribution Statuses

The following table describes the incentive earning distribution statuses.

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Current Step	Next Step	Current Status	Message	Suggested Operation
Submit an application.	Process the application.	Pending Submission	Please request your incentive earnings or enable the auto pay function.	**Applying to Issue Incentive Earnings**
Process the application.	Review the invoice.	Processing Request	The payment requisition has been submitted to Huawei. Please issue an invoice.	None
Create the invoice.	Review the invoice.	Pending Partner Invoice	Please complete the invoicing and send the invoice back to HUAWEI CLOUD before the time displayed on the system. HUAWEI CLOUD will review the invoice on the second working day after receiving the invoice. After receiving the invoice, the finance department will review the invoices, and the process enters the payment review step.	**Creating Invoices for Incentive Earnings**
Review the invoice.	Review the payment application.	Pending Approval	It takes about two working days from invoice received to invoice reviewing completed.	None
Review the payment application.	Conduct the payment.	Payment Application Pending Approval	It takes about three working days from invoice review approved to payment application approved.	None
		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

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Current Step	Next Step	Current Status	Message	Suggested Operation
Complete	None	Completed	The finance department has transferred the incentive earnings to your bank account.	None
		Completed	The finance department has topped up your HUAWEI CLOUD account.	None
		Completed	- (Cash coupons have been issued.)	None
		Completed	Unexpected errors occurred during the cash coupon issuing.	Contact the customer service.

8.4.6.3 Confirming Incentive Earnings

You need to confirm your HUAWEI CLOUD revenue and your incentive earnings in the system before submitting a payment request.

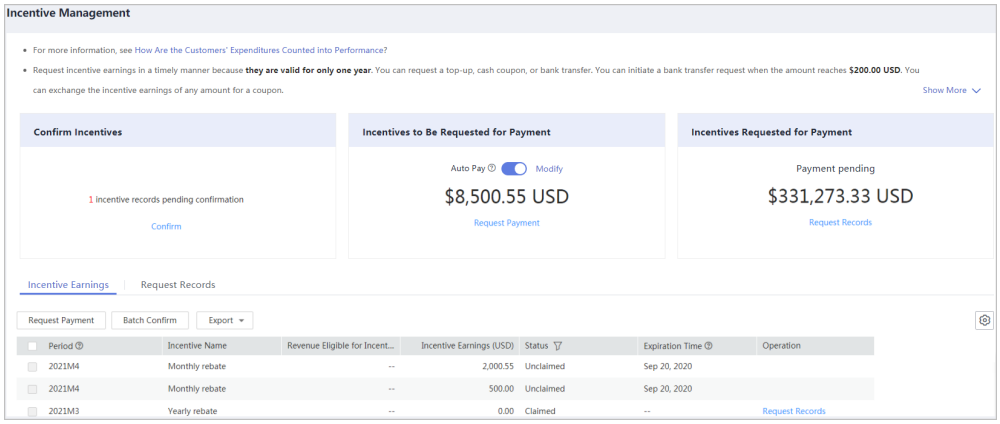
Confirming Incentive Earnings

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Financial Information** > **Incentive Management**.

The **Incentive Management** page is displayed.



Step 4 Click the **Incentive Earnings** tab or click **Confirm** in the **Confirm Incentives** area.

Step 5 Confirm incentive earnings.

- Confirm an incentive earning.

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a. Select an incentive earning and click **Confirm** in the **Operation** column.
   The system displays the **Confirm Incentive** dialog box.
b. Click **OK**.

- Confirm batch incentive earnings.
  a. Click the check boxes before the incentive earnings to be confirmed.
  b. Click **Batch Confirm**.
     The **Confirm Incentives Earnings** dialog box is displayed.
  c. 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

Rejecting Incentive Earnings

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Financial Information** > **Incentive Management**.

The **Incentive Management** page is displayed.

Step 4 Click the **Incentive Earnings** tab.

Step 5 Select an incentive earning to be rejected and click **Reject** in the **Operation** column.

The **Reject** dialog box is displayed.

Step 6 Enter the reason and upload the attachment required for rejecting the incentive earning.

Step 7 Click **OK**.

NOTE

After you reject an incentive earning, it cannot be settled. Exercise caution when performing this operation.

----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.

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Step 3 In the navigation pane, choose **Financial Information** > **Incentive Management**.

The **Incentive Management** page is displayed.

Step 4 Click the **Incentive Earnings** tab.

Step 5 Select an incentive earning and click **View Details** in the **Operation** column.

----End

Exporting an Incentive Earning Record

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Financial Information** > **Incentive Management**.

The **Incentive Management** page is displayed.

Step 4 Click the **Incentive Earnings** tab.

Step 5 Choose **Export** > **Export Incentive Earnings**. Select **Period** and click **OK**. The system will display **Records exported successfully**.

Step 6 View export history.

1. Choose **Export** > **View Export** to enter the **Export History** page.
2. Click **Download** in the **Operation** column to download and view the incentive earning records with **Status** being **Completed**.

----End

8.4.6.4 Applying to Issue Incentive Earnings

Partners can apply to HUAWEI for the incentive earnings. After receiving the incentive earning invoicing notification, partners need to create invoices and send the invoices and billing list to HUAWEI CLOUD. After reviewing and verifying the invoices, HUAWEI CLOUD will issue the incentive earnings to the partners in the way selected by the partners. If a partner chooses to convert the incentive earnings to coupons, no invoice will be required, and the system automatically allocates the coupons to the coupon balance of the partner.

HUAWEI CLOUD provides three incentive earning payment options: **Transfer to bank account**, **Top up HUAWEI CLOUD account**, and **Exchange for a coupon**. Partners can request for payment of all incentive earnings, single or partial payment, or automatic payment.

NOTE

When a partner applies for incentive distribution, all the expenditures in the corresponding billing cycle must be paid. (Referral customers pay the expenditures by themselves, and 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.

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Prerequisites

You have completed business information certification. For details, see **Business Information Certification**.

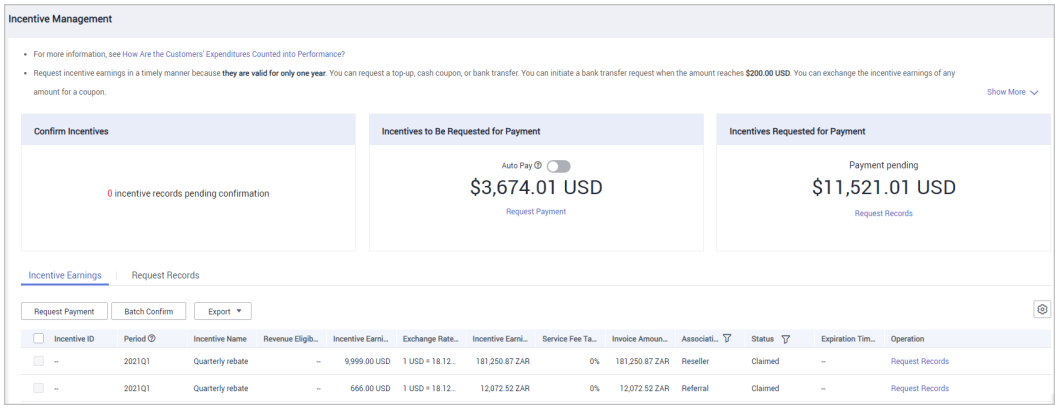
Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Financial Information** > **Incentive Management**.

The **Incentive Management** page is displayed.



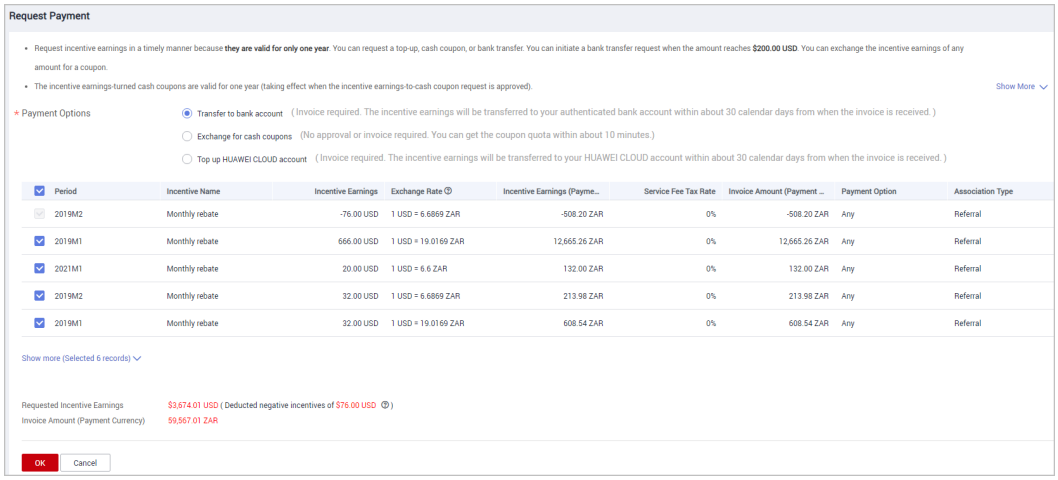
NOTE

The incentive earnings that can be applied for does not include the frozen incentive earnings. You can click **View Freezing Reason** of the target period to query the freezing reason for the incentive earning.

Step 4 You can switch to the **Request Payment** page in either of the following methods:

- In the **Incentives to Be Requested for Payment** are, click **Request Payment**.
- Click the **Incentive Earnings** tab, and click **Request Payment**.

The **Request Payment** page is displayed.



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Step 5 In the **Request Payment** dialog box, configure **Payment Options**, click **OK**.

NOTE

- When you apply for incentive earnings payment, the system selects all the incentive earnings to be applied for by default. If you want to apply for the payment of a single incentive earning or part of the incentive earnings, select the required items.
- When you apply for the payment of a single incentive earning or partial incentive earnings, if you choose to pay them in **Transfer to bank account** or **Top-up HUAWEI CLOUD account** mode, you need to issue an invoice with the same amount as the applied incentive earnings amount after each application.
- Apply for incentive earnings timely because they are valid for only one year.
- If you choose **Transfer to bank account** or **Top-up HUAWEI CLOUD account**, the incentive earning status will change to **Processing Request** after you submit the request, and then change to **Pending Partner Invoice** after the system processing is complete.
- If you select **Exchange for a coupon**, the system will automatically allocate the coupon to your account on the same day that you request for the incentive earnings.
- You can initiate a top-up or bank transfer request when the amount reaches $200 USD.
- If you have a negative incentive earning, this item is selected by default and cannot be deselected. The negative amount will be first deducted before the incentive earnings are paid.
- Expired incentive earnings cannot be paid. Incentive earnings attached to an application rejected while pending submission are no longer subject to expiry.
- If you select monthly rebate, you can select **Transfer to bank account**, **Top-up HUAWEI CLOUD account**, or **Exchange for a coupon** for paying your incentive earnings; if you select quarterly rebate, you can select **Top-up HUAWEI CLOUD account** or **Exchange for a coupon** for paying your incentive earnings.

Step 6 In the displayed dialog box, click **Submit**.

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

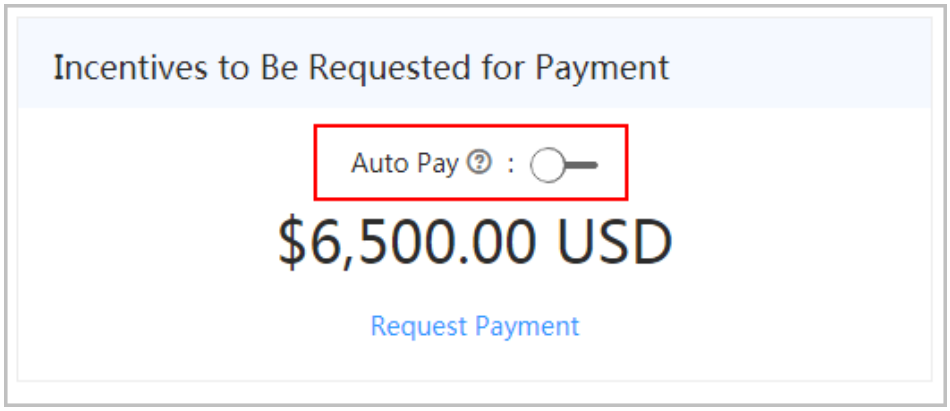
Step 7 (Optional) Enable automatic payment.

NOTE

After you enable this function, the system will automatically pay the incentive earnings to your account on the fifth day after the incentive earnings records were generated.

In addition, if you select **Transfer to bank account** and the incentive earnings are less than $200 USD, you can wait until the total earnings reach the amount before submitting a request.

1. On the **Incentive Management** page, click after **Auto Pay** in the **Incentives to Be Requested for Payment** area.



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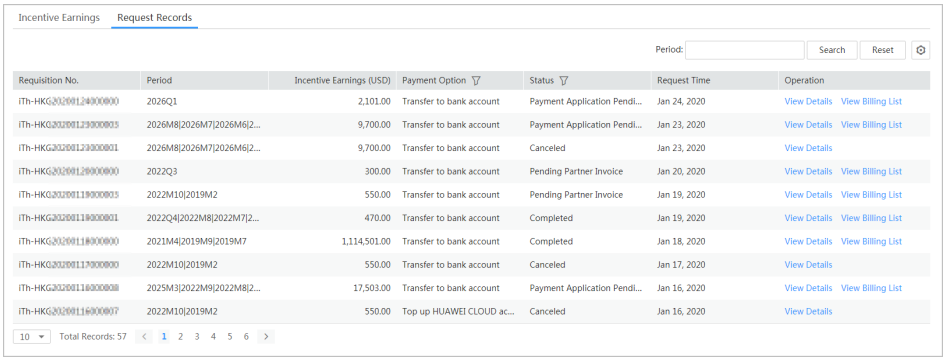
2. In the **Modify Auto Pay Options** dialog box, configure the incentive earnings payment options.
3. Click **OK**.

Step 8 (Optional) View the request history.

You can query **Period** and **Requisition No.** of the incentive earnings requests.

1. On the **Incentive Management** page, click the **Request Records** tab to view the request history.



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 request rejection cause.

If your request was rejected, you can click the **Incentive Earnings** tab and click **View Causes of Rejection** in the **Operation** column. In the displayed dialog box, view the rejection cause details.

Step 10 (Optional) View the freezing reason for incentive earnings.

If the incentive earnings of a billing cycle are frozen, click the **Incentive Earnings** tab and click **View Freezing Reason** in the **Operation** column to view the details.

----End

8.4.6.5 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.

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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.:
Account No. :
Bank Name:

Invoice No. :
Invoice Date: 2017/10/16
Invoice Currency : USD

Registered address:

To:
Huawei

Payment Requisition Form No. : iTh-201710164e6

Service Item	Settlement Period	Total Revenue	Payment
	2017-04	25.84	25.84
		Subtotal	25.84
		VAT	-
		INVOICE AMOUNT	25.84

VAT No. : 514486505

Remark:

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 and choose **Financial Information** > **Incentive Management > Request Records**. Click **View Billing List** in the **Operation** column of the target incentive earning to switch to the **View Billing List** page.

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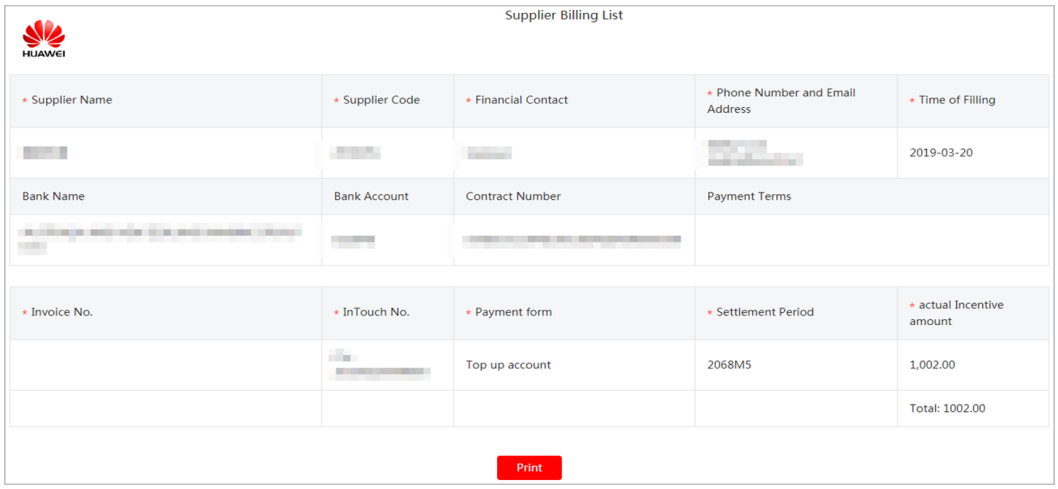
Supplier Billing List

HUAWEI

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

Print

Step 3 Partners can view the mail address in the billing notification email or on the **View Billing List** page, and send the invoices and billing list to HUAWEI CLOUD.

NOTE

After HUAWEI CLOUD reviews and verifies the invoices, it will issue the incentive earnings to you in your selected way.

----End

8.4.7 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 created invoices.

In addition, you can add or modify your invoice information. Then, the system will create the invoices based on your configured information.

If the invoice issued by HUAWEI CLOUD for the partner contains withholding tax (WHT), the partner needs to upload WHT certificates to HUAWEI CLOUD.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Financial Information** > **Invoices**.

View the invoices created by HUAWEI CLOUD.

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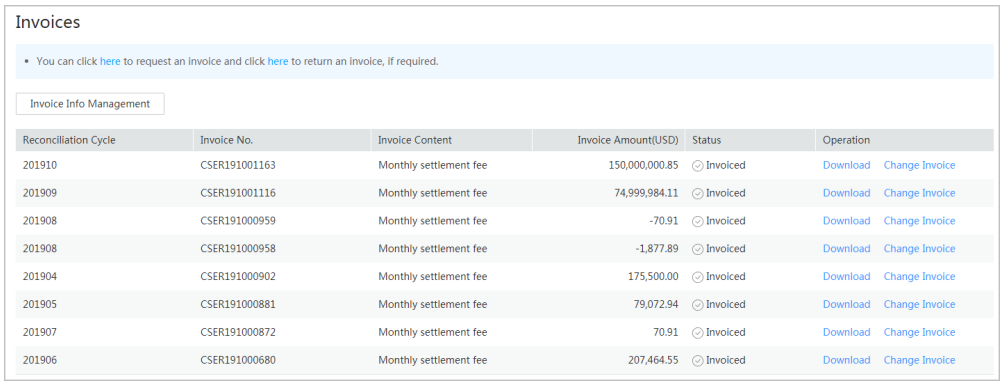

NOTE

- If you find that not all invoices are created, click **here** in the note, and enter the invoice creation information and upload the expenditure bill on the **Create Service Ticket** page to create an invoice creation service ticket.
- If you need to return an invoice, click **here** in the note, enter the invoice returning information and upload a picture or scanning copy of the original invoice on the **Create Service Ticket** 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 **Financial Information** > **Partner Bills**, click **Invoice No** in the **Monthly Bills** area, and then download the invoices.

----End

Change Invoices

You can use the invoice change function to generate new invoice information.

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Financial Information** > **Invoices**.

Step 4 Locate the period for which the invoice information needs to be changed and click **Change Invoice** in the **Operation** column.

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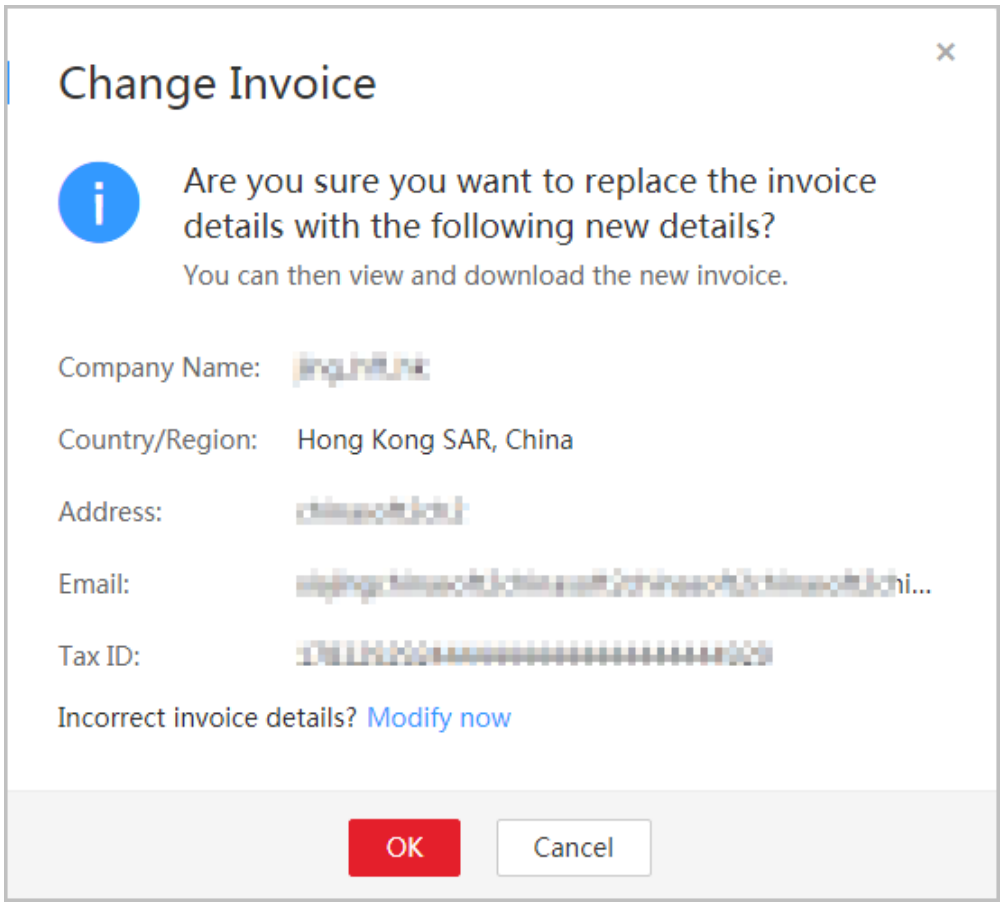

Step 5 Click **OK** to replace the current invoice details with the new details.

