

Partner Center

User Guide

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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](#)

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.

- 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](#)

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](#)

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).

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

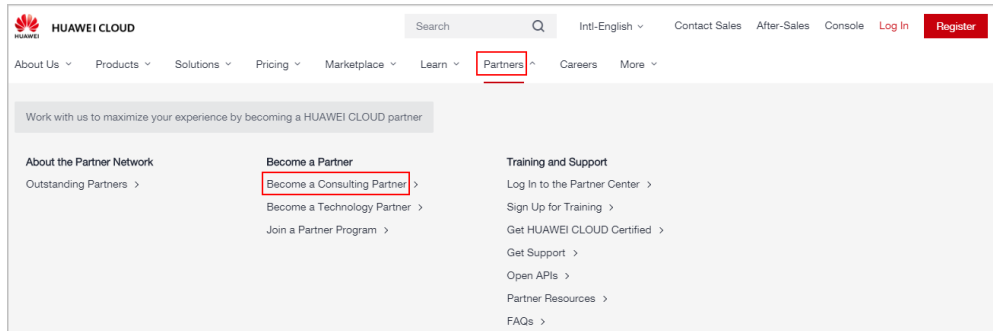
Step 1 Go to the homepage of the [HUAWEI CLOUD](#) official website.

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

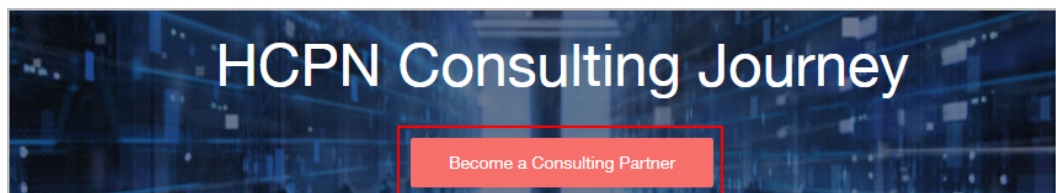


Step 3 On the login page, enter your username and password, and click **Log In**.

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**.

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

* Date of Establishment

* Registered Capital(USD)

* Total Fixed Assets(USD)

* Number of Employees

* Business Performance	Year	Annual Turnover(USD)	Annual Operating Profit(USD)
	2019	<input type="text" value="4425870"/>	<input type="text" value="442587"/>
	2018	<input type="text" value="4425870"/>	<input type="text" value="442587"/>

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

Select the HCPN Consulting Partner partner tier.

Standard Advanced Premier Strategic

Please fill in your business goals within 1 year after you become a HUAWEI CLOUD partner. [Proof requirements](#) ⓘ

You must meet the following requirements and submit the proof if you want to join Standard HCPN Consulting Partner.

* What is your projected annual revenue on HUAWEI CLOUD? ⓘ

* How many of your staff are expected to pass the HUAWEI CLOUD Business Professional exam? [Take Test](#)

* How many of your staff are expected to pass the HUAWEI CLOUD Technical Professional exam? [Take Test](#)





* How many of your staff are expected to receive an HCIA-Cloud Service certificate? [Get Certificate](#)

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**.

To help you achieve greater business success, it is recommended that you join Solution Partner Program.

I agree to join Solution Partner Program

To ensure that you can obtain the authorization to promote HUAWEI CLOUD products and services to customers and can enjoy special benefits including sales incentive earnings, it is recommended that you join Solution Partner Program after becoming a consulting partner. [Click to learn more about the benefits.](#)

 Solution Partner Incentives You can gain incentives by using or selling HUAWEI CLOUD products	benefits
 Project-based PoC Coupons You can apply for additional PoC test coupons from HUAWEI CLOUD based on project requirements	benefits
 Sales Leads Generation You can develop customers jointly with the HUAWEI CLOUD regional team	benefits
 Incentive Accelerators You can obtain special incentives for promoting certain products and solutions	benefits

I have read and agree to [HUAWEI CLOUD Solution Partner Cooperation Agreement](#)