After the invoice is changed, you can view or download the new invoice.

NOTE

If the invoice information is incorrect, you can click **Modify now** and modify the address, email, and tax ID on the Invoice **Details** page.

----End

Invoice Info Management

You can add or modify the invoice information on the **Invoice Info Management** page.

- Click **Invoice Info Management**. On the **Invoice Info Management** page, configure **Address** and **Email**, and click **Add** to save the added information.
- To modify your invoice information, click **Invoice Info Management**. On the **Invoice Info Management** page, modify **Address** and **Email**, and click **Modify** to save the modified information.

NOTE

The system automatically obtains the tax ID that you have entered during your registration. You cannot modify the tax ID here.

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WHT Receipt Management

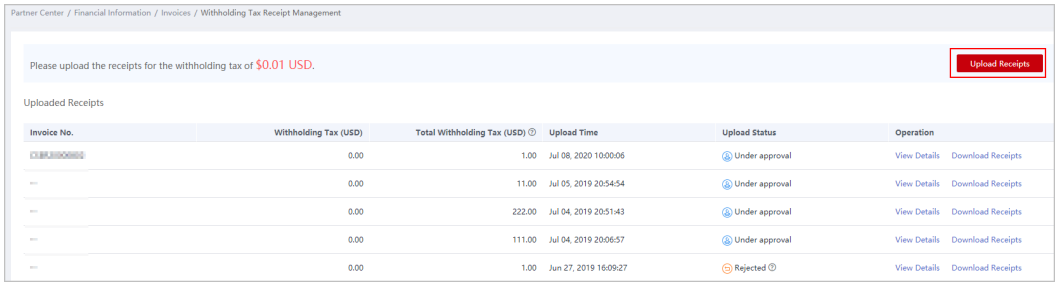
If the invoice issued by HUAWEI CLOUD for the partner contains WHT, the partner needs to upload WHT certificates to HUAWEI CLOUD.

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.

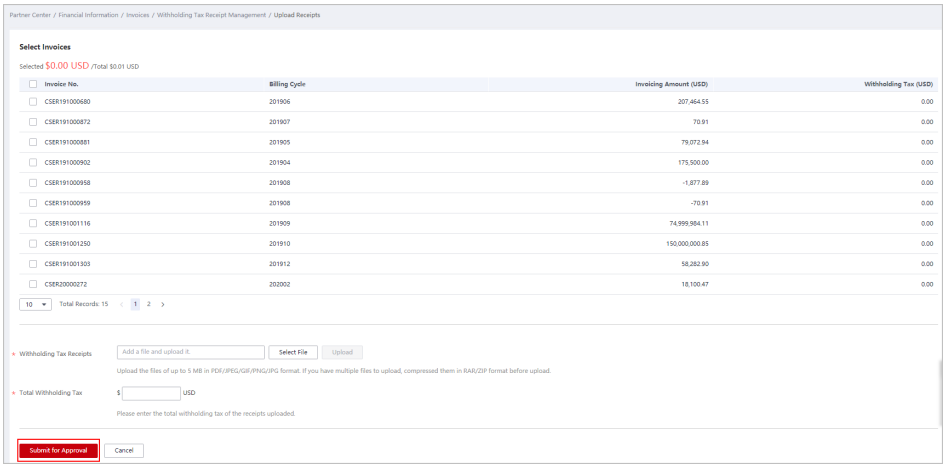
Step 3 In the navigation pane, choose **Financial Information** > **Invoices**. Click **Withholding Tax Receipt Management**.

Step 4 On the **Withholding Tax Receipt Management** page, click **Upload Receipts**.



Step 5 On the **Upload Receipts** page, configure the following parameters and click **Submit for Approval**.

- **Select Invoices**: Select the invoices that already have the withholding tax paid.
- **Withholding Tax Receipts**: Upload the tax payment certificate.
- **Total Withholding Tax**: Set the total amount of the uploaded receipts.



----End

8.5 Operation Statistics

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8.5.1 Viewing Customer Statistics

Partners can view their customer statistics, including the number of customers, newly associated customers, customer analysis, disassociated customers, and revenue contributions.

NOTE

Huawei Cloud Partner Service Provider only displays the statistics of its own customers, excluding the customers associated with its resellers.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

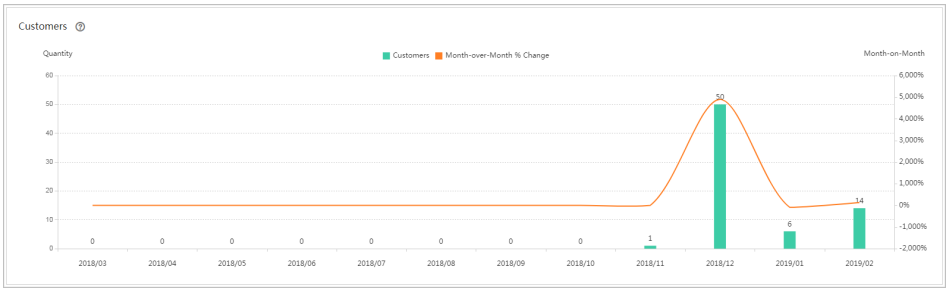
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation pane, choose **Operations Statistics** > **Customer Statistics**.

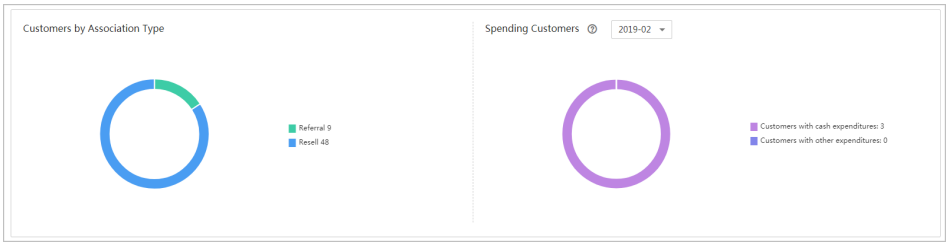
- Click the **Overview** tab.
  - In the customers area, you can check the **Total Customers**, **Total Associations**, and **Spending Customers This Month**.

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

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



    In the **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 **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.

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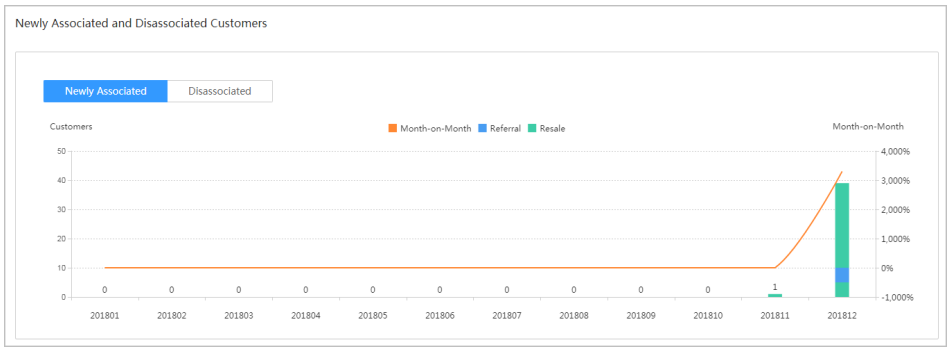
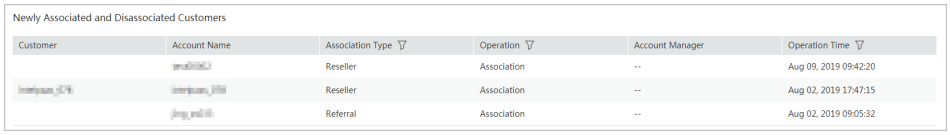
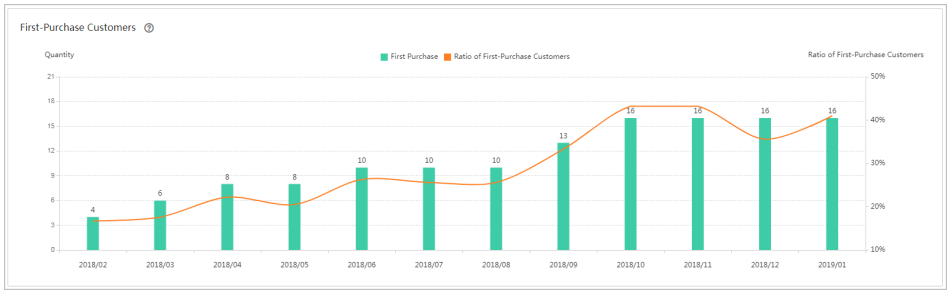


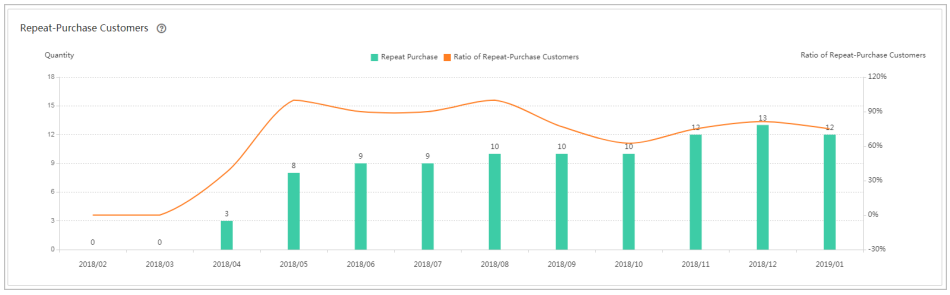
  - In the **Newly Associated and Disassociated Customers** area, set **Association Type**, **Operation**, and **Operation Time** as the search criteria and view the desired records.



- On the **First-Purchase and Repeat Customers** tab, check the whole-year trend of the first-purchase customers and the repeated-purchase customers.
  - Trend of first-purchase customers



  - Trend of repeated-purchase customers



----End

8.5.2 Viewing Expenditure Statistics

Partners can view the customer expenditures of the current year, top 10 customers' expenditures, and expenditure analysis.

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

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customer's expenditures generated since August 1 will belong to the account manager.

For details about the expenditure statistics rules, click **here**.

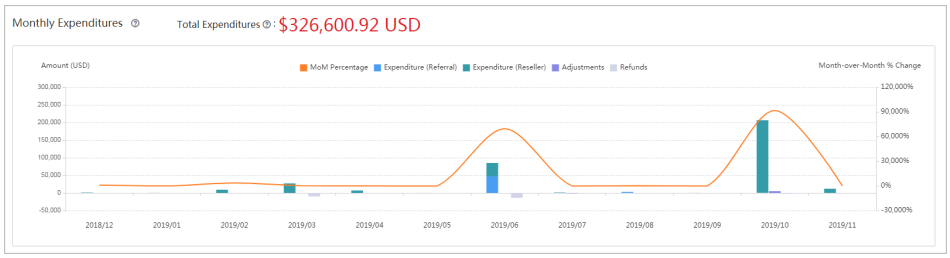
Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

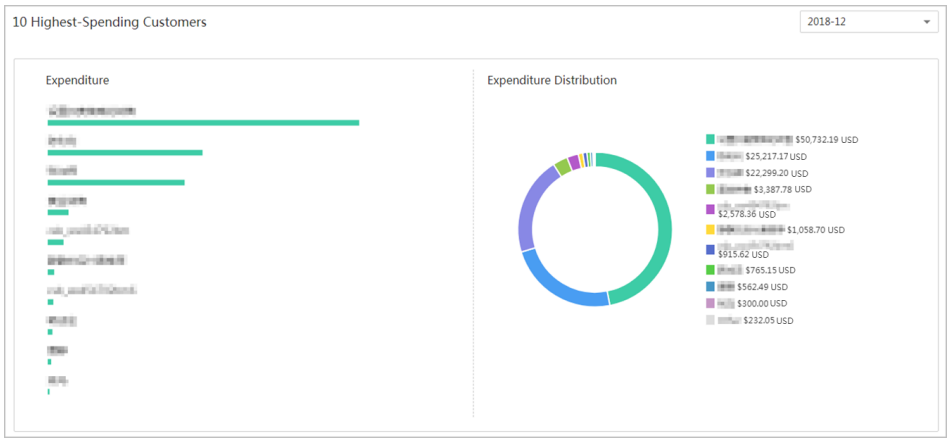
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation tree, choose **Operations Statistics** > **Spend Statistics**.

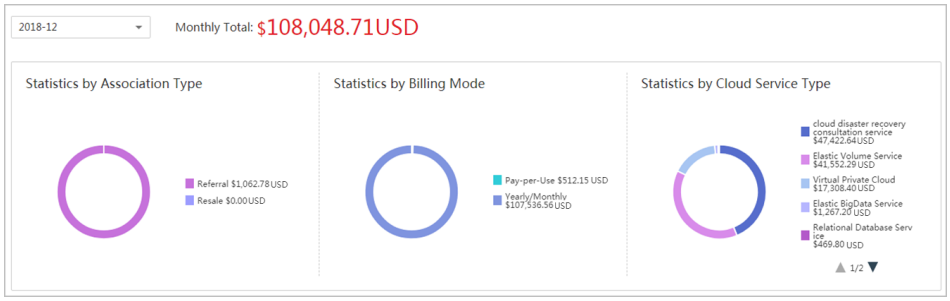
- Click the **Overview** tab and click **Select Account Manager or Director** to view the sorted out expenditure statistics.
  - Under **Monthly Expenditure**, view the whole-year expenditure and the expenditure trend.



  - Under **10 Highest-Spending Customers**, view the top 10 customers' expenditures and expenditure distribution.



  - Select a month and view the total expenditure and the expenditure statistics by association type, billing mode, and cloud service type.



- On the **Expenditure Analysis** tab, click **Select Account Manager or Director** to view the sorted out expenditure analysis graph.

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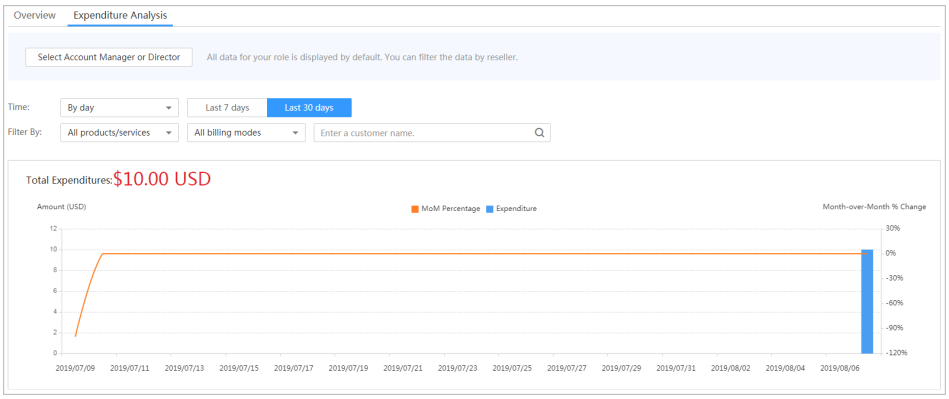

- Select a period of time and view the total expenditure and trend of last 7 days, last 30 days, last 3 months, last 6 months, and last year.
- Select a cloud service or a billing mode (pay-per-use ,reserved instance-upfront payment, reserved instance-hourly billing, and yearly/monthly) and view the total expenditure and trend.
- Enter a customer name to query the total expenditure and trend.

----End

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9 Huawei Cloud Partner Service Provider

9.1 Overview

Huawei Cloud Partner Service Provider is a partner who is authorized by Huawei to undertake HUAWEI CLOUD sales tasks in a region, to develop resellers in the region, and to manage the developed resellers and provide them with training, technical support, service support, and brand promotion.

Becoming a Huawei Cloud Partner Service Provider

To become a Huawei Cloud Partner Service Provider, contact the local ecosystem manager to submit an application.

NOTE

Before applying to join the Huawei Cloud Partner Service Provider Program, you must be a consulting partner and have joined the HCPN Solution Partner Program. For details, see **Applying to Become a Consulting Partner** and **Applying to Join the HCPN Solution Partner Program**.

Logging In to the Partner Center

Managing Basic Information

Managing Organization Information

Inviting and Managing Resellers

A Huawei Cloud Partner Service Provider can invite and manage its resellers in the Partner Center.

Inviting a Reseller

Accepting the Huawei Cloud Partner Service Provider Cooperation Invitation

Assisting Resellers in Transactions with Customers

The Huawei Cloud Partner Service Provider can assist resellers in transactions with customers.

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NOTE

After a customer associates with a reseller, the customer account is frozen by default. The customer cannot purchase products or services until the Huawei Cloud Partner Service Provider unfreezes the account and sets a budget for the customer.

Querying Customers

Setting Monthly Budgets for Customers

Freezing a Customer Account

Placing Orders on Customers' Behalf

Performing Resource O&M on Customers' Behalf

Viewing a Customer's Orders

Viewing Expenditure Summary

Viewing Expenditure Details

Managing Bills

The Huawei Cloud Partner Service Provider can view and export bills and view invoices in the Partner Center.

NOTE

- The Huawei Cloud Partner Service Provider is responsible for paying the bills of the resellers' customers.
- HUAWEI CLOUD does not participate in the settlement of the resellers. The settlement rules between resellers and Huawei Cloud Partner Service Provider are defined by themselves.

Viewing Partner Bills

Repayment

Invoice Management

Managing Revenues and Incentive Earnings

The Huawei Cloud Partner Service Provider can view the revenues and apply for incentive earnings in the Partner Center.

NOTE

HUAWEI CLOUD does not provide revenues or incentive earnings for resellers of the Huawei Cloud Partner Service Provider. Customer expenditures of the resellers are counted into the revenue of Huawei Cloud Partner Service Provider.

Business Information Certification

Applying to Issue Incentive Earnings

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10 Resellers of Huawei Cloud Partner Service Provider

10.1 Transaction Model

10.1.1 Overview

A reseller is a partner developed, supported, and managed by Huawei Cloud Partner Service Provider. It has the HUAWEI CLOUD pre-sales consulting, sales, and service capabilities.

Resellers can develop customers in reseller model.

Reseller model: Customers associated with a reseller by this model perform transactions with the reseller, and HUAWEI CLOUD makes settlement with the Huawei Cloud Partner Service Provider. HUAWEI CLOUD issues invoices to and collects payments from the Huawei Cloud Partner Service Provider.

HUAWEI CLOUD does not participate in the settlement of the resellers. The settlement rules between resellers and Huawei Cloud Partner Service Provider are defined by the two parties.

The following describes the reseller model of resellers.

10.1.2 Reseller Mode

Developing Customers

If a reseller associates with customers by reseller mode, the reseller can provide HUAWEI CLOUD products and services for the customers. For details about how to develop customers, see **Customer Development**.

Controlling the Budget

Resellers of Huawei Cloud Partner Service Provider can set a monthly budget for their reseller customers. In this way, resellers can manage customer's monthly expenditures to reasonably set a budget.

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The budget is calculated based on the prices listed on the official HUAWEI CLOUD website. The budget will restore in the next month. Resellers can view their customers' monthly budget usage in the customer details page.

If the expenditure of a customer exceeds a certain percentage of its monthly budget, the reseller will receive an alert notification. The reseller can contact the Huawei Cloud Partner Service Provider to 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, resellers need to freeze customer's account.

NOTE

After a customer associates with a reseller by reseller mode, the customer account is frozen by default. The customer cannot purchase products or services until the Huawei Cloud Partner Service Provider unfreezes the customer account and sets a monthly budget for the customer.

Purchasing HUAWEI CLOUD Products

The expenditure and related statistics displayed on the Billing Center page for a solution partner's customer are calculated based on the prices listed on the official HUAWEI CLOUD website. These statistics are used as a reference for cloud service resource usage. The actual amount to be paid does not equal to the provided amount. The actual expenditure amount of a customer is negotiated by the reseller and the customer.