 **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](#).

 **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)	<p>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.</p> <p>NOTE Indirect revenue refers to the consumption of HUAWEI CLOUD resources by technology partners. Proof of the indirect revenue can be provided offline.</p>
Products in General Availability on HUAWEI CLOUD	<p>You must launch its products on HUAWEI CLOUD.</p>
Customer Success Cases on HUAWEI CLOUD	<p>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).</p>
HCIA-Cloud Service	<p>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.</p>
Validated Support Statement for HUAWEI CLOUD on Partner's Website	<p>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.</p>
Dedicated Partner Manager for HUAWEI CLOUD	<p>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).</p>
HUAWEI CLOUD OpenLab Technical Validation	<p>When applying to become a premier technology partner, you must perform technology verification in the HUAWEI CLOUD online lab.</p>

Procedure

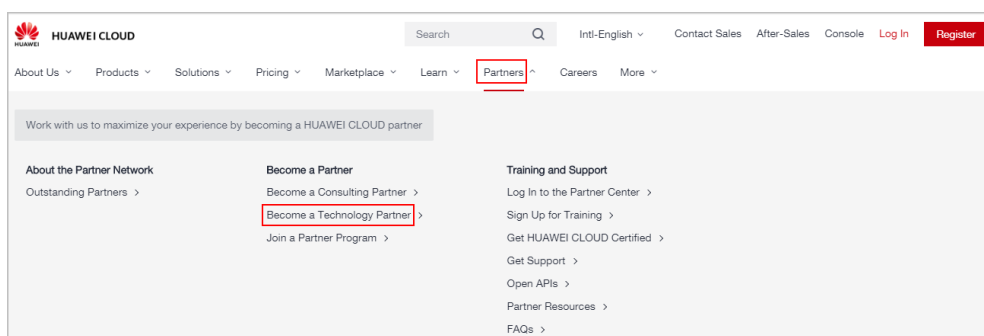
Step 1 Go to the homepage of the **HUAWEI CLOUD** official website.

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**.

Basic Information

* Company Name:
The company name must be the same as that used in the registration credential file. Otherwise, MDFs cannot be issued.

* Tax Registration Number:
Tax registration number format must comply with the tax laws of your registration country/region. The format is 22AAAAA0000A1Z6

* Business License Registration No.:

* Registration Credential File:
Maximum file size: 2 MB
Supported file types: JPG, BMP, PNG, PDF

▾

Registration Address

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

* State/Province:

* City:

* Address:

* Postal Code:

Other Information

* Telephone:

* Email:

* Work with a Huawei ecosystem manager:

▾

Contacts

Add at least one contact person.

Last Name	First Name	Position	Preferred Method	Email	Mobile Phone	Office Phone	Fax	Office Address	Operation
		Sales Manager	Email	74589612@163.com	--	--	--	--	Modify Delete

I have read and agree to [HCPN Certification Agreement](#)

 **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.

Select the HCPN Technology Partner partner tier.

Standard Advanced Premier

Please fill in your business goals within 1 year after you become a HUAWEI CLOUD partner. [Proof requirements](#) ?

* What is your projected annual revenue on HUAWEI CLOUD?

--Select-- USD

* Do you plan to deploy service apps on HUAWEI CLOUD?

--Select--

* How many customer references do you expect to publish?

--Select--

Previous **Submit** Save Draft Cancel

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

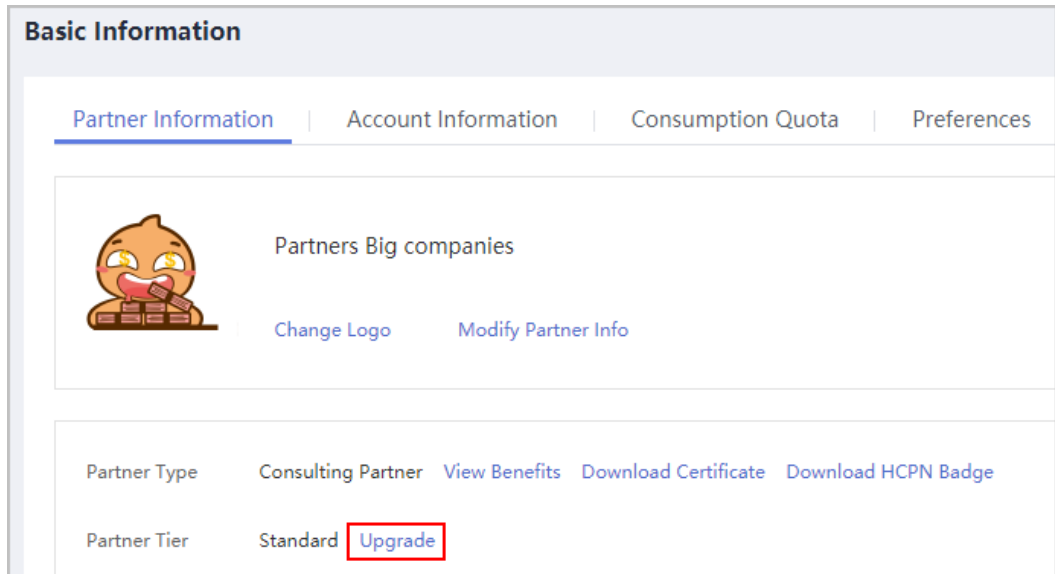
Consulting partners are classified into four tiers: standard, advanced, premier, and strategic. Different requirements are set for each partner tier. Partners can request to upgrade to a higher tier when they meet the requirements.

 **NOTE**

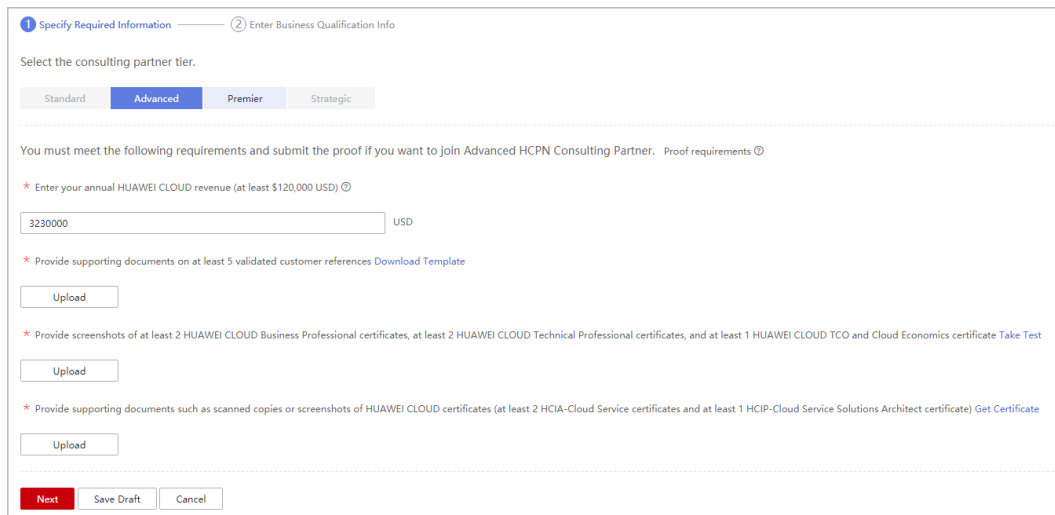
To upgrade to the strategic tier, a consulting partner should request its channel manager to apply for the promotion on their behalf. After the application is approved, the channel manager and the partner will receive an email notification.

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**.



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



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

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

* Date of Establishment

* Registered

* Capital(USD)
* Total Fixed
* Assets(USD)

* Number of Employees

* Business Performance

Year	Annual Turnover(USD)	Annual Operating Profit(USD)
2019	<input type="text" value="111111111111.11"/>	<input type="text" value="111111111111.12"/>
2018	<input type="text" value="111111111111.13"/>	<input type="text" value="111111111111.15"/>

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**.

Basic Information

[Partner Information](#) [Account Information](#)



HUAWEI [Change Logo](#) [Modify Partner Info](#)

Partner Type: [Technology Partner](#) [View Benefits](#) [Download Certificate](#) [Download HCPN Badge](#)

Partner Tier: Standard [Upgrade](#)

If you want to become a consulting partner of HUAWEI CLOUD, register an account and submit an application. Click [here](#) to view the requirements and benefits of being a consulting partner.

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

Standard **Advanced** Premier

You must meet the following requirements and submit the proof if you want to join Advanced HCPN Technology Partner. [Proof requirements](#) ⓘ

* Enter your annual HUAWEI CLOUD revenue (at least \$120,000 USD)

USD

* Provide the HUAWEI CLOUD Marketplace website address where your products are released

* Provide supporting documents on at least 3 validated customer references [Download Template](#)

* Provide scanned copies of at least 1 HCIA-Cloud Service certificates [Get Certificate](#)

* Provide the website address containing a validated support statement for HUAWEI CLOUD

* Provide the number of partner managers dedicated to HUAWEI CLOUD business (at least one staff)

Step 6 Click **Submit**.