Querying Customer Expenditures

After customers purchase HUAWEI CLOUD products and services, their resellers can query the customers' expenditures in the Partner Center.

For details about how to query the customer's expenditures, see **Viewing a Customer's Orders**, **Viewing Expenditure Summary**, and **Viewing Expenditure Details**.

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.

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10.2 Accepting the Huawei Cloud Partner Service Provider Cooperation Invitation

After receiving the invitation email from the Huawei Cloud Partner Service Provider, the reseller can click the invitation link to access the association page and perform the association operation as prompted. The reseller will become a reseller of the Huawei Cloud Partner Service Provider only after the application is approved.

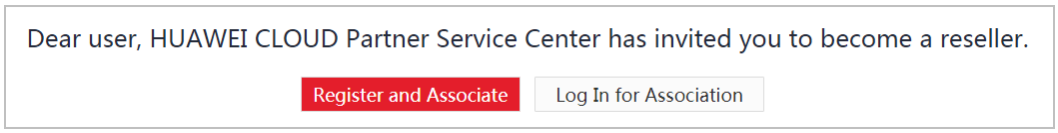
Precautions

The reseller and its associated Huawei Cloud Partner Service Provider must be in the same service country.

Procedure

Step 1 Click the invitation link sent by the Huawei Cloud Partner Service Provider.

The **Dear user, HUAWEI CLOUD Partner Service Center has invited you to become a reseller.** page is displayed.

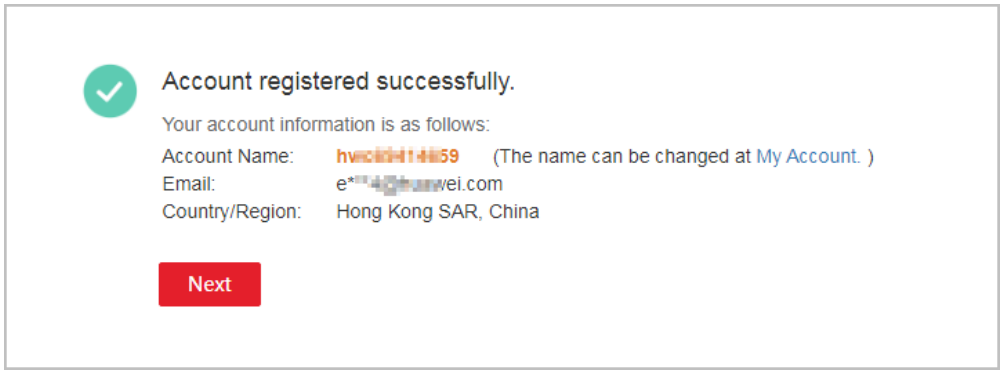


NOTE

If you already have a HUAWEI CLOUD account, click **Log In for Association** to log in to the Partner Center. Switch to the **Fill in the Business Information** page and go to **Step 5**.

Step 2 Click **Register and Associate** to switch to the **HUAWEI CLOUD Account Registration** page.

Step 3 Set the country/region, email address, verification code, and password, select **I have read and agree to the Privacy Statement and HUAWEI CLOUD Customer Agreement**, and click **Register**.



Step 4 Click **Next**.

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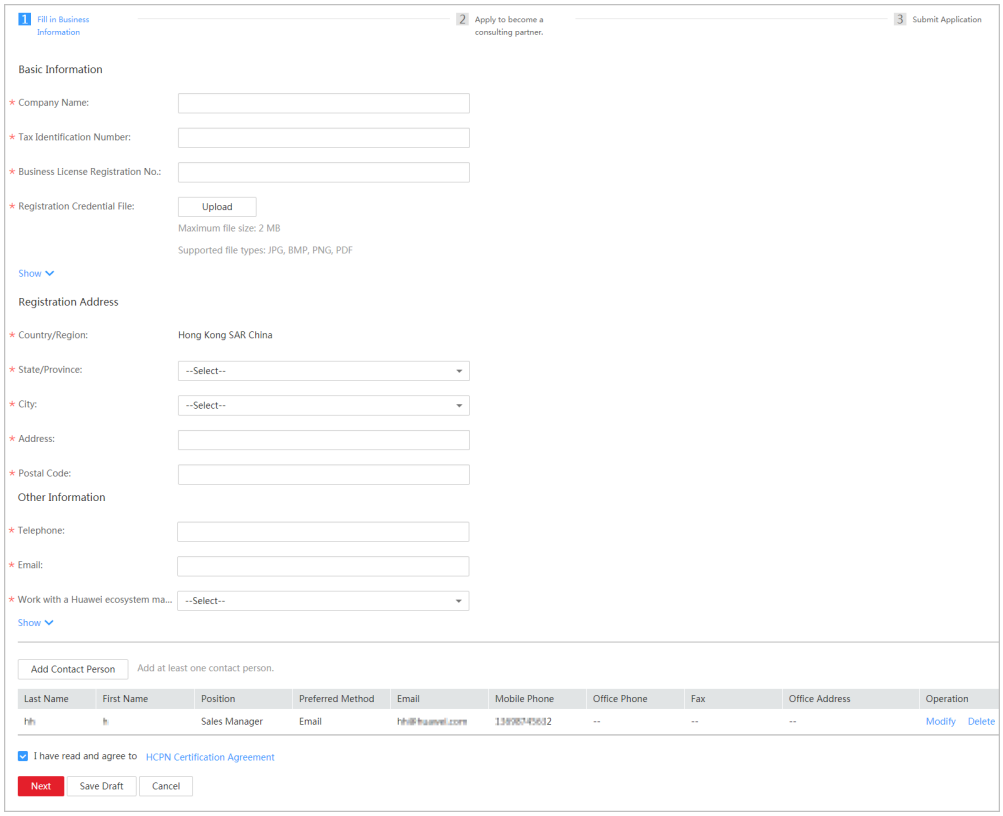
Step 5 On the **Fill in the Business Information** page, specify **Basic Information**, **Registration Address**, and **Other Information**, add a contact, and select **I have read and agree to HCPN Certification Agreement**. Click **Next**.



NOTE

If you already have contacted a HUAWEI CLOUD ecosystem manager from the headquarter, select **Yes, I am working with an ecosystem manager from the Huawei headquarters.** for **Working with HUAWEI ecosystem manager** in the **Details** pane. Otherwise, select **No, I did not contact any ecosystem manager from Huawei.** or **Yes, I have contacted an ecosystem manager from the Huawei local representative office.** based on the actual condition. If you select an incorrect option, the application may be rejected.

Step 6 Fill in your business goals and click **Next**.

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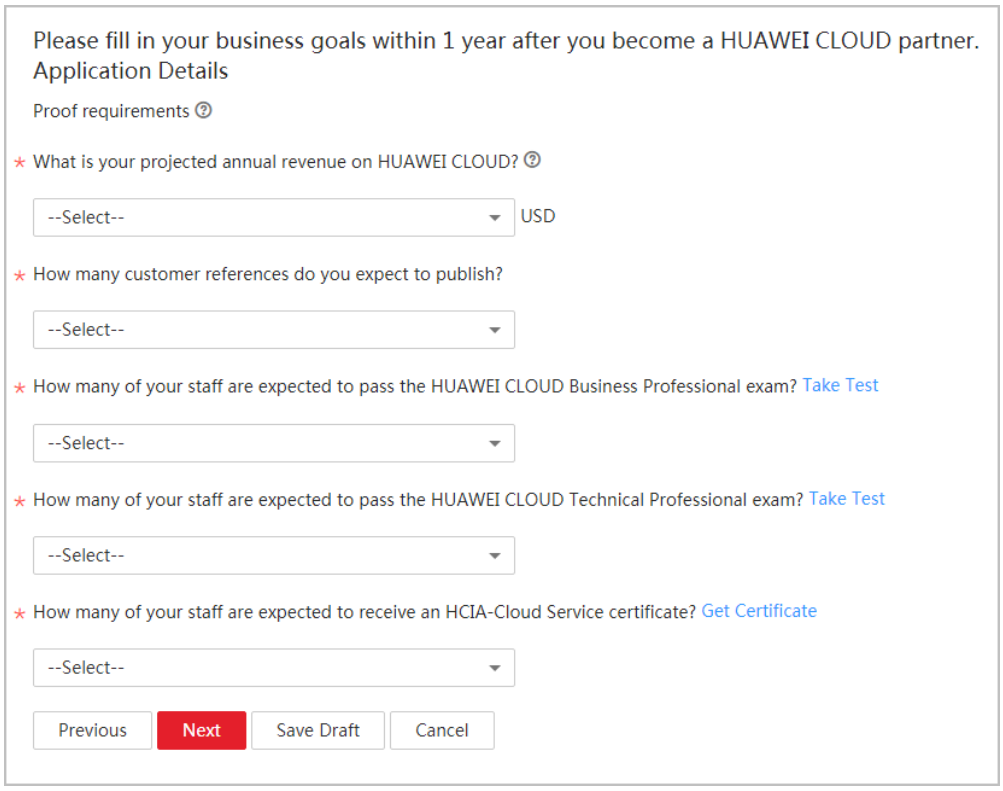

Step 7 Click **Next**. Message "You will become an HCPN consulting partner and associate with Partner Service Provider (XXX) as its reseller." will be displayed.

Step 8 Click **Submit**.

----End

10.3 Account Management

10.3.1 Changing Your Password

Change your password periodically to ensure account security.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Account Management** > **Basic Information** and click **Account Information**.

Step 4 On the **Account Information** page, click **Modify** next to **Password**.

Step 5 On the **Change Password** page, enter the Email Verification Code to verify your identity. Enter the old password and the new password, and then confirm the new password.

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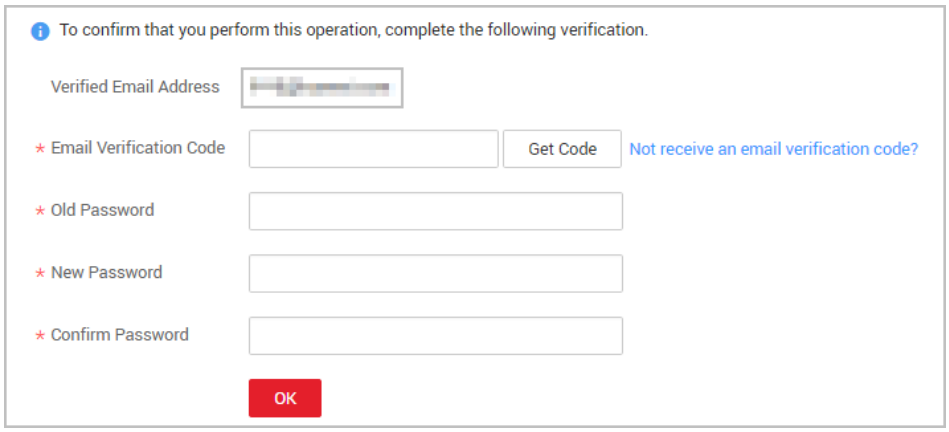

NOTE

To ensure your account security, change your password periodically. A password with a stronger complexity is securer.

Step 6 Click **OK**.

A message is displayed indicating that the password has been changed successfully and you need to log in with the new password.

----End

10.3.2 Managing Basic Information

On the **Basic Information** page, partners can modify the account information and set preferences.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Account Management** > **Basic Information**.

Step 4 Manage the account information.

- Modifying the partner information
  - Changing the company logo

    Click **Change Logo**. Then, click **Upload** and upload a new logo.
  - Modifying the partner information

    On the **Partner Information** tab, click **Modify Partner Info**. On the **Modify Information** page, modify the basic information, registration address, and contact information. Click **OK** to make the modifications take effect.
- Modifying the account information

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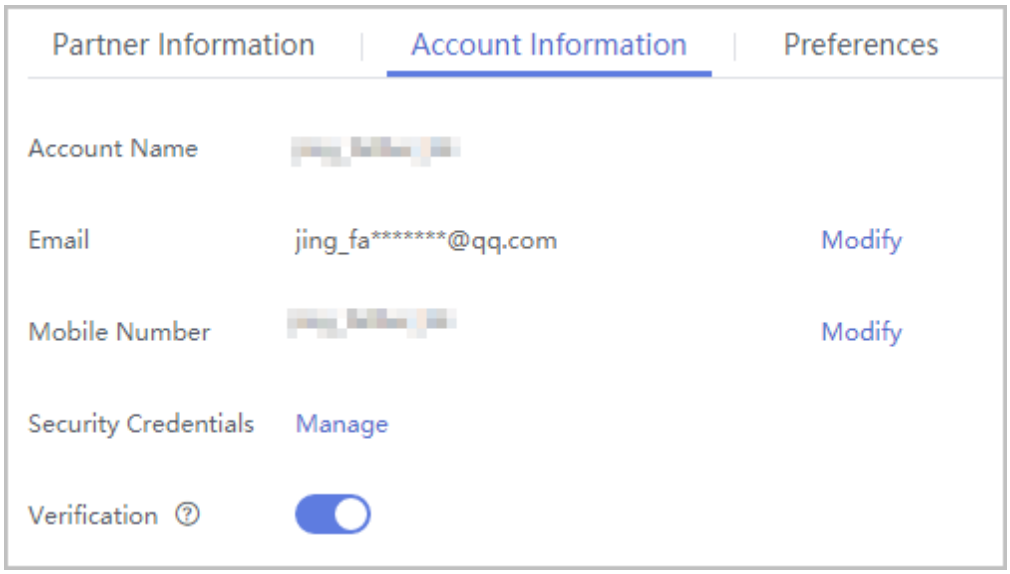

NOTE

- 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**. The verification code function is available to solution partners only.
- You can enable or disable the verification code option as needed.

- Modifying the email address

  On the **Account Information** tab, 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

  Partners can choose **Basic Information** > **Preferences** to set the email or SMS message language, time zone, and payment currency.

  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.

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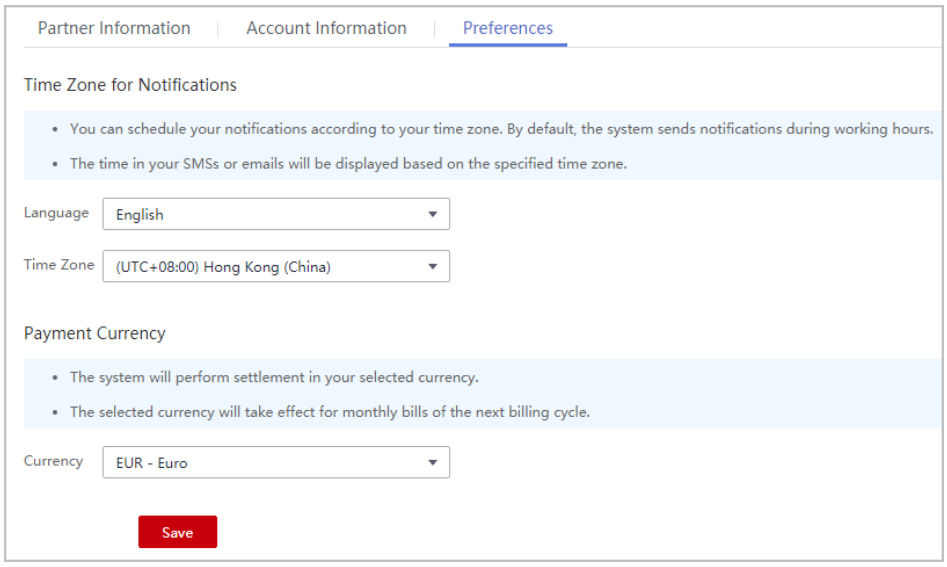

----End

10.3.3 Managing Organization Information

10.3.3.1 Organization Members, Roles, and Permissions

A partner can create accounts for organization members and assign different roles to organization members.

NOTE

Partners must create users and assign them different roles on the **Account Management** > **Organization Management** page so that organization members can manage partner accounts by permission. Do not use IAM to create or delete users, or there will be conflicts between the IAM and Partner Center.

Precautions

The function of managing the organization information is available only to partners who have joined the solution partner program.

Relationship Between 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.

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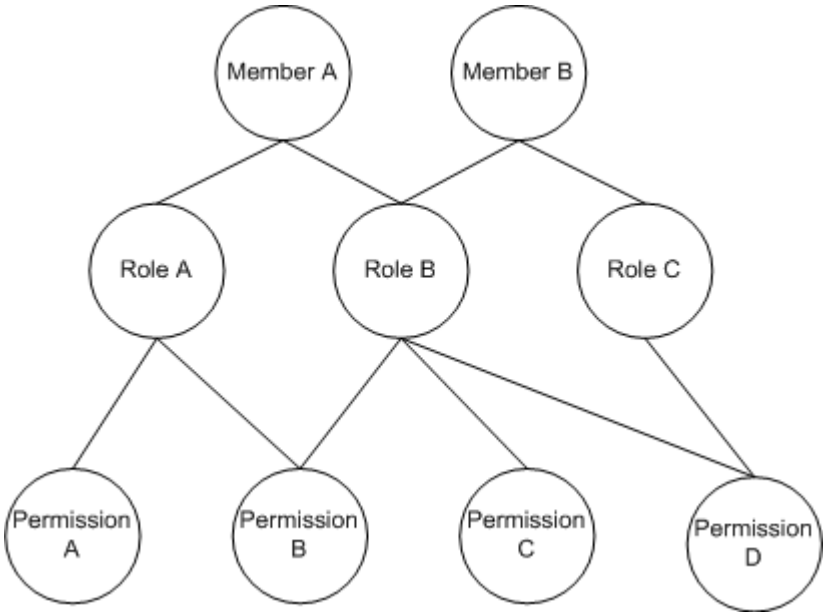


For example:

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.

10.3.3.2 Adding a Role

A partner must assign a role to an organization member created. The organization member can have the default role or a custom role.

NOTE

A partner can create 10 custom roles by default.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

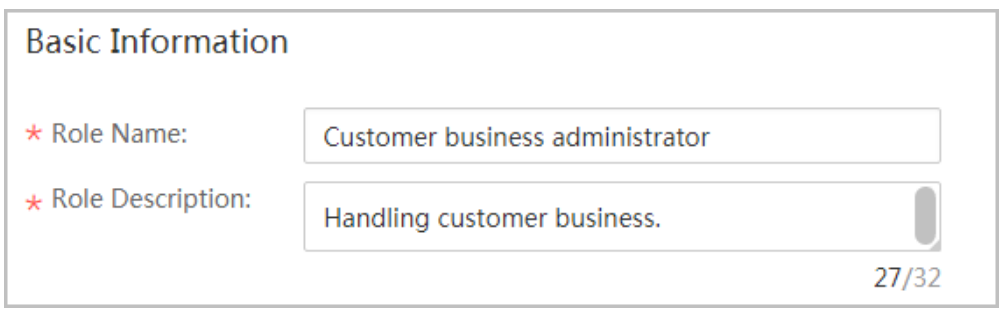
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation tree, choose **Account Management** > **Organization Management**.

Step 4 Click the **Roles** tab.

Step 5 Click **Create Custom Role**.

Step 6 Set the basic information about the new role.



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Step 7 Select permissions for the new role.

Step 8 Click **OK**.

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

----End

Other Operations

- Viewing Members of a Role

  In the role list, click a number. In the **Users with This Role** dialog box that is displayed, you can see all the members that have this role.

- Viewing Details About a Role

  From 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

  From 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 a role has 0 members, you can click **Delete** for the role in the **Operation** column. Then click **OK** to delete the role.

10.3.3.3 Adding a Member

A partner can create an organization member and assign a role to the new member. After a role is assigned to a member, the member has permissions owned by the role.

After creating a member, the partner needs to notify the member of the member's username and password (for example, by email).

Procedure

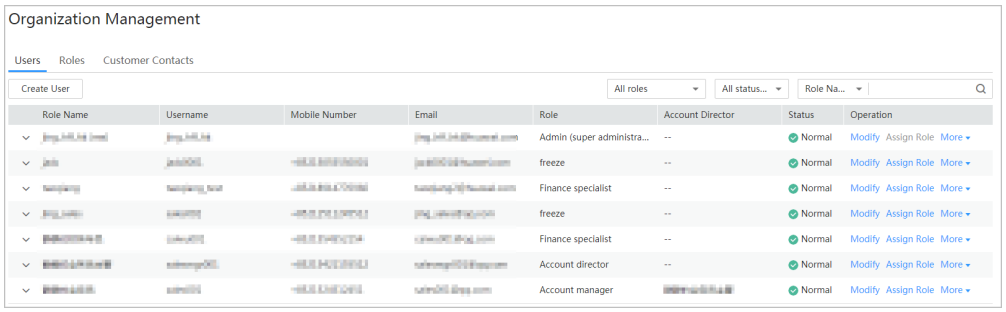
Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Account Management** > **Organization Management**.