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

----End

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**.

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.

- 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.

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.

Thank you for joining Service Partner Program
Enables partners to leverage HUAWEI CLOUD to provide customers with services such as cloud assessment, consulting, migration, optimization, security management, and managed services

Please fill in your business goals within 1 year after you become a HUAWEI CLOUD partner. [Proof requirements](#) ⓘ

* How many of your staff are expected to pass the HCIP-Cloud Service Solutions Architect certification? [Take Test](#)

--Select--

* Are you capable of providing consulting and migration services to HUAWEI CLOUD customers?

--Select--

* Do you have the following competences?

Can provide O&M services such as service continuity, network management, system security, and data storage for HUAWEI CLOUD customers

Can provide platforms and middleware such as operating systems or databases for HUAWEI CLOUD customers

* How many project references do you expect to complete?

--Select--

If you have met all eligibility requirements, please upload your supporting documents [Download Template](#)

Upload

Submit
Save Draft
Cancel

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.

Thank you for joining SaaS Partner Program
The SaaS Partner Program provides the technical, marketing, and business support you need, so that you can deploy SaaS services on HUAWEI CLOUD and grow your business across the globe.

Please fill in your business goals within 1 year after you become a HUAWEI CLOUD partner. [Proof requirements](#) ⓘ

* Cloud service architecture of your SaaS solution (reference: the attached template) [Download Template](#)

Upload

* Cloud resource list of your SaaS solution (reference: the attached template) [Download Template](#)

Upload

Submit
Save Draft
Cancel

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.

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.

Please specify your business objectives for the coming year and submit supporting documents. [File upload tips](#) ⓘ

* Do you meet any of the following requirements? (Select all that apply)

I use HUAWEI CLOUD EI or Ascend-powered cloud services.

I represent an industry-leading software technology provider who can enhance HUAWEI CLOUD EI capabilities

I can provide algorithm models based on HUAWEI CLOUD EI or Ascend-powered cloud services.

I can provide label services for HUAWEI CLOUD EI.

* How many customer references do you expect to publish?

--Select--

* What is the name of your solution?

* What type of industry is your solution for?

--Select--

* Who are the target customers of your solution?

* What are the application scenarios of your solution?

* Provide your solution introduction materials. [Download template](#)

* Provide the HUAWEI CLOUD configuration table. [Download template](#)

- 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.

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

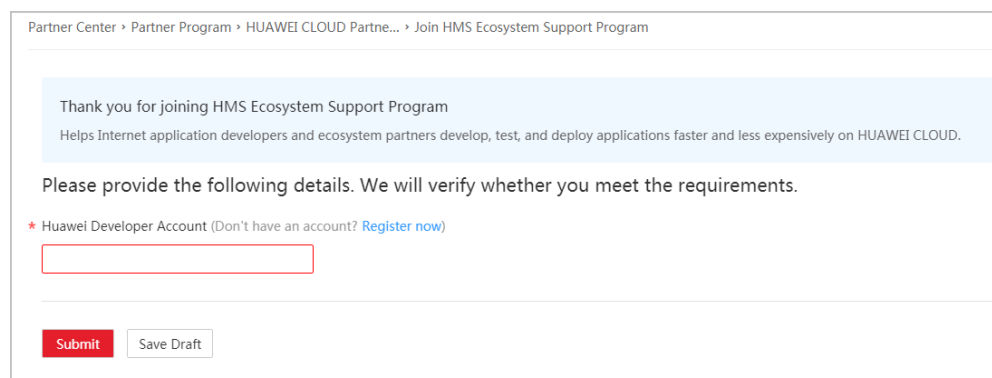
Step 1 Use your account to log in to [HUAWEI CLOUD](#).

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.



The screenshot shows a web form for joining the HMS Ecosystem Support Program. At the top, there is a breadcrumb trail: "Partner Center > Partner Program > HUAWEI CLOUD Partne... > Join HMS Ecosystem Support Program". Below this, a light blue banner contains the text: "Thank you for joining HMS Ecosystem Support Program" and "Helps Internet application developers and ecosystem partners develop, test, and deploy applications faster and less expensively on HUAWEI CLOUD." Below the banner, the text reads: "Please provide the following details. We will verify whether you meet the requirements." There is a red asterisk followed by the text: "* Huawei Developer Account (Don't have an account? [Register now](#))". Below this text is a red-bordered input field. At the bottom of the form, there are two buttons: a red "Submit" button and a grey "Save Draft" button.