Step 4 On the **Users** tab page, click **Create User**.

The **Create User** page is displayed.



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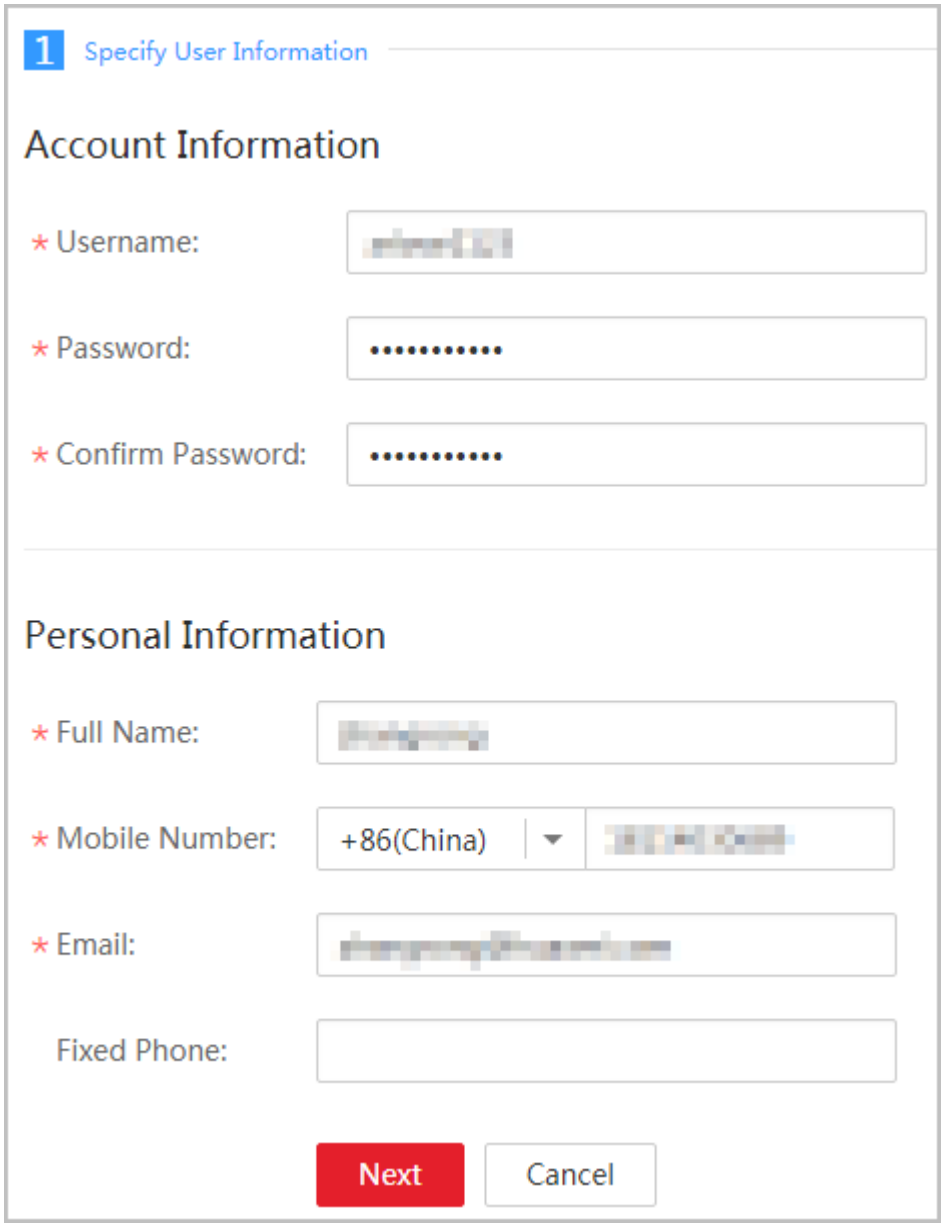
Step 5 Set the member parameters and click **Next**.



NOTE

The username cannot be changed once it is confirmed.

Step 6 Assign roles to the new member.

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

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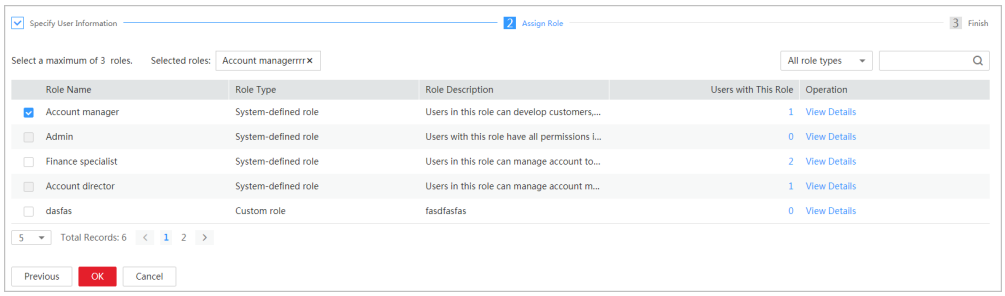


A message is displayed indicating that the operation is successful.

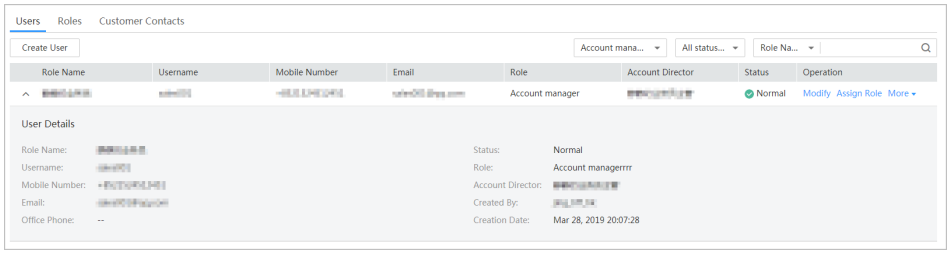
NOTE

- Roles (maximum 3 roles) must be assigned to an organization member.
- The **admin** role and other roles cannot be both assigned to an organization member.
- The account manager role and account director role cannot be both assigned to an organization member.
- After the account director role is removed from an organization member, their account managers are no longer managed by the organization member. You need to assign a new account director to these account managers.

----End

Other Operations

- Viewing details about an organization member
  a. On the **Members** tab page, select search criteria to search for the target organization members.
  b. Click ⌄ under an organization member, you can see details about the organization member.



- Modify an organization member

  Click **Modify** in the **Operation** column. On the **Modify** page, you can modify the name, mobile number, email address, fixed phone number, and status. After the modification is complete, click **OK** to confirm it.

- Reassigning a Role to an Organization Member

  Click **Assign Role** in the **Operation** column. On the **Assign Role** page that is displayed, you can reassign a different role to the organization member.

- Specifying an Account Director to an Account Manager

  If an organization member is an account director, choose **More** > **Assign Account Manager** in the **Operation** column. In the displayed **Assign Account Manager** dialog box, select an account manager and click **OK**.

- Specifying an Account Director to an Account Manager

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If an organization member is an account manager, choose **More** > **Assign Account Director** in the **Operation** column. In the displayed **Assign Account Director** dialog box, select an account director and click **OK**.

- Changing the Password of an Organization Member

  Choose **More** > **Change Password** in the **Operation** column. On the **Change Password** page, enter the new password.

- Deleting an organization member

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

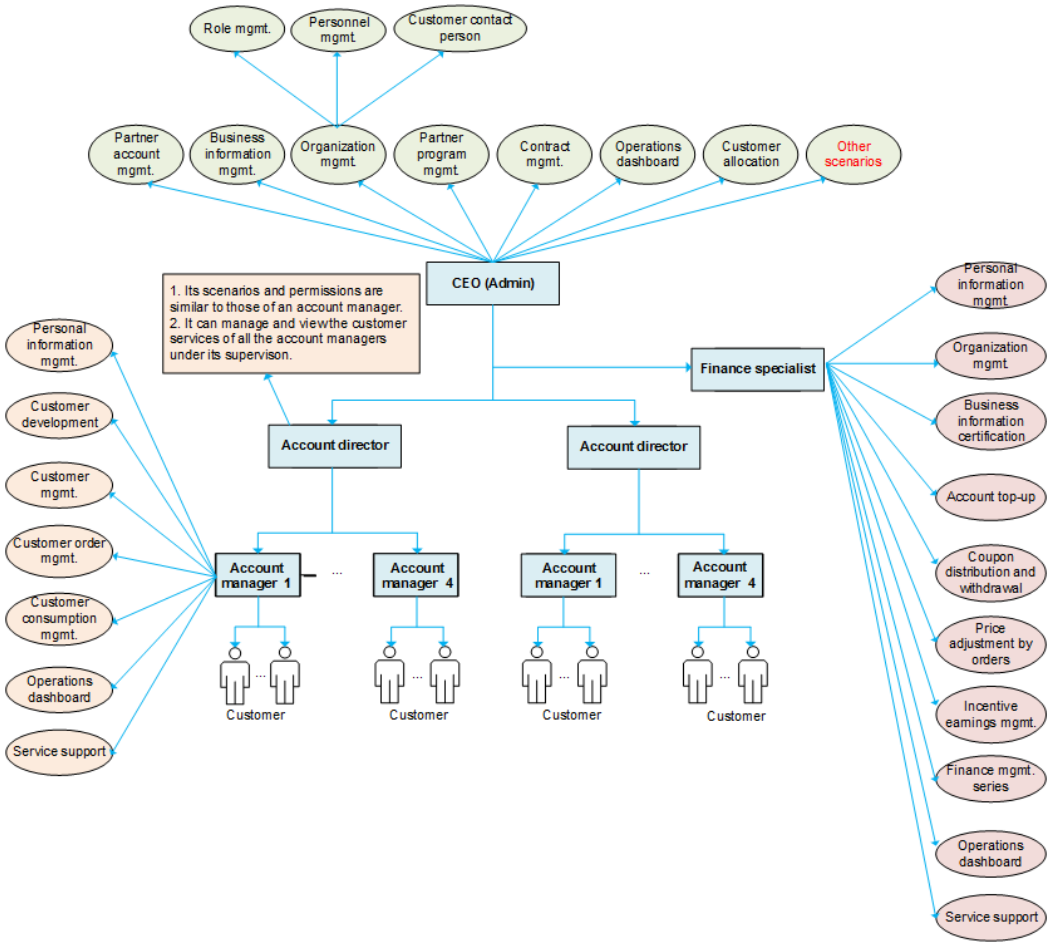
  NOTE

  After an account manager is deleted, the customers originally managed by the account manager no longer have an associated account manager.

10.3.3.4 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 financial executive, account directors, and account managers are the organization members of company A and have their respective accounts with according permissions.



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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 **Adding a Member**.
- 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 **Adding a Role**, and then create accounts and configure the roles and permissions for the organization members of company A by following instructions provided in **Adding a Member**.

10.3.3.5 An Organization Member Logging In to the Partner Center

Organization members need to log in to the Partner Center from the **IAM User Login** page.

Procedure

Step 1 Go to the homepage of the **HUAWEI CLOUD official website**.

Step 2 Click **Log In**.

Step 3 Click **IAM User Login**.

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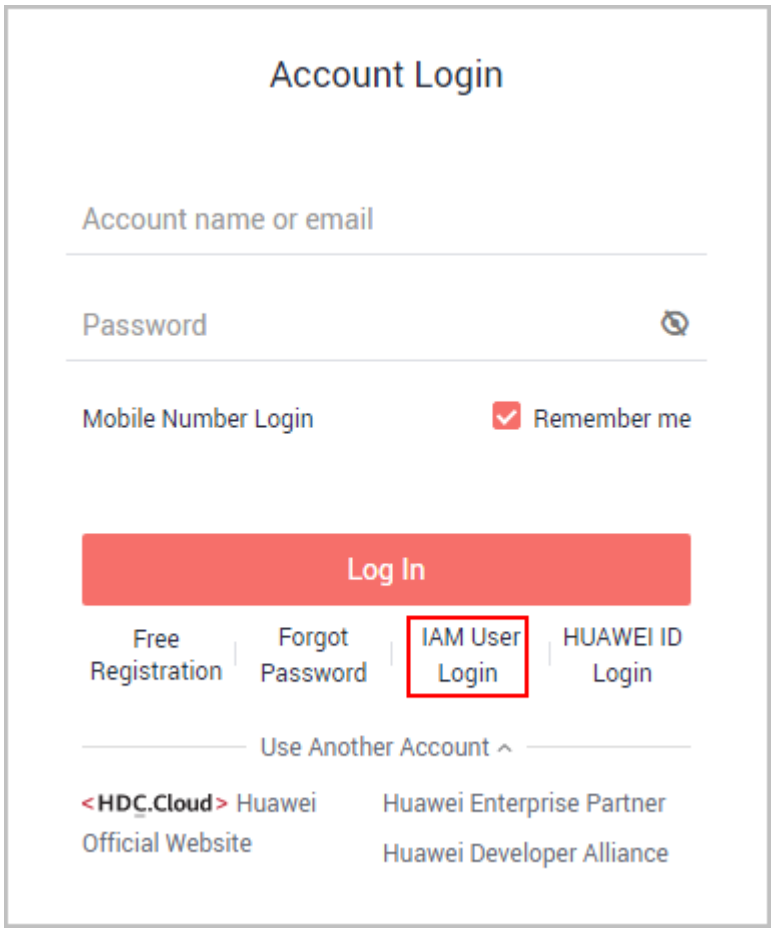

Step 4 Enter the login information and click **Log In**.

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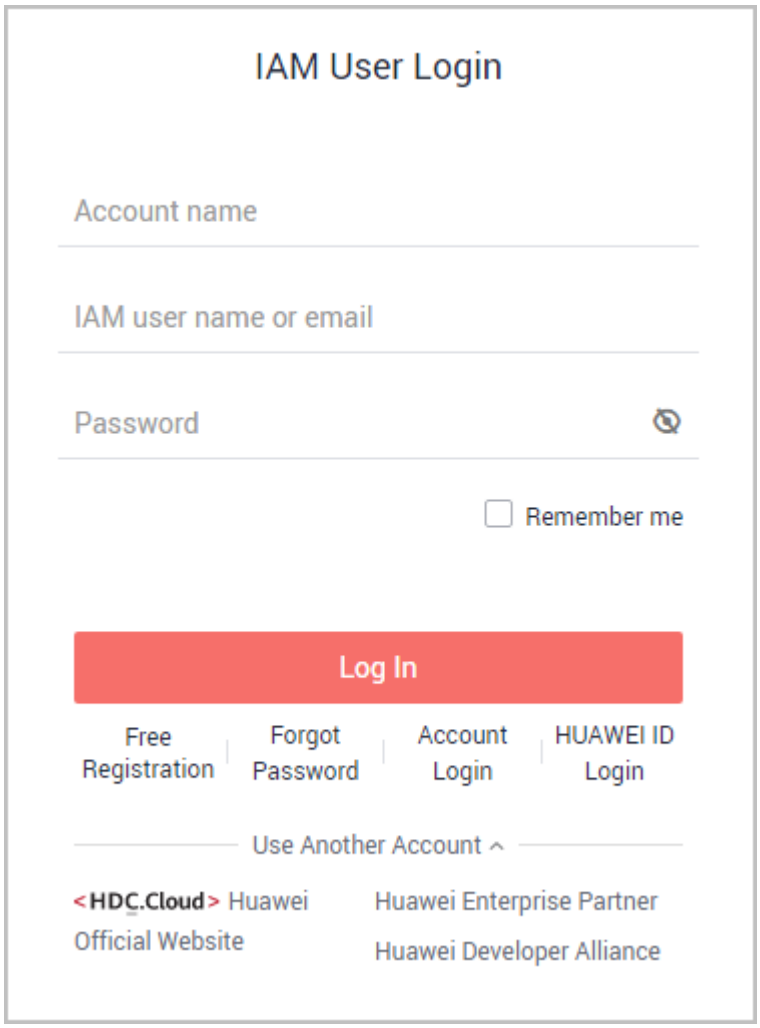

Table 10-1 Login information

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

----End

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10.3.3.6 An Organization Member Modifying Personal Information

An organization member can modify the personal information, including the name, status, and email address.

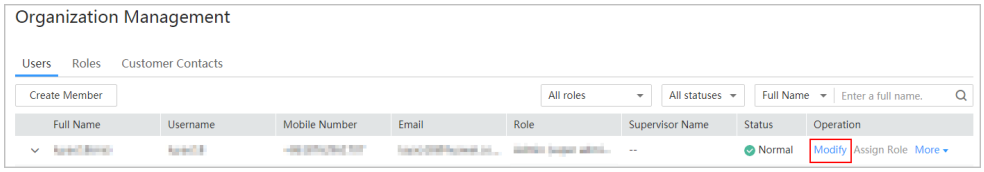
Procedure

Step 1 Use your organization member account to log in to **HUAWEI CLOUD**.

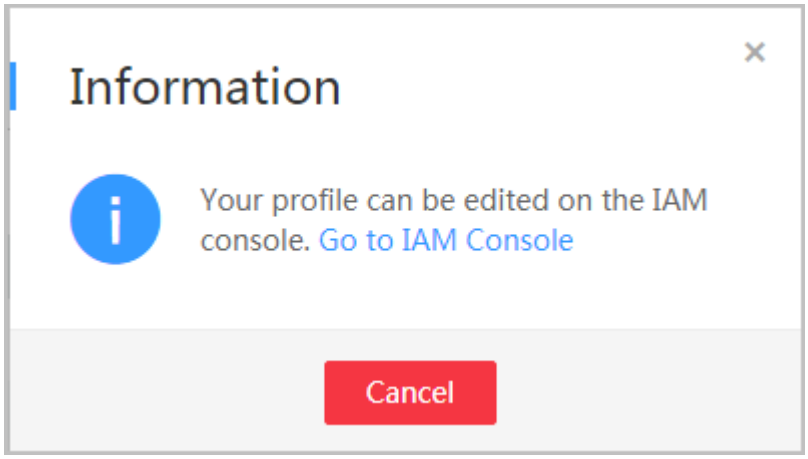
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation tree, choose **Account Management** > **Organization Management**.

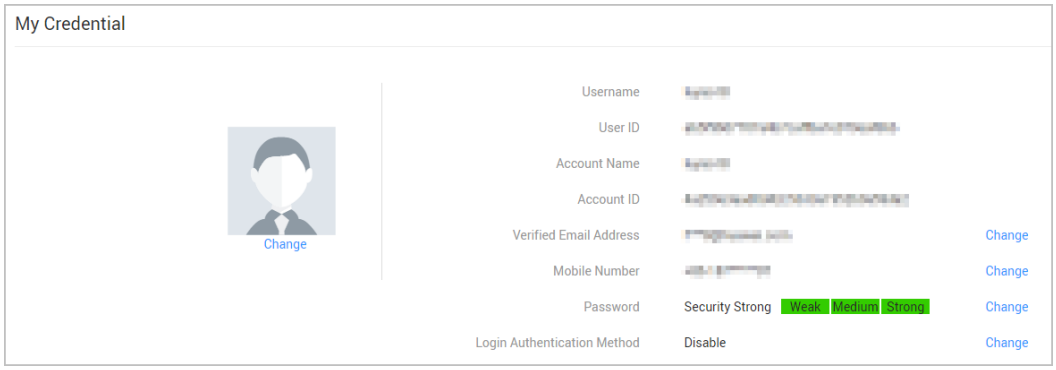
Step 4 On the **Members** tab, click **Modify** in the **Operation** column.



Step 5 In the dialog box that is displayed, click **Go to IAM Console**.



Step 6 On **My Credential** page, modify personal information as needed.



----End

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10.3.3.7 Managing Customer Contacts

Partners can set their customer contacts.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

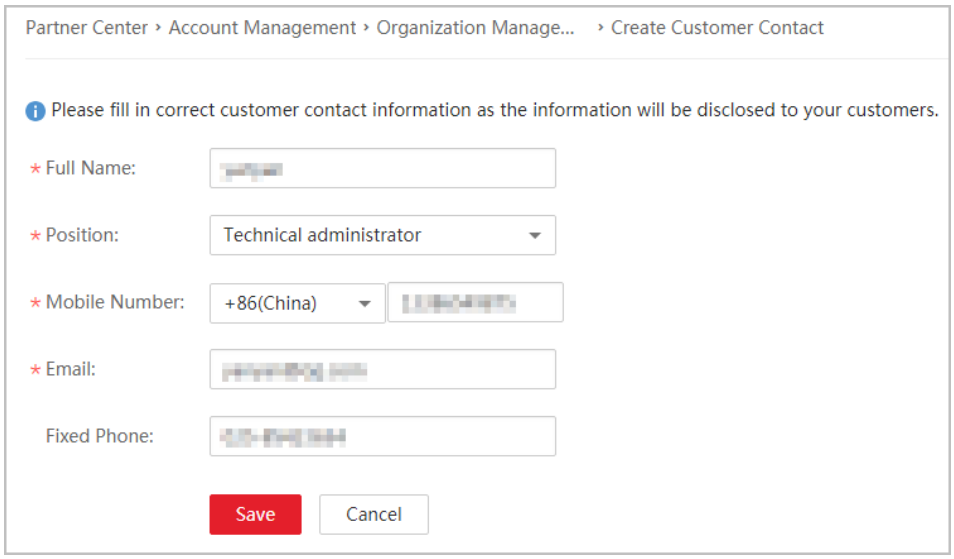
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation tree, choose **Account Management** > **Organization Management**.

Step 4 Click the **Customer Contacts** tab.

Step 5 Click **Create Customer Contact**.

Step 6 Enter the customer contact information and click **Save**.



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

Other Operations

Partners can modify and delete customer contacts in the customer contact list.

10.4 Customer Business

10.4.1 Customer Management

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10.4.1.1 Querying Customers

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

Procedure

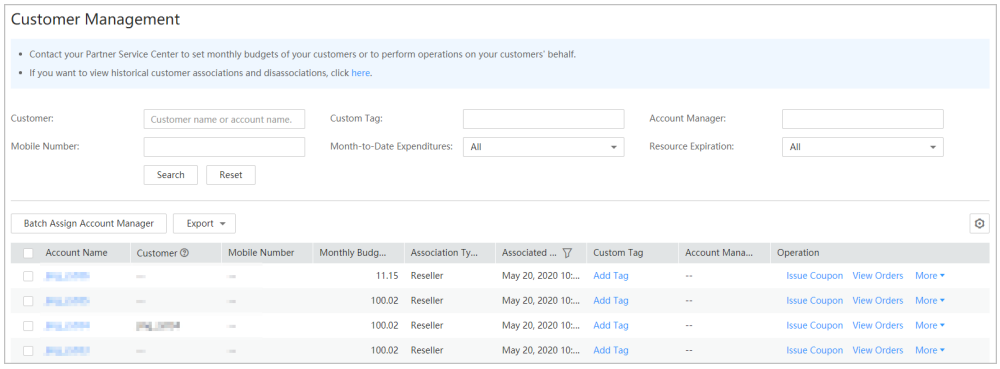
Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Customer Business** > **Customer Management**.

Step 4 Set search criteria to search for customers

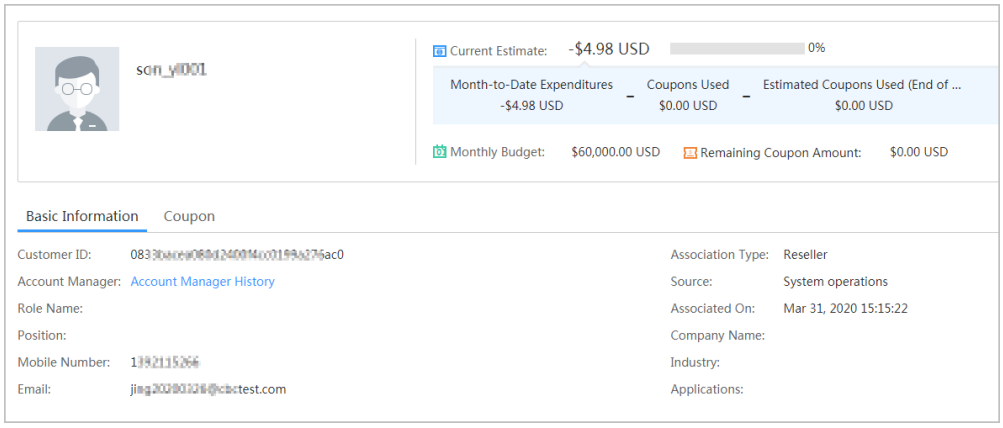
You can search for customers by customer name, account manager name, expenditure in this month, resource expiration date, mobile number, or customer tag.



NOTE

Click **here** in **Notes** to view historical customer associations and disassociations.

Step 5 Click the account name of the customer you want to view. Then, on the displayed page, view the customer details.



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NOTE

- 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.
- Choose **Export** > **Export History**. On the **Export History** page, click **Download** in the **Operation** column to download and query the customer records in the **Completed** status.
- Choose **More** > **Issue Coupon** to issue coupons for customers.
- Choose **More** > **View Orders** to view all orders of a customer.
- Choose **More** > **View Resources** to view a customer's pay-per-use and yearly/monthly resources. For details, see **Viewing a Customer's Resources**.
- Choose **More** > **View Expenditure** 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**.

10.4.1.2 Viewing a Customer's Resources

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

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Customer Business** > **Customer Management**.

Step 4 On the **Customer Management** page, set the search criteria for a fuzzy search. Select a target customer and choose **More** > **View Resource** to enter the resource management page.

Step 5 View the resources purchased by customers.

- View yearly/monthly resources.

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

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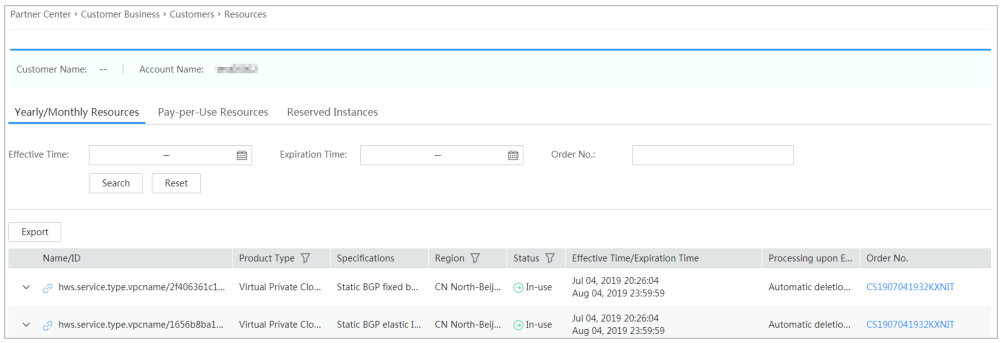
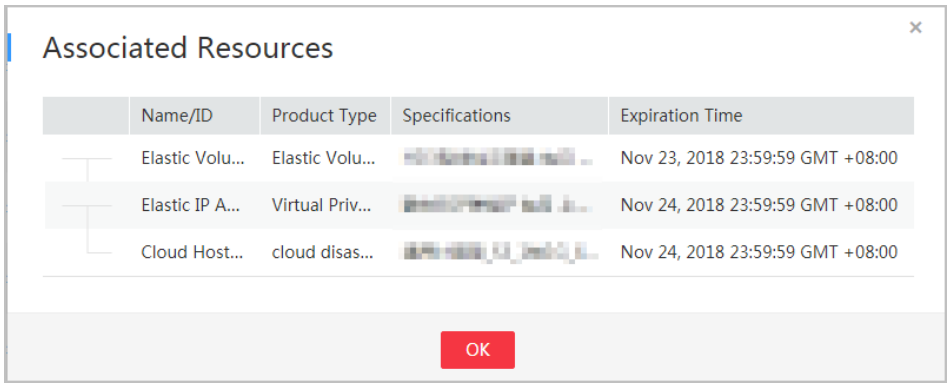
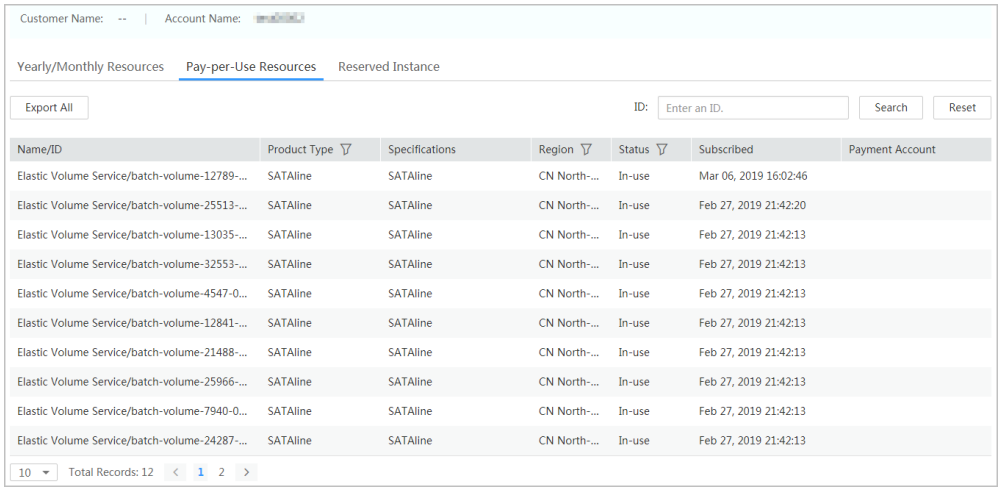


- Click **Export** to export all yearly/monthly resource records of a customer.
- Click ⌄ to check instance information and resource status.
- Click 🔗 to check associated resources.



- 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.

- View the reserved instances.

  On the **Reserved Instance** page, set the search criteria and query the desired reserved instance records.

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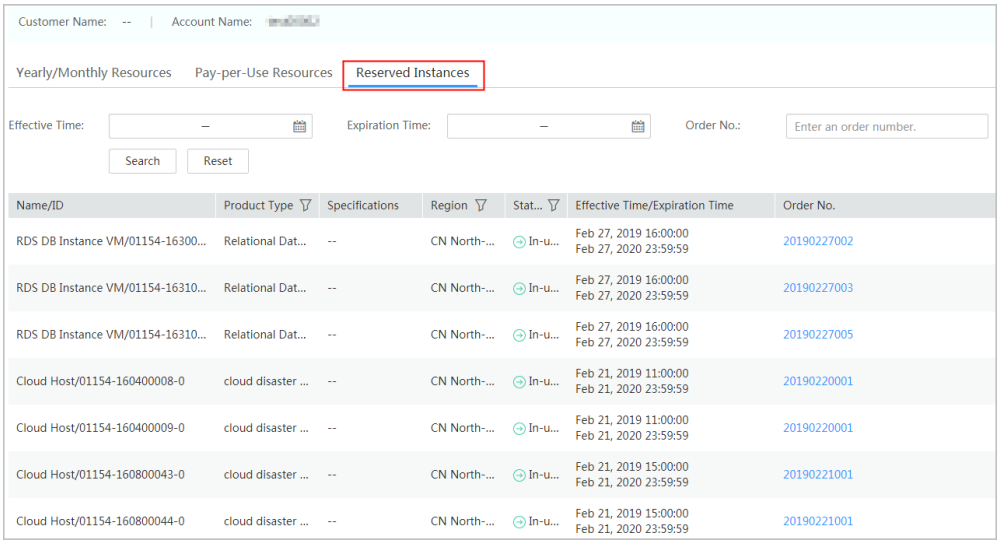

----End

10.4.1.3 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 navigation pane, choose **Customer Business** > **Customer Management**.

Step 4 In the customer list, select a customer, choose **More** > **Assign Account Manager** in the **Operation** column to switch to the **Assign Account Manager** page.

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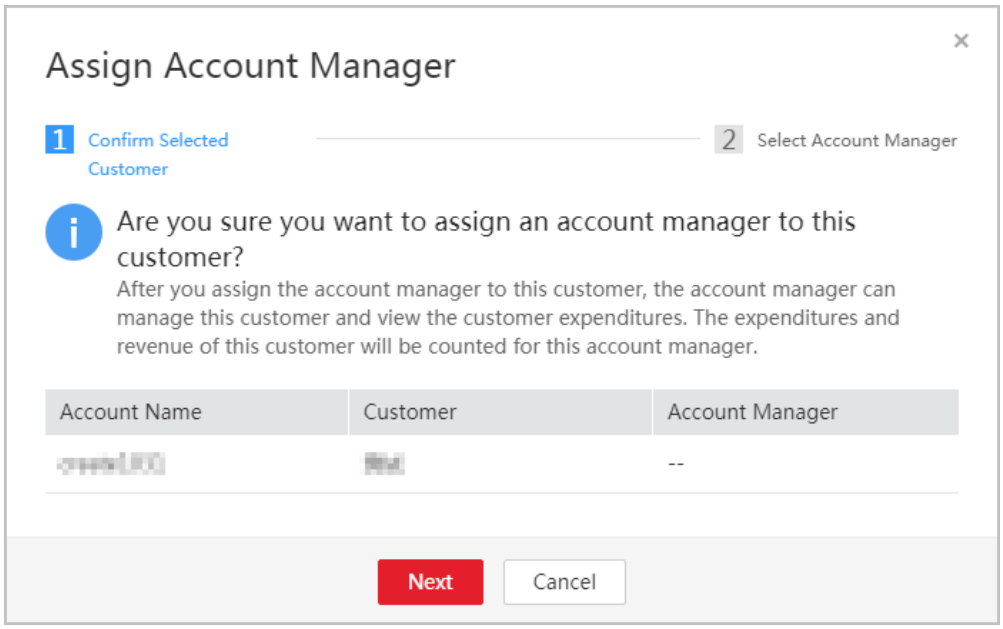
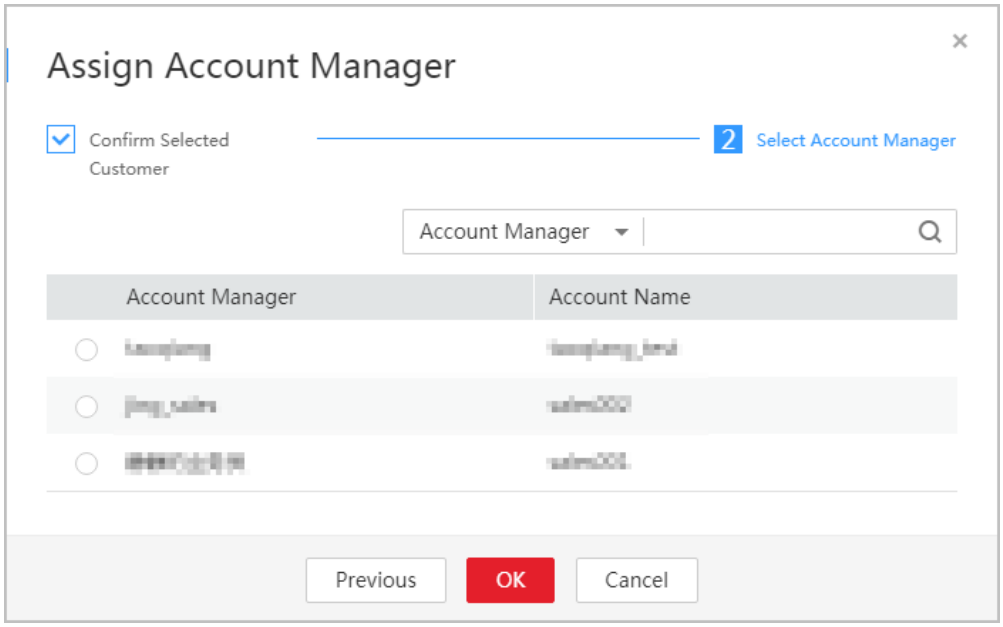


Step 5 Verify the target account manager account and click **Next**.



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

10.4.2 Customer Development

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10.4.2.1 Pre-registering Customers

Customer pre-registration is a mechanism provided by HUAWEI CLOUD for partners 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.

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 (China).
  - 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.
- 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.
  - Has a different registration country from the partner.
  - Belongs to the HUAWEI CLOUD online sales team.
- The maximum number of pending and pre-registered customers is 100. When the maximum number is reached, the partner cannot pre-register any customers.
- The validity period of pre-registration is 15 days. A pre-registered customer cannot be pre-registered by another partner until the current validity period has expired.
- If a partner does not reserve a mobile number or email address in the partner center, the partner cannot register a customer. Partners need to add mobile numbers or email addresses on the Personal Information page under Account Management > Basic Information in the partner center before registering customers.
- 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 Use your partner account to log in to **HUAWEI CLOUD**.

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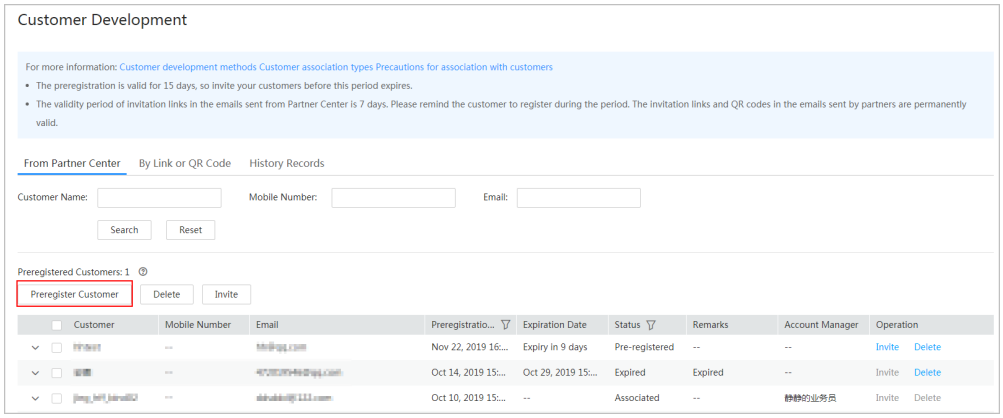
Step 2 In the upper right corner, choose **Partner Center** from the drop-down list of your account name to go to the Partner Center.

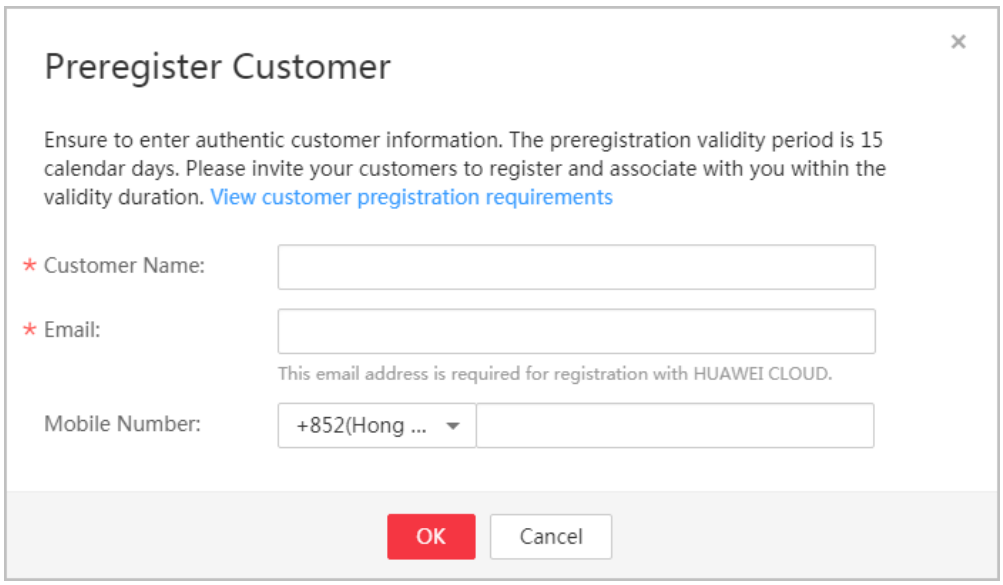
Step 3 In the navigation pane, choose **Customer Business** > **Customer Development**.

Step 4 On the **From Partner Center** tab page, click **Preregister Customer**.



The **Preregister Customer** dialog box is displayed.

Step 5 Enter the customer's full name and mobile number, and click **OK**.



A message is displayed indicating that the pre-registration is successful.

Step 6 (Optional) If a partner still wants to pre-register a customer who does not meet the pre-registration conditions, the partner needs to submit a manual review request.

1. In the dialog box that is displayed, click **Preregister Customer**.
2. In the **Preregister Customer** dialog box, fill in the required information and click **Submit**.

----End

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Other Operations

Click **Delete** in the **Operation** column to delete a customer. You can also select multiple customers and click **Delete** next to **Preregister Customer** to delete them.

NOTE

You cannot delete customers whose status is **Pending review** or **Associated**.

10.4.2.2 Inviting Pre-Registered Customers by Emails

A partner can send an email to invite a **pre-registered** customer for association.

NOTE

Non-pre-registered customers are the partner's historical customers.

Prerequisites

A partner must 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 **HUAWEI CLOUD**.

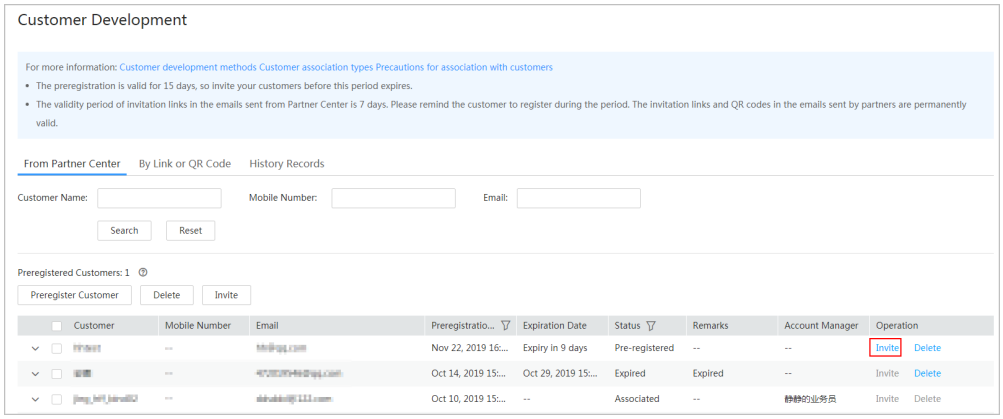
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation tree, choose **Customer Business** > **Customer Development**.