Step 6 Click **Submit**.

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

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**.

Contract No.	Agreement	Contracting Entity	Status	Signing Date	Effective On	Expired On	Operation
SOW1351CHN190402ONLN...	Privacy Statement of Business...	Huawei Technologies (China) Co., Ltd.	Expired	Apr 02, 2019	Apr 02, 2019	Dec 31, 2036	Download View
SOW1351CHN190402ONLN...	Privacy Statement of Business...	Huawei Technologies (China) Co., Ltd.	Expired	Apr 02, 2019	Apr 02, 2019	Dec 31, 2036	Download View
SOW1351CHN190402ONLN...	Privacy Statement of Business...	Huawei Technologies (China) Co., Ltd.	Expired	Apr 02, 2019	Apr 02, 2019	Dec 31, 2036	Download View
SOW1351CHN190402ONLN...	Privacy Statement of Business...	Huawei Technologies (China) Co., Ltd.	Valid	Apr 02, 2019	Apr 02, 2019	Dec 31, 2036	Download View

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

----End


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.

 To confirm that you perform this operation, complete the following verification.

Verified Email Address

* Email Verification Code [Not receive an email verification code?](#)

* Old Password

* New Password

* Confirm Password

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

5.2 Managing Basic Information

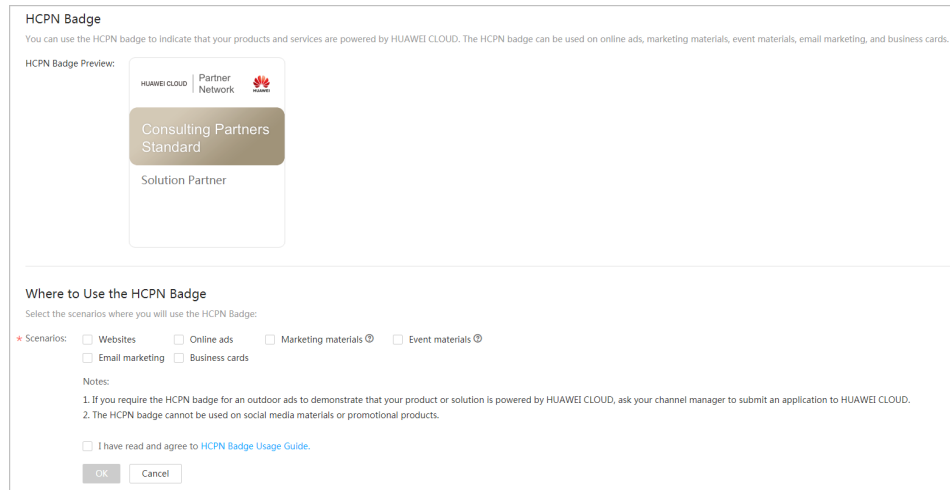
On the **Basic Information** page, partners can modify the account information, view the consumption quota usage, and set preferences, notification receiving rules, and customer bill permissions.

Precautions

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

Procedure

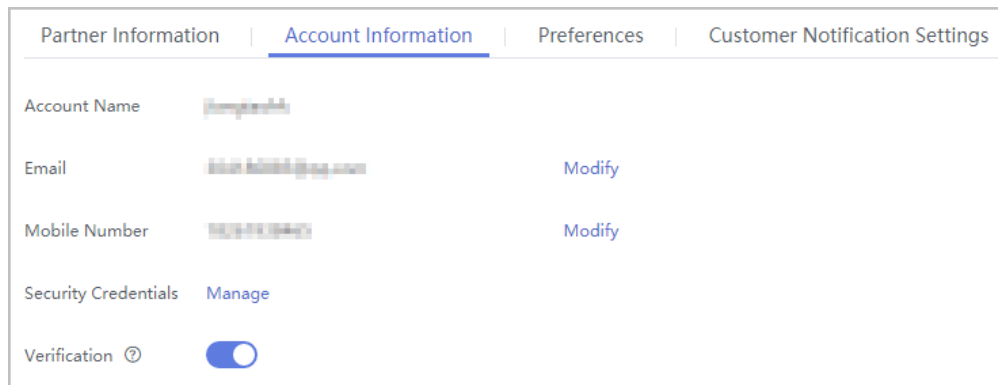
- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation tree, choose **Account Management > Basic Information**.
- Step 4** Manage the account information.
 - 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.



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.

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

After the payment currency is set, the system will perform settlements in the specified currency, and the selected currency will take effect for monthly bills of the next billing cycle.

Basic Information

Partner Information | Account Information | **Preferences** | Customer Notification Settings | Customer Bill Settings

Time Zone for Notifications

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

Language: English

Time Zone: (UTC+08:00) Ulaanbaatar

Payment Currency

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

Currency: HKD - Hong Kong Dollar

Save

- 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.

Basic Information

Partner Information | Account Information | Preferences | **Customer Notification Settings** | Customer Bill Settings

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

Configure Templates on Customers' Behalf View Operation Records

Notification Templates

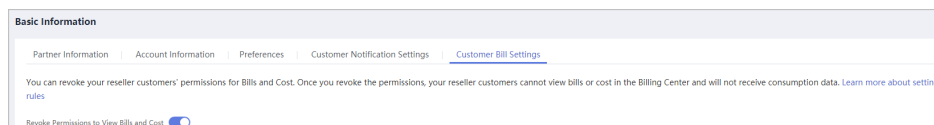
Operation	Email	SMS
Finance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Product	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Security	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
O&M	<input checked="" type="checkbox"/>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

Save

 **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**

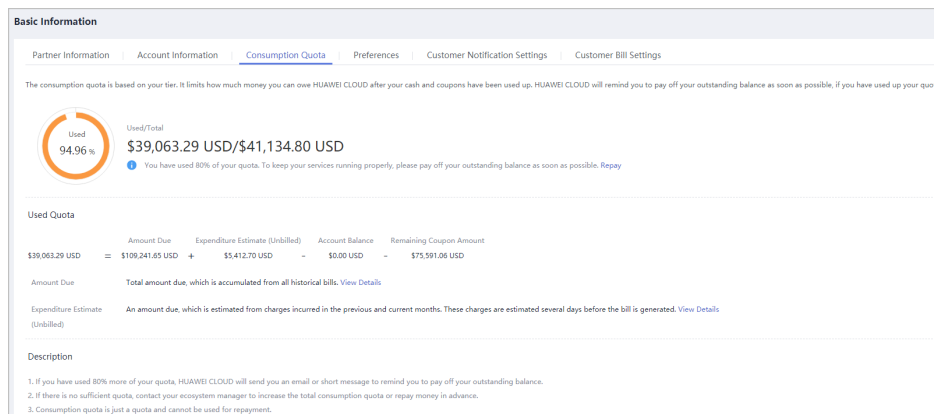
Partners can choose **Basic Information > Customer Bill Settings** to grant or revoke their reseller customers' permissions to view the **Bills** and **Cost** in the Billing Center. Once the permission is revoked, all reseller customers cannot view **Bills** or **Cost** or receive consumption data.



 **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

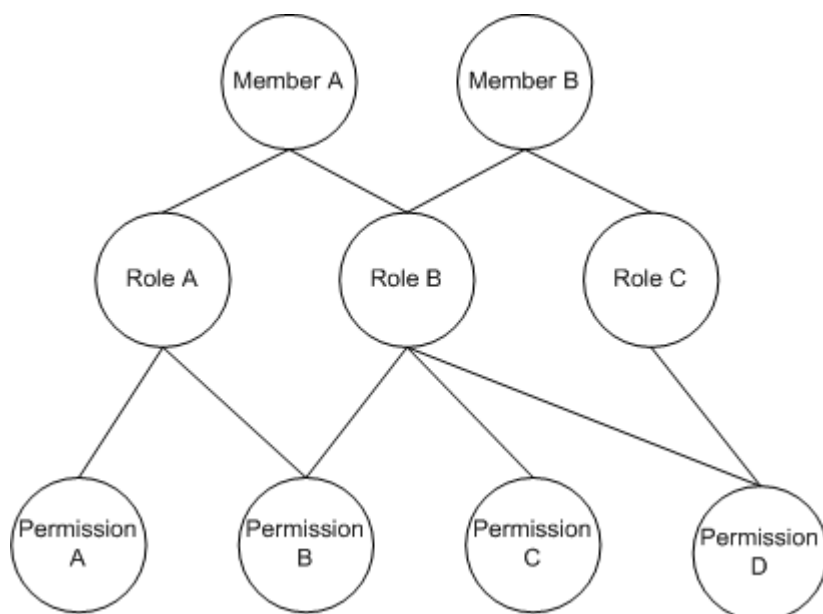
Partners must create users and assign them different roles on the **Account Management > Organization Management** page so that organization members can manage partner accounts by permission. Do not use IAM to create or delete users, or there will be conflicts between the IAM and Partner Center.