Step 4 In the customer list, select a customer and click **Invite** in the **Operation** column.

NOTE

You can select multiple customers and click **Invite** to batch send invitation emails to the customers.



Step 5 On the **Invite Customers** page, click **OK**.

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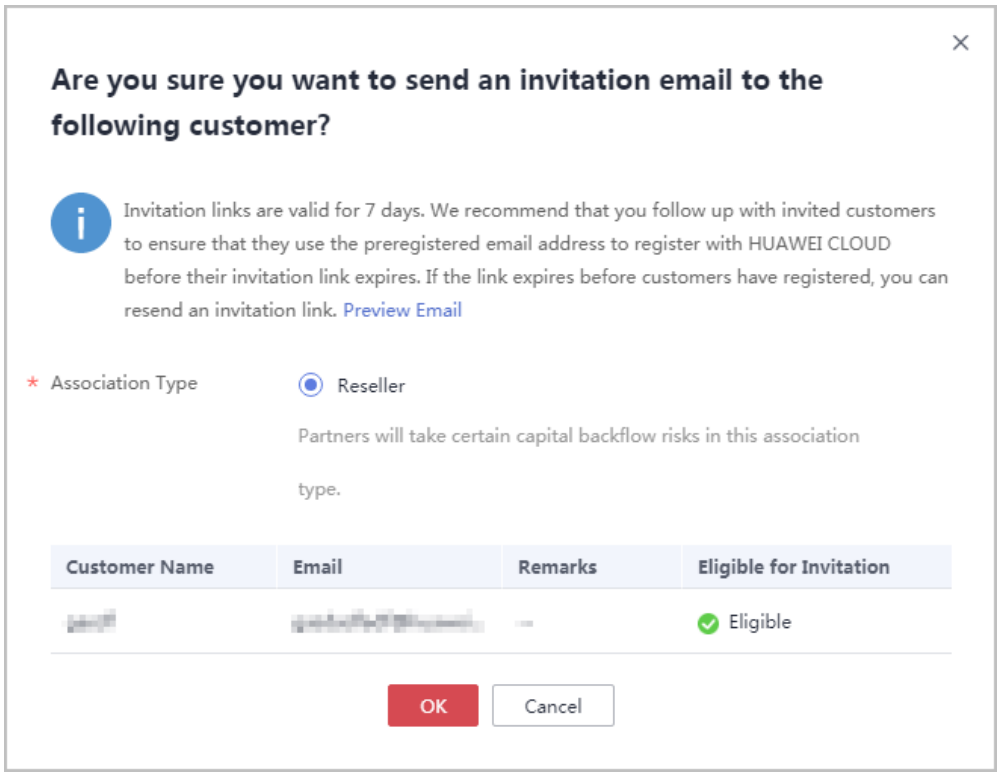

NOTE

- 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

10.4.2.3 Inviting Pre-Registered Customers by Hyperlinks or QR Codes

Except for **sending emails**, partners can send hyperlinks and QR codes to invite potential customers.

Precautions

- The invitation hyperlinks and QR codes displayed on the **By Link or QR Code** page contain custom tags (usernames used for login).
- After an account manager or account director invites customers by invitation links and QR codes, the customers will be automatically associated with and assigned to the account manager or account director.

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Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Customer Business** > **Customer Development**.

Step 4 Click the **By Link or QR Code** tab.

Step 5 Obtain the invitation link and QR code.

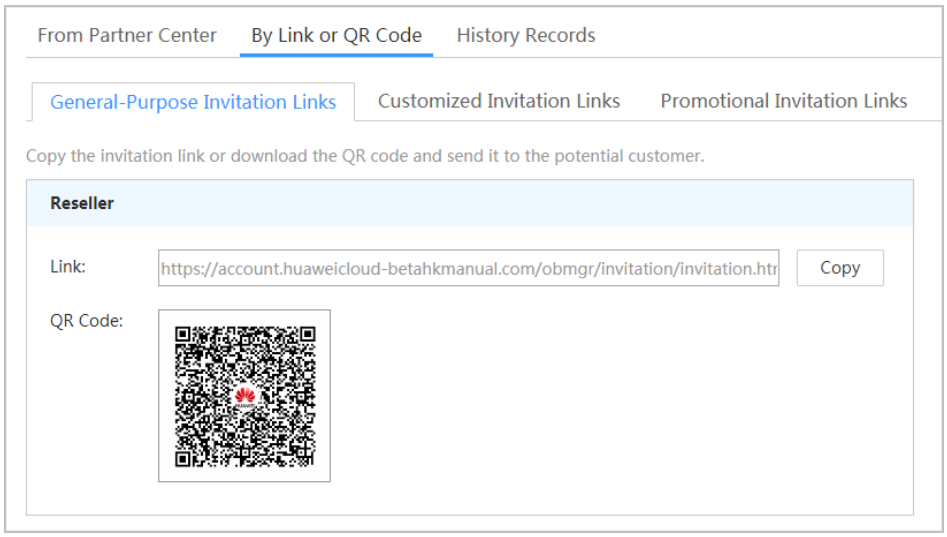
A partner can invite a customer by the general/custom invitation link and QR code or a promotional link.

After receiving the invitation, the customer can click the link or scan the QR code to register with HUAWEI CLOUD and associate with the partner. For details, see **Requesting Association with a Partner**.

NOTE

- When creating a custom invitation link and a QR code, add a tag to them. Then you can identify associated customers by tag. You can view customers' custom tags in the customer list on the **Customer Business** > **Customer Management** page.
- If you do not want to create a custom tag for a customer, use the general invitation link and QR code.
- The invitation link and QR code for a promotional activity are valid only for a period of time. Remind your customers to complete the registration within the validity period.

- Invite a pre-registered customer by a general-purpose invitation link and QR code.
  a. Click the **General-Purpose Invitation Links** tab.
  b. Click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer in offline mode, such as emails.



- Invite a pre-registered customer by a customized invitation link or QR code.
  a. Click the **Customized Invitation Links** tab.

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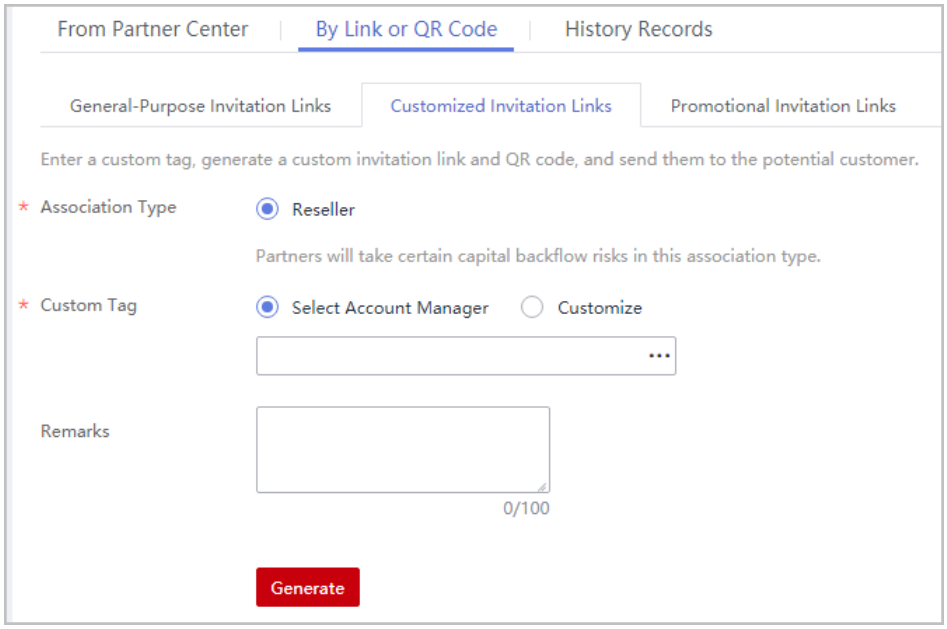
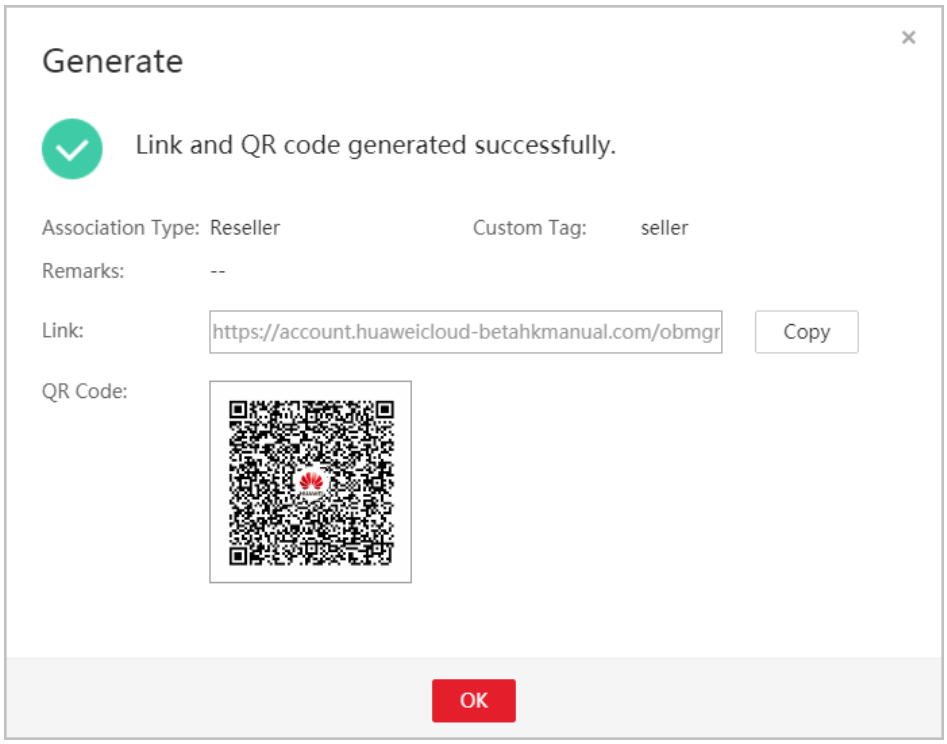
b. Specify **Custom Tag** and click **Generate**.



c. On the **Generate** page, click **Copy** after **Link** or click **Download** on the **QR Code** picture to obtain the invitation link or QR code and send it to a pre-registered customer in offline mode, such as emails.



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.

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No promotion activity is available.

----End

10.4.2.4 Managing Invited Customers

After a partner sends an invitation link to a customer, the partner can view the customer association status and manage the invited customer.

For a customer in the **Association failed** state, you can place the cursor on after **Association failed** to query the failure cause.

Association Failure Causes and Suggested Operations

Message	Suggested Operation
The system is busy. Try later.	Contact the customer service.
The invitation link does not exist.	Send the invitation email again.
The invitation link has expired.	Send the invitation email again.
The invitation code has been used.	Send the invitation email again.
The invitation link has been used.	Send the invitation email again.
Prepaid partners cannot develop customers in reseller model.	Send the invitation email again.
Failed to associate with the partner because the customer has been registered by another partner.	The customer cannot be associated with a partner in this condition.
Failed to set the customer to a partner's customer because the customer is already a partner or is applying for becoming a partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer already associates with another partner.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer has a special contract.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner because the customer uses a Huawei internal account.	The customer cannot be associated with a partner in this condition.
Failed to associate with the partner by reseller model because the customer has its enterprise master account.	The customer cannot be associated with a partner by reseller model.

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Message	Suggested Operation
Failed to associate with the partner by reseller model because the customer has its enterprise member account associated with the enterprise master account. To associate with the partner by reseller model, disassociate from the enterprise master account.	The customer cannot be associated with a partner by reseller model.
Failed to associate with the partner because the customer has a consumption record.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the top-up account has a balance and the outstanding invoice amount is greater than the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the customer registration time exceeds the limit.	Remind the customer to submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner because the customer has overdue payment.	Remind the customer to top up the account and repay the overdue payment and then submit a service ticket or contact the customer service to associate with the partner.
Failed to associate with the partner by reseller model because the bill run of the customer's credit account is created and the account has overdue payment.	Remind the customer to repay all the overdue payment and then submit a service ticket or contact the customer service to associate with the partner.

Resending an invitation email

If a pre-registered customer is not associated with your account within the validity period of the invitation email, you need to send a new invitation email to the customer.

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 Sort out customers whose status is **Expired** and click **Resend Invite** in the **Operation** column to send new invitations to these customers.

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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 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 Set search criteria to query for the invited customers to be viewed.

You can sort invited customers by **Customer Name**, **Account Name**, **Custom Tag**, **Email**, **Invitation Method**, or **Status**.

Step 6 Click ⌄ to view information about invited customers.

----End

Exporting Invited Customers

You can export the records of all invited customers.

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Customer Business** > **Customer Development**.

Step 4 Click the **History Records** tab.

Step 5 Click **Export All** to export records of all invited customers.

----End

10.4.3 Customer Expenditures

10.4.3.1 Viewing Expenditure Summary

Partners can view customer expenditure summary and export customer expenditure lists.

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Precautions

- The expenditure contains only the data generated before 24:00 of the previous 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.
- Customers' expenditure summary is used by partners to view the expenditure information of all its customers, including the customers associated by the reseller model. Customers expenditure summary is not the partner bill and cannot be used as the basis for partners' settlement, repayment, and billing.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation pane, choose **Customer Business** > **Customer Expenditures**.

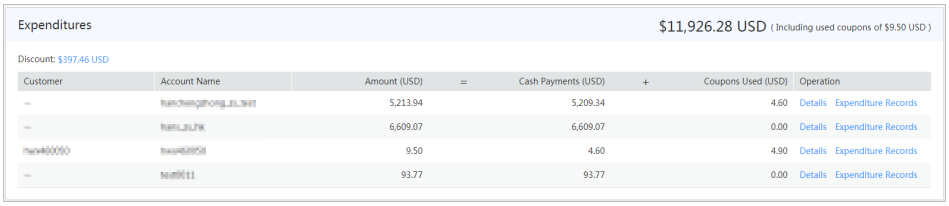
Step 4 Click the **Expenditure Summary** tab.

Step 5 Set search criteria to search for a customer's expenditure summary.

The search criteria include the expenditure time, customer name, and account manager name.

- View the customer's expenditures.

  In the **Expenditures** area, you can query the discount and expenditures of the customer of the month.

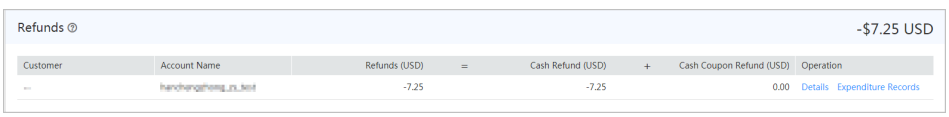
  - Click **Details** in the **Operation** column and query the expenditure summary of the customer in the **Customer Expenditures** tab.
  - Click **Expenditure Records** in the **Operation** column to query the expenditure details of the customer in the **Expenditure Records** tab.

  NOTE

  Click the amount next to **Discount** to view the discounts for the selected month on the **Discount Details** page.

- View the customer's refunds.

  In the **Refunds** area, you can view the refund data.

  - Click **Details** in the **Operation** column and query the refund details of the customer on the **Refunds** page.
  - Click **Expenditure Records** in the **Operation** column and query the expenditure details of the customer on the **Expenditure Records** tab.

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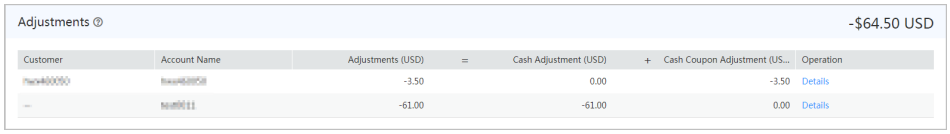
NOTE

Refunds contain the amount returned to you due to order cancellation or specifications changes.

- View the customer's adjustments.

  In the **Adjustments** area, you can view the adjustment data.



  Click **Details** in the **Operation** column to view the adjustment details on the **Adjustments** page.

Step 6 Export the customer expenditures.

- Export the customer expenditure summary.

  Choose **Export** > **Export Expenditure Summary**. Specify the criteria and click **OK**. The system will display message "Records exported successfully."

- 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 completed expenditure records.

----End

10.4.3.2 Viewing Expenditure Details

Partners can view and export customer expenditure details.

Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

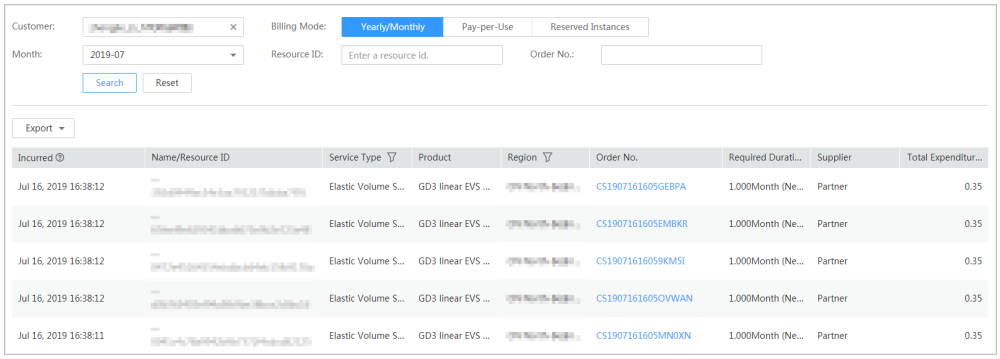
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation pane, choose **Customer Business** > **Customer Expenditures**.

Step 4 Click the **Expenditure Details** tab.

Step 5 Specify the customer, billing mode, and search criteria, and click **Search**.

Step 6 View the customer's expenditure details.



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- In the expenditure list, view information about **Incurred**, **Product**, **Order No.**, **Total Expenditure**, and **Supplier**.
- Click the order number and view the status and resource information of the order on the **Customer Orders** > **Details** page.

NOTE

You can only search for monthly expenditures for the last 12 months. For earlier expenditures, submit a service ticket to obtain them.

Step 7 Export the customer expenditure details.

- Export the customer expenditure.

  Choose **Export** > **Export Customer Expenditure**. On the **Confirm the Specified Export Criteria** page, select **Single Customer** or **All Customers**, specify the criteria, and click **OK**.

  The system will display "Records exported successfully."
- View the export history.

  a. Choose **Export** > **View Export** to enter the **Export History** page.

  b. Click **Exported Records of All Customers** or **Exported Records of Single Customer** tab, and click **Download** in the **Operation** column to download and view the expenditure details in the **Completed** status.

----End

10.4.4 Assigning Customers to an Account Manager

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

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

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

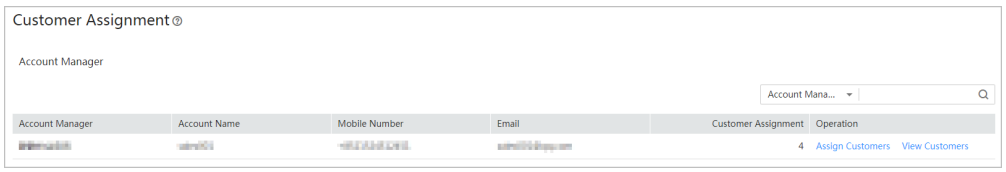
Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

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

Step 3 In the navigation tree, choose **Customer Business** > **Customer Assignment**.

The **Customer Assignment** page is displayed.



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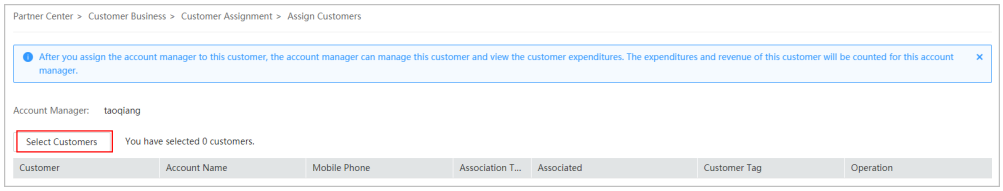
NOTE

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**.

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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.

10.4.5 Customer Order Management

10.4.5.1 Viewing a Customer's Orders

A partner can query all the associated customers' orders.

NOTE

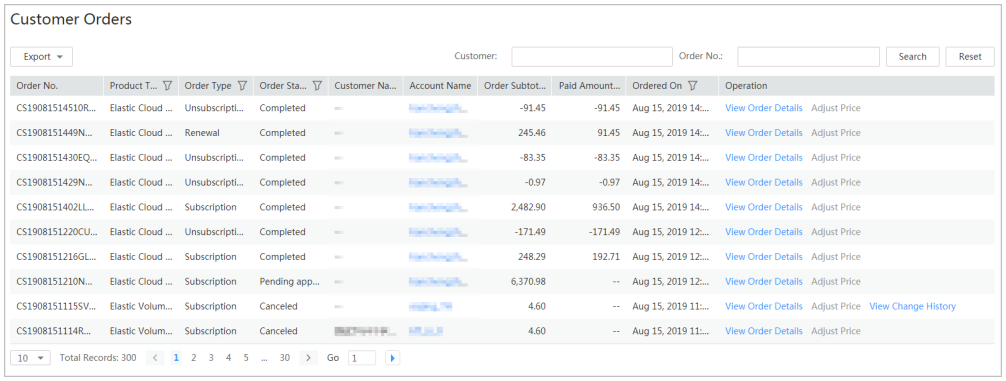
A salesperson can only query orders of its own customers.

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 navigation pane, choose **Customer Business** > **Customer Orders**.



Step 4 Set search criteria to search for customer orders.

You can search for customer orders by **Customer**, **Order No.**, **Order Status**, **Product Type**, **Order Type**, or **Ordered On**.

- Click **Details** in the **Operation** column to view details about an order.
- If an order is completed and is not unsubscribed, move over the icon in the **Paid Amount** column to check the payment details.

Step 5 Export a customer's orders.

- Exporting current customer's orders

  Choose **Export** > **Export Selected**. Message "Records exported successfully" is displayed.

- Export all customer orders.

  Choose **Export** > **Export All**. Message "Tasks exported successfully" is displayed.

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- 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 query the customer orders in the **Completed** status.

----End

10.5 Operations Dashboard

10.5.1 Viewing Customer Statistics

Partners can view their customer statistics, including the number of customers, newly associated customers, customer analysis, disassociated customers, and revenue contributions.

Procedure

Step 1 Use the partner account to log in to **HUAWEI CLOUD**.

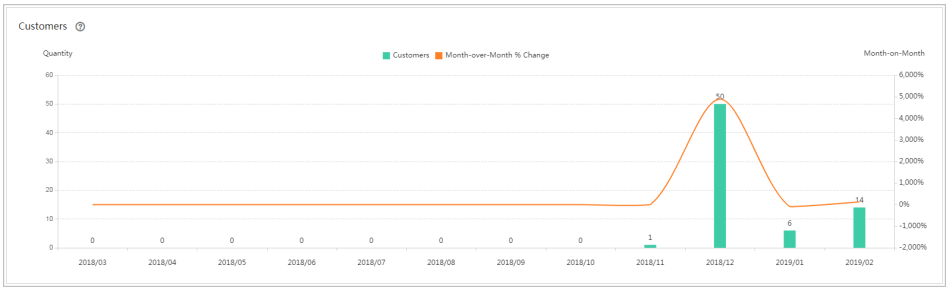
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation pane, choose **Operations Statistics** > **Customer Statistics**.

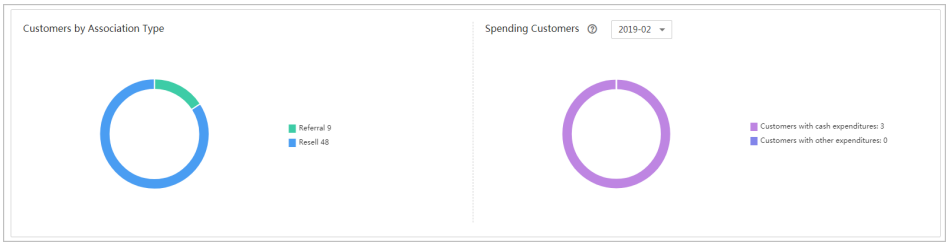
- Click the **Overview** tab.
  - In the customers area, you can check the **Total Customers**, **Total Associations**, and **Spending Customers This Month**.

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

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



    In the **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.



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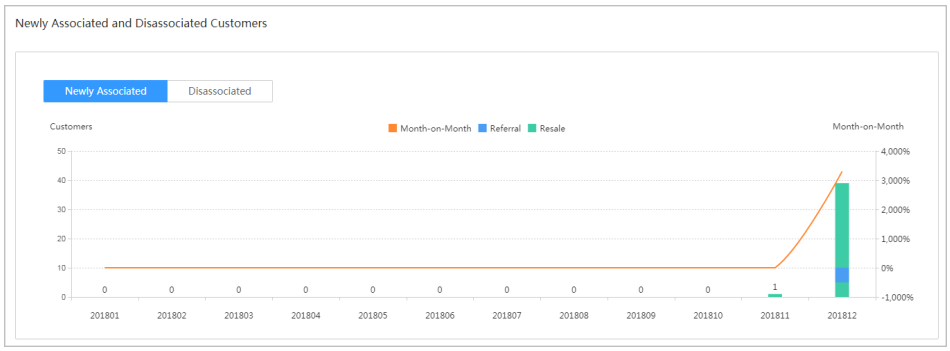
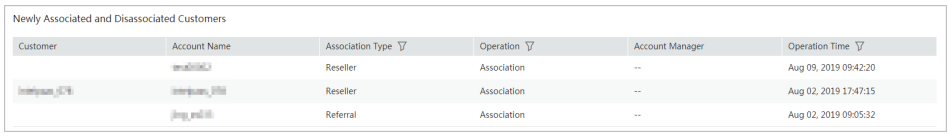
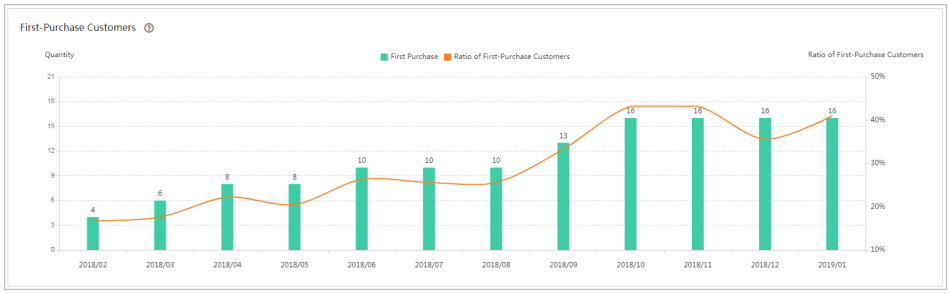
- Click the **Associated and Disassociated Records** tab and click **Select Account Manager or Director** to sort out the customers that you want to view.
  - In the **Associations and Disassociations** area, you can view the number of customers newly associated and disassociated in the recent year.



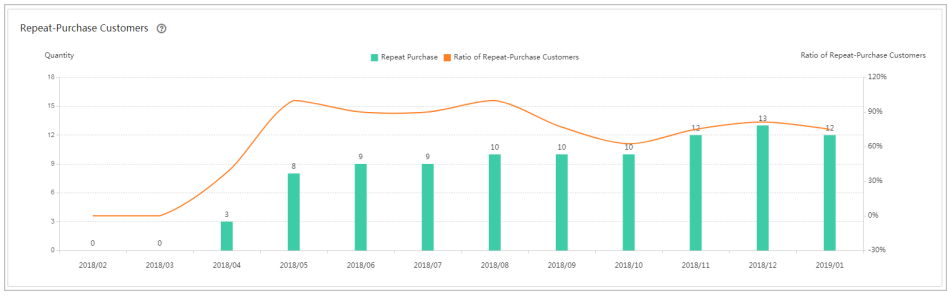
  - In the **Newly Associated and Disassociated Customers** area, set **Association Type**, **Operation**, and **Operation Time** as the search criteria and view the desired records.



- On the **First-Purchase and Repeat Customers** tab, check the whole-year trend of the first-purchase customers and the repeated-purchase customers.
  - Trend of first-purchase customers



  - Trend of repeated-purchase customers



----End

10.5.2 Viewing Expenditure Statistics

Partners can view the customer expenditures of the current year, top 10 customers' expenditures, and expenditure analysis.

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Precautions

The expenditure statistics of a customer assigned to an account manager are counted starting from the second day of the assignment date.

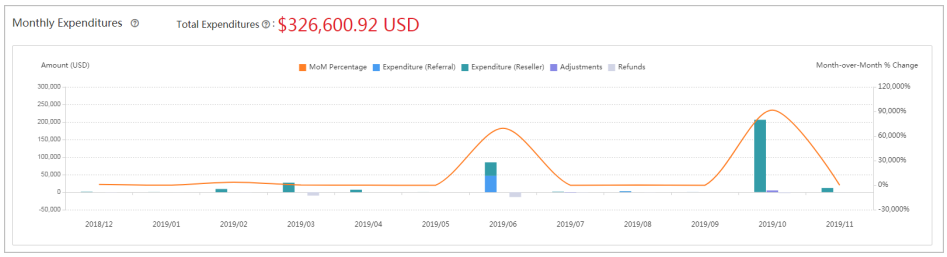
Procedure

Step 1 Use your partner account to log in to **HUAWEI CLOUD**.

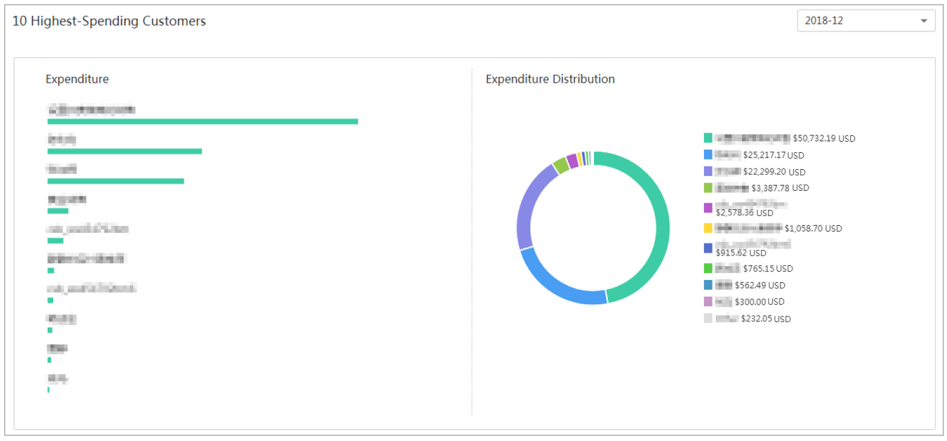
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

Step 3 In the navigation pane, choose **Operations Statistics** > **Spend Statistics**.

- Click the **Overview** tab and click **Select Account Manager or Director** to view the sorted out expenditure statistics.
  - Under **Monthly Expenditure**, view the whole-year expenditure and the expenditure trend.



  - Under **10 Highest-Spending Customers**, view the top 10 customers' expenditures and expenditure distribution.



  - Select a month and view the total expenditure and the expenditure statistics by billing mode, and cloud service type.

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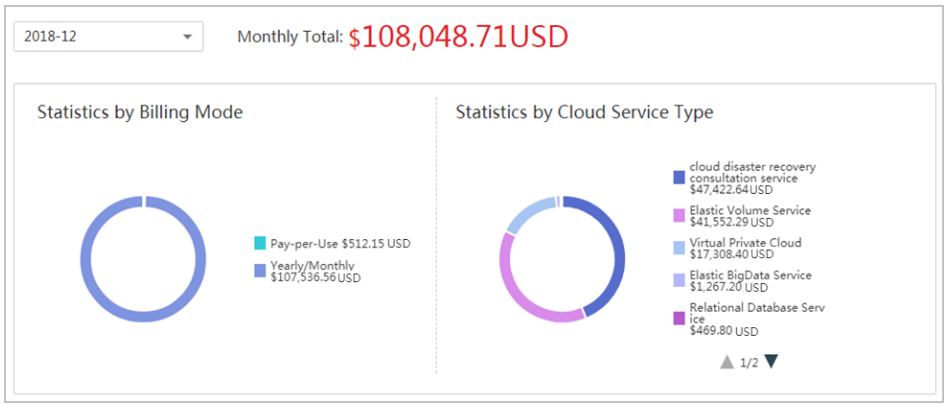
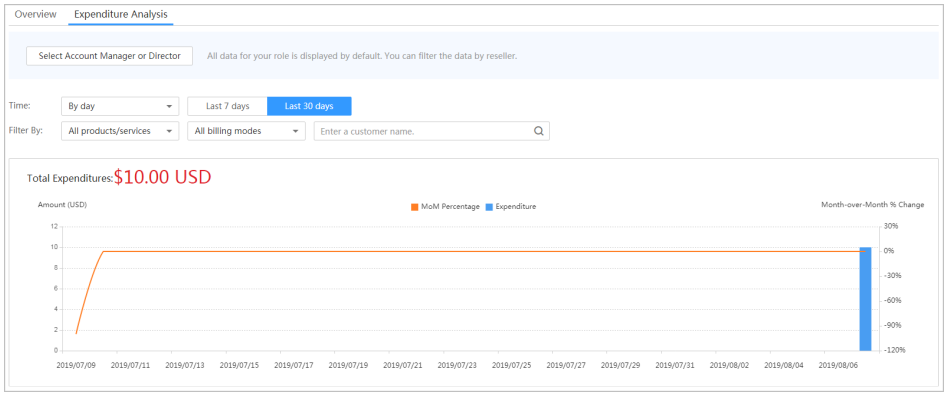


- On the **Expenditure Analysis** tab, click **Select Account Manager or Director** to view the sorted out expenditure analysis graph.



  - Select a period of time and view the total expenditure and trend of last 7 days, last 30 days, last 3 months, last 6 months, and last year.
  - Select a cloud service or a billing mode (pay-per-use or yearly/monthly) and view the total expenditure and change trend.
  - Enter a customer name to query the total expenditure and change trend.

----End

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11 Operations of Sub-customers of Solution Partners

11.1 Requesting Association with a Partner

Customers can contact HUAWEI CLOUD partners to obtain invitation links or QR codes. Then customers can click the links or scan the QR codes to complete the registration and association.

NOTE

After a customer is associated with a partner in reseller model, the customer account is automatically frozen. In this state, the customer cannot purchase, renew the subscription to, change, or properly use resources. To normally run services, the customer must contact its partner to set a monthly budget and unfreeze its account.

Precautions

- A customer cannot be associated with a partner if the customer:
  - Registers with HUAWEI CLOUD (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.
  - Is a consulting partner or the one that is applying to become a consulting partner.
  - Has registered for more than seven days or has cash expenditure records.
  - Has unpaid bills.
- A customer cannot be associated with a partner in reseller model if the customer:
  - Has signed a professional service contract with HUAWEI CLOUD.
  - Is a technology partner.
  - Has valid reserved instances (RIs).
  - Are using an enterprise master or member account.

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- A customer cannot be associated with a partner in referral model if the customer:
  - Has a different registration country from the partner.
  - Has a different signing entity from the partner.
- 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.

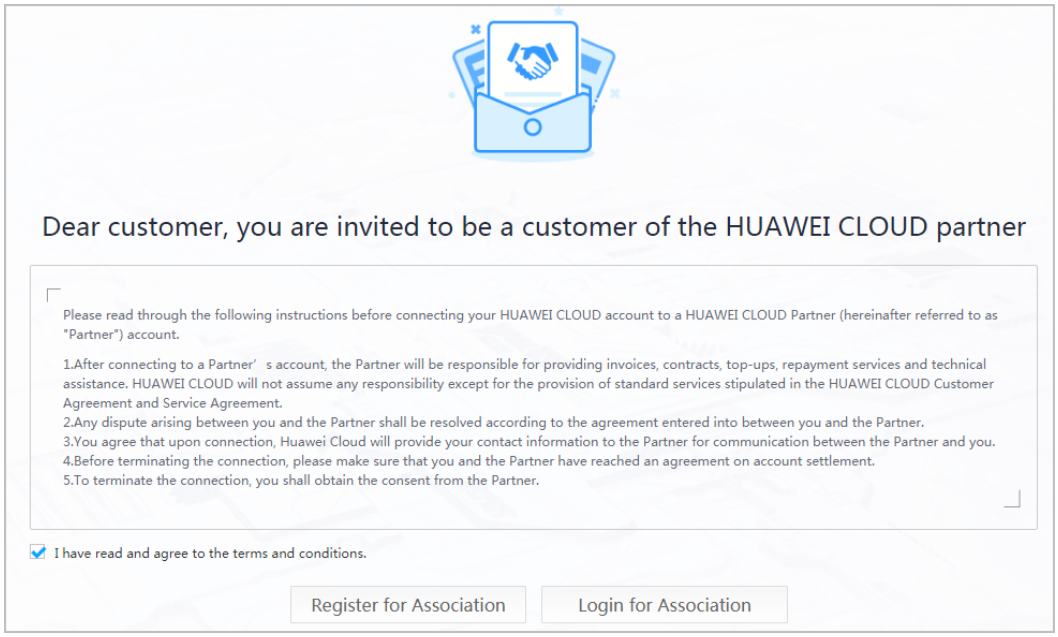
Procedure

Step 1 Click the invitation link sent by the partner or scan the QR code sent by the partner.

Step 2 Read the *Instructions for Associating with a HUAWEI CLOUD Partner* and select **I have read and agree to the terms and conditions**.

NOTE

This step is required only for the reseller model.



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 a **Country/Region**, set **Account Name**, **Password**, and **Email**, enter the email verification code, and select **HUAWEI CLOUD Customer Agreement and Privacy Statement**, 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**.

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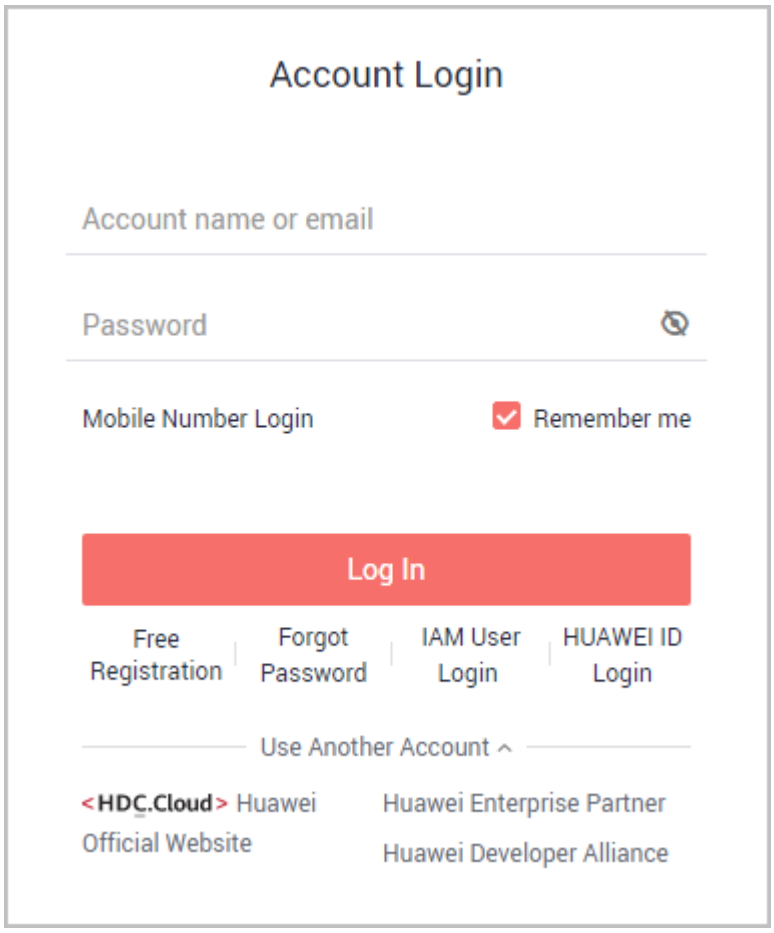

----End

11.2 Disassociating from a Partner

A customer can disassociate from a partner using a service ticket.

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.

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Procedure

Step 1 Contact the partner to apply to cancel the association.

Step 2 Obtain an email from the partner proving that the partner agrees to cancel the association.

NOTE

The email template is as follows:

Sender: Registered email address of the partner. The email address must be the same as that in **Basic Information** > **Account Information** > **Email**.

Recipient: Email address of the customer

Email subject: Approving HUAWEI CLOUD account xxxx to disassociate from partner account xxxx

Email body: HUAWEI CLOUD Partner (account XXXX) agrees to cancel the association with the customer (account: XXXX). As a HUAWEI CLOUD partner, we clearly know the impact of the disassociation and bear the possible consequences. We hereby authorize HUAWEI CLOUD to cancel the association with the customer (account: XXXX).

Step 3 Use the customer account to log in to **HUAWEI CLOUD**.

Step 4 Choose **Service Tickets** > **Create Service Ticket**.

The **Create Service Ticket** page is displayed.

Step 5 Choose **Partners** > **Partner Registration** and submit the service ticket.

NOTE

An email screenshot proving that the partner agrees to cancel the association with you must be provided as an attachment in the service ticket.

----End

11.3 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

11.4 Using Discounts Granted by the Partner

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11.4.1 Viewing Discounts

Customers associated by 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

11.4.2 Using Discounts

When paying an order, a customer associated by 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.

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Follow-up Operation

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

11.5 Buying HUAWEI CLOUD Products

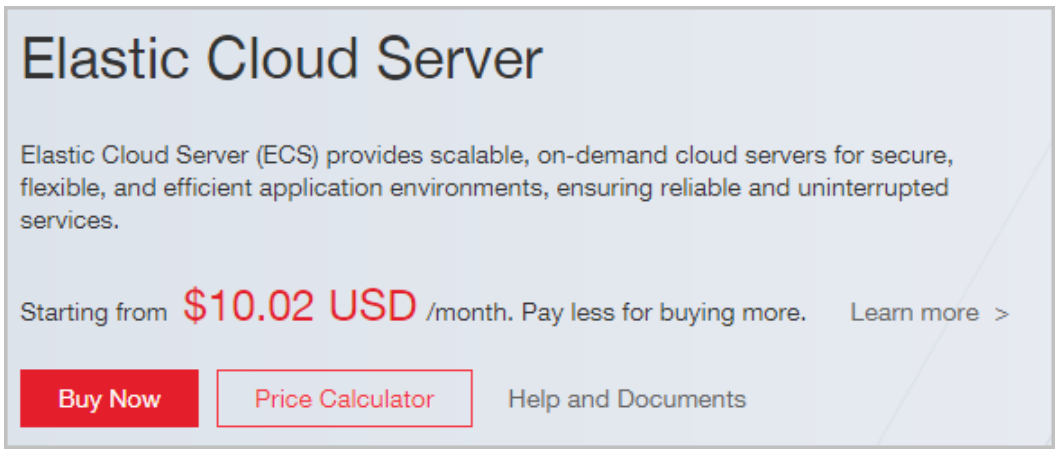
Procedure

Use Elastic Cloud Server as an example.

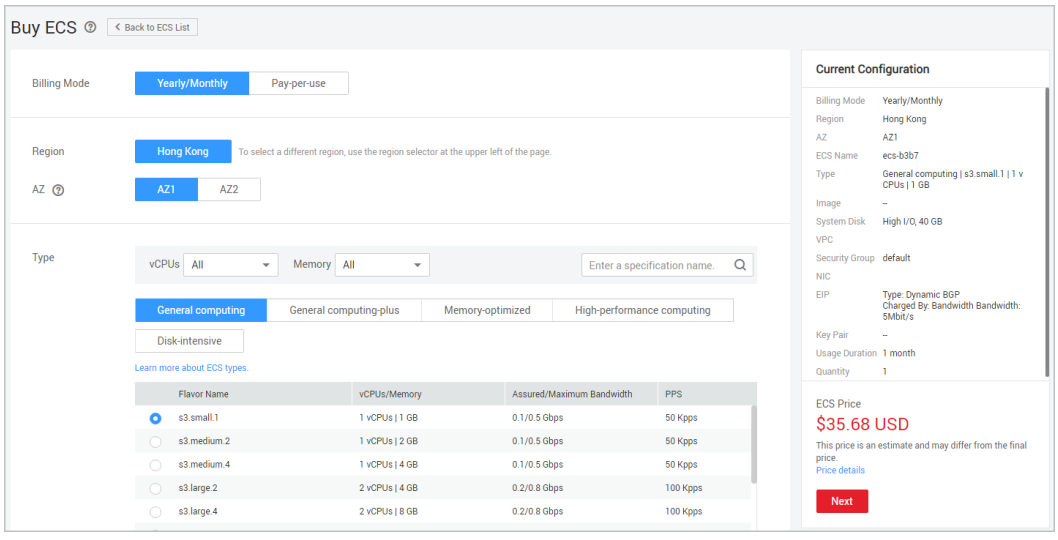
Step 1 Go to the **Products** page.

Step 2 Select **Elastic Cloud Server**.

Step 3 Click **Buy Now**.



Step 4 Set the product information and click **Next**.



Step 5 Confirm the order and click **Submit**.

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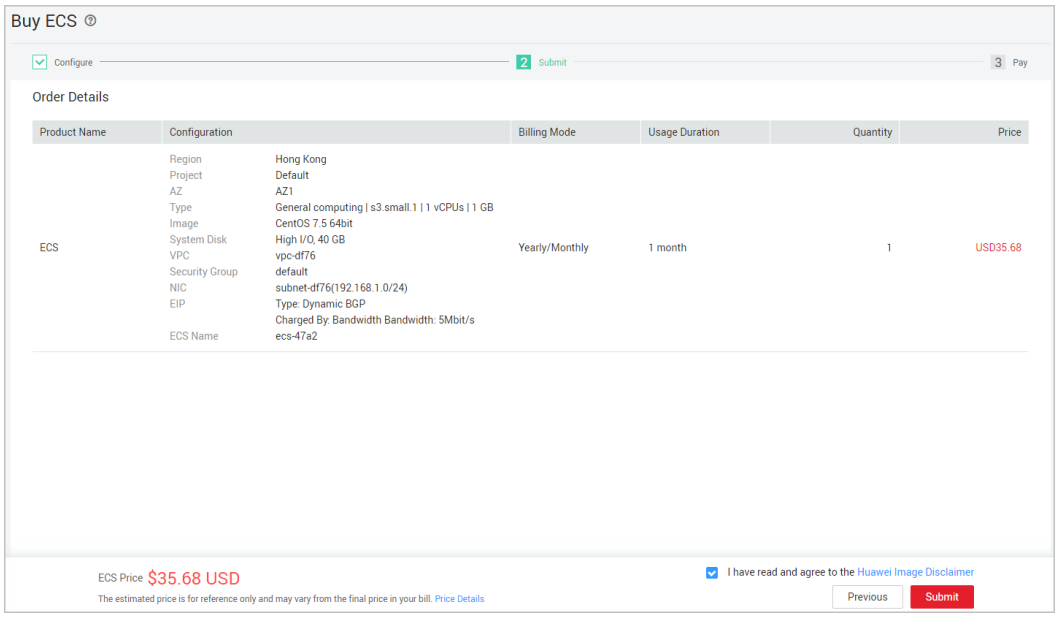

Step 6 On the **Pay** page, select a payment method and complete the payment.

----End

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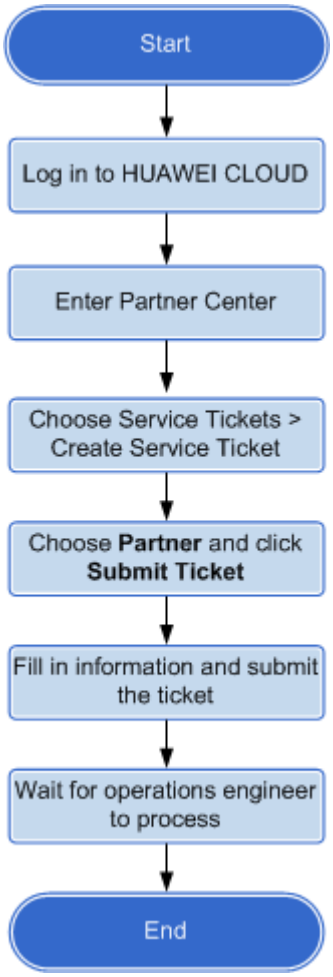
12 Help and Feedback

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



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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 Choose **Service Tickets** > **Create Service Ticket**.

Step 4 On the **Create Service Ticket** page, choose **Partner** and click **Submit Ticket**.

Step 5 Choose a **Question Type** and detail your question.

----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**.

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13 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 In the drop-down list of your account name, click **Partner Center**.

You are navigated to the Partner Center.

Step 3 In the navigation pane, choose **Benefits and Support** > **Documents**.

Step 4 Set search criteria to search for the documents to be viewed.

Partners can query documents by entering a keyword in the search box or selecting filtering criteria in the **Type** and **Last Updated** columns.

Step 5 Click **Download** in the **Operation** column to download the queried documents.

----End

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14 Appendix

14.1 HCPN Agreement

14.1.1 HCPN Certification Agreement

For details, visit **https://www.huaweicloud.com/intl/en-us/declaration/hcpn_ca.html**.

14.1.2 Huawei Cloud Solution Partner Cooperation Agreement

For details, visit **https://www.huaweicloud.com/intl/en-us/declaration/hcpn_spca.html**.

14.2 HCPN Badge Usage Guide

To download this usage guide, click **HCPN Badge Usage Guide**.

Definition

The HCPN Badge ("the badge") is intended for use by HUAWEI CLOUD partners to demonstrate their identity, tier, and business area with a purpose for customers to identify the partners as well as for partners to promote its products and services.

Qualification

HUAWEI CLOUD partners can use the HCPN logo only after obtaining approval from HUAWEI. Partners will enjoy non-exclusive, non-transferable, worldwide, and royalty-free right to use the HCPN logo in accordance with the terms of the HCPN Agreement. For example, they can use the latest version of the HCPN logo on their websites or advertisements to show their partnership with HUAWEI CLOUD.

Approvable examples

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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

1. Partners shall use the badge only according to the terms of the *HCPN Certification Agreement*.
2. 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.

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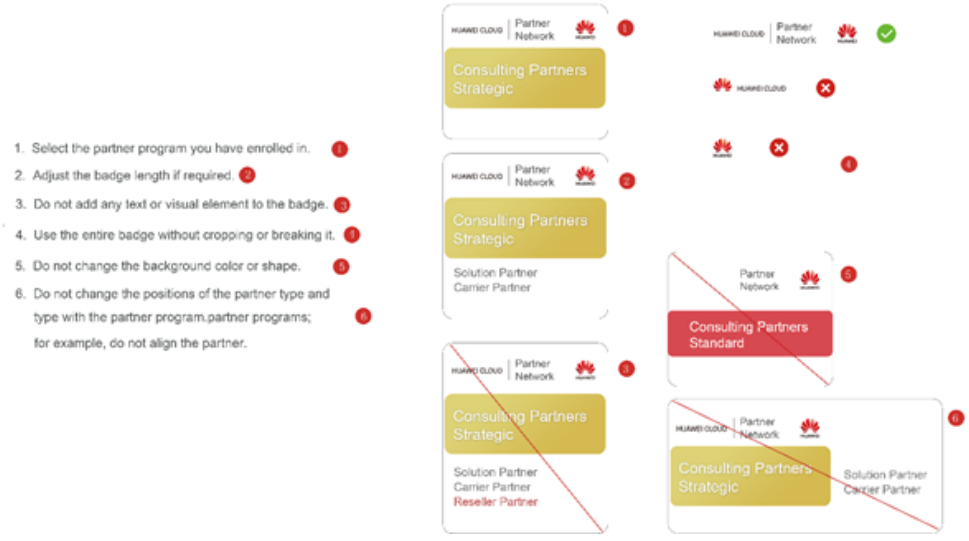
Partner business cards	Permitted. Partners can use the HCPN badge on business cards to demonstrate that their products or solutions are powered by HUAWEI CLOUD.
Outdoor ads	Restricted use. Outdoor ads include but are not limited to metro ads, outdoor billboards, airport ads, printed ads, and TV ads. If partners require the badge in outdoor ads to promote their products and services, they need to ask their ecosystem manager to submit an application to HUAWEI CLOUD.
Social media	Not permitted.
Promotional items	Not permitted.

3. Use the HCPN badge as a whole and do not break it up to use separately.
4. Align your branding elements with the HCPN log or make your branding elements more prominent than the HCPN badge. Use your company name in the promotional materials to make it clear they are produced by your company. Do not include Huawei or HUAWEI CLOUD in the email subject line or printed cover.
5. Use the badge only in the marketing materials for the enrolled partner programs. Do not exaggerate the content or scope of your cooperation with Huawei or HUAWEI CLOUD in any way. Do not imply that Huawei or HUAWEI CLOUD sponsors your promotional activities or has partnered with you beyond the partner program.
6. Do not behave in any way that may affect or damage the reputation of Huawei or HUAWEI CLOUD, including but not limited to degrading Huawei or HUAWEI CLOUD products, services, or partners.
7. HCPN badge combination standards



8. Before downloading the HCPN logo, you are obligated to register all website links, ADs, and marketing materials on which you will use the HCPN logo. We

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may review customer materials irregularly to ensure that the HCPN log is used in compliance with this Guide and the *HUAWEI CLOUD Brand Guide*.

9. HUAWEI CLOUD reserves the right to modify this Guide and take appropriate measures against any unauthorized or non-compliant use of the HCPN logo.

14.3 Critical Operations

If the verification code function is enabled, the system will authenticate the identity of the operator again by using emails or short messages when the operator performs a critical operation. This secures your account and critical operations.

Involved critical operations are as follows.

Partner Type	Critical Operation
Solution partners	• Freezing/Unfreezing customer accounts • Setting discounts for customers • Setting monthly budgets for customers • Adjusting the price of a customer's order • Setting customer notification receiving rules • Configuring customer bill permissions
HUAWEI CLOUD Partner Service Center	• Freezing/Unfreezing customer accounts • Setting discounts for customers • Setting monthly budgets for customers • Adjusting the price of a customer's order • Setting customer notification receiving rules • Configuring customer bill permissions

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15 Change History

Description	Released On
This issue is the sixty-third official release. This release incorporates the following change: Modified descriptions in **Solution Partners** > **Financial Information** > **Incentive Earning Management** > **Applying to Issue Incentive Earnings**.	2021-03.31
This issue is the sixty-second official release. This release incorporates the following changes: • 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**.	2021-02.09
This issue is the sixty-first official release. This release incorporates the following changes: • 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**.	2021-01.26

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Description	Released On
This issue is the sixtieth official release. This release incorporates the following change: Added **Solution Partners** > **Financial Information** > **Querying Bill Details**.	2021-01.12
This issue is the fifty-ninth official release. This release incorporates the following changes: ● 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**.	2020-12.30
This issue is the fifty-eighth official release. This release incorporates the following changes: ● 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**.	2020-12.01
This issue is the fifty-seventh official release. This release incorporates the following change: Modified descriptions in **Partner Account Management** > **Modifying Basic Information**.	2020-11.17

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Description	Released On
This issue is the fifty-sixth official release. This release incorporates the following changes: • 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**.	2020-11.03
This issue is the fifty-fifth official release. This release incorporates the following change: Modified **Partner Account Management** > **Managing Basic Information**.	2020-10-20
This issue is the fifty-fourth official release. This release incorporates the following changes: • 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**.	2020-09-28
This issue is the fifty-third official release. This release incorporates the following change: Modified descriptions in **Solution Partner Operations** > **Financial Information** > **Repayment**.	2020-09-15
This issue is the fifty-second official release. This release incorporates the following changes: • 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**.	2020-09-01
This issue is the fifty-first official release. This release incorporates the following change: Modified descriptions in **Solution Partner Operations** > **Financial Information** > **Incentive Earning Management** > **Applying to Issue Incentive Earnings**.	2020-08-11

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Description	Released On
This issue is the fiftieth official release. This release incorporates the following changes: ● 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**.	2020-07-28
This issue is the forty-ninth official release. This release incorporates the following change: Modified descriptions in **Partner Account Management** > **Business Information Certification**.	2020-07-14
This issue is the forty-eighth official release. This release incorporates the following changes: ● 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**.	2020-06-30
This issue is the forty-seventh official release. This release incorporates the following changes: ● Modified descriptions in **Joining HCPN** > **Applying to Become a Consulting Partner**. ● Modified descriptions in **Joining HCPN** > **Applying to Become a Technology Partner**.	2020-06-02

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Description	Released On
This issue is the forty-sixth official release. This release incorporates the following changes: • 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**.	2020-05-26
This issue is the forty-fifth official release. This release incorporates the following changes: • Added **Solution Partner Operations** > **Sales Management**. • Added section "Resellers of Huawei Cloud Partner Service Provider".	2020-04-21
This issue is the forty-fourth official release. This release incorporates the following changes: Modified descriptions in **Solution Partner Operations** > **Financial Information** > **Bill Management**.	2020-04-15
This issue is the forty-third official release. This release incorporates the following changes: Modified descriptions in **Solution Partner Operations** > **Financial Information** > **Invoice Management**.	2020-04-01
This issue is the forty-second official release. This release incorporates the following changes: • 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**.	2020-03-18
This issue is the forty-first official release. This release incorporates the following change: Modified descriptions in **Joining the Partner Program** > **Applying for Joining the Partner Program** > **Applying to Join the HMS Ecosystem Support Program**.	2020-02-26

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Description	Released On
This issue is the fortieth official release. This release incorporates the following changes: ● 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**.	2020-02-19
This issue is the thirty-ninth official release. This release incorporates the following changes: ● 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**.	2020-02-13
This issue is the thirty-eighth official release. This release incorporates the following changes: ● 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**.	2020-01-19
This issue is the thirty-seventh official release. This release incorporates the following changes: ● 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**.	2020-01-15
This issue is the thirty-sixth official release. This release incorporates the following changes: ● 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**.	2019-12-31

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Description	Released On
This issue is the thirty-fifth official release. This release incorporates the following changes: ● 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**.	2019-12-18
This issue is the thirty-fourth official release. This release incorporates the following changes: ● 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**.	2019-12-04
This issue is the thirty-third official release. This release incorporates the following changes: ● 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**.	2019-11-27

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Description	Released On
This issue is the thirty-second official release. This release incorporates the following changes: ● 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**.	2019-11-20
This issue is the thirty-first official release. This release incorporates the following changes: ● 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**.	2019-11-06
This issue is the thirtieth official release. This release incorporates the following changes: ● 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**.	2019-10-30

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Description	Released On
This issue is the twenty-ninth official release. This release incorporates the following changes: ● 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**.	2019-10-23
This issue is the twenty-eighth official release. This release incorporates the following changes: ● 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**.	2019-09-30

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Description	Released On
This issue is the twenty-seventh official release. This release incorporates the following changes: ● 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).	2019-09-24

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Description	Released On
This issue is the twenty-sixth official release. This release incorporates the following changes: ● 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**.	2019-09-02
This issue is the twenty-fifth official release. This release incorporates the following change: ● Modified descriptions in **Solution Partner Operations** > **Customer Business** > **Customer Expenditures** > **Viewing Expenditure Summary**.	2019-08-27
This issue is the twenty-fourth official release. This release incorporates the following change: ● Added **Solution Partner Operations** > **Customer Business** > **Placing Orders for on Customers' Behalf**.	2019-08-21
This issue is the twenty-third official release. This release incorporates the following changes: ● 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**.	2019-08-14

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Description	Released On
This issue is the twenty-second official release. This release incorporates the following changes: ● 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**.	2019-07-31
This issue is the twenty-first official release. This release incorporates the following change: ● Modified descriptions in **Solution Partner Operations** > **Customer Business** > **Customer Management** > **Querying Customers**.	2019-07-24
This issue is the twentieth official release. This release incorporates the following changes: ● 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**.	2019-07-17
This issue is the nineteen official release. This release incorporates the following changes: ● 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**.	2019-07-11

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Description	Released On
This issue is the eighteenth official release. This release incorporates the following change: Modified descriptions in **Solution Partner Operations** > **Financial Information** > **Viewing Partner Bills**.	2019-06-25
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**.	2019-06-14
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**.	2019-06-12
This issue is the fifteenth official release. This release incorporates the following change: ● Modified descriptions in **Partner Account Management** > **Business Information Certification**.	2019-05-30
This issue is the fourteenth official release. This release incorporates the following change: ● 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

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Description	Released On
This issue is the thirteen official release. This release incorporates the following changes: ● 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**.	2019-04-29
This issue is the twelfth official release. This release incorporates the following changes: ● 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**.	2019-03-22

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Description	Released On
This issue is the eleventh official release. This release incorporates the following changes: • 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** > **Topping Up a HUAWEI CLOUD Account**. • 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**.	2019-03-08
This issue is the tenth official release. This release incorporates the following change: Added chapter "Partner Training and Certification Guide".	2019-03-01

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Description	Released On
This issue is the ninth official release. This release incorporates the following changes: ● 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**.	2019-02-22

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Description	Released On
This issue is the eighth official release. This release incorporates the following changes: ● 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**.	2019-02-01
This issue is the seventh official release. This release incorporates the following changes: ● 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**.	2019-01-25
This issue is the sixth official release. This release incorporates the following changes: ● 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**.	2019-01-08

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Description	Released On
This issue is the fifth official release. This release incorporates the following changes: ● 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**.	2018-12-28
This issue is the fourth official release. This release incorporates the following changes: ● 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**.	2018-12-21

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Description	Released On
This issue is the third official release. This release incorporates the following changes: ● 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**.	2018-12-14

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Description	Released On
This issue is the second official release. This release incorporates the following changes: ● 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 Resell 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**.	2018-11-28
This issue is the first official release.	2018-10-30

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