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

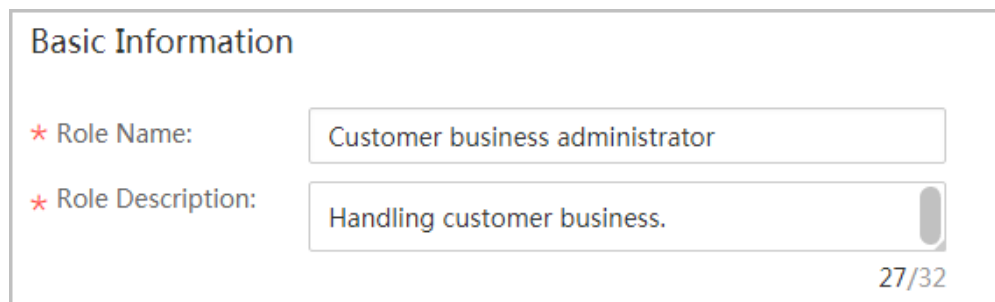
A partner must assign a role to an organization member created. The organization member can have the default role or a custom role.

NOTE

A partner can create 10 custom roles by default.

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.



Basic Information

* Role Name:

* Role Description: 27/32

- 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.

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 [HUAWAI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation tree, choose **Account Management > Organization Management**.
- Step 4** On the **Users** tab page, click **Create User**.

The **Create User** page is displayed.

Role Name	Username	Mobile Number	Email	Role	Account Director	Status	Operation
Admin (super administra...)	admin@huawei.com	...	admin@huawei.com	Admin (super administra...)	--	Normal	Modify Assign Role More
freeze	admin@huawei.com	...	admin@huawei.com	freeze	--	Normal	Modify Assign Role More
Finance specialist	finance@huawei.com	...	finance@huawei.com	Finance specialist	--	Normal	Modify Assign Role More
freeze	finance@huawei.com	...	finance@huawei.com	freeze	--	Normal	Modify Assign Role More
Finance specialist	finance@huawei.com	...	finance@huawei.com	Finance specialist	--	Normal	Modify Assign Role More
Account director	account@huawei.com	...	account@huawei.com	Account director	--	Normal	Modify Assign Role More
Account manager	account@huawei.com	...	account@huawei.com	Account manager	...	Normal	Modify Assign Role More

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

1 Specify User Information

Account Information

* Username:

* Password:

* Confirm Password:

Personal Information

* Full Name:

* Mobile Number:

* Email:

Fixed Phone:

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**.

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

Select a maximum of 3 roles. Selected roles: Account manager X

All role types

Role Name	Role Type	Role Description	Users with This Role	Operation
<input checked="" type="checkbox"/> Account manager	System-defined role	Users in this role can develop customers...	1	View Details
<input type="checkbox"/> Admin	System-defined role	Users with this role have all permissions L...	0	View Details
<input type="checkbox"/> Finance specialist	System-defined role	Users in this role can manage account to...	2	View Details
<input type="checkbox"/> Account director	System-defined role	Users in this role can manage account m...	1	View Details
<input type="checkbox"/> dasfas	Custom role	fasidfasfas	0	View Details

5 Total Records: 6 < 1 2 >


A message is displayed indicating that the operation is successful.

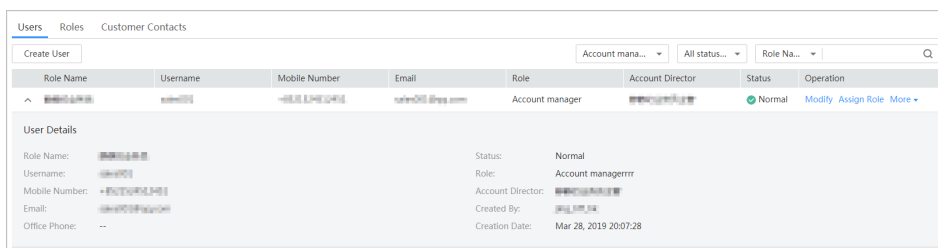
NOTE

- 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.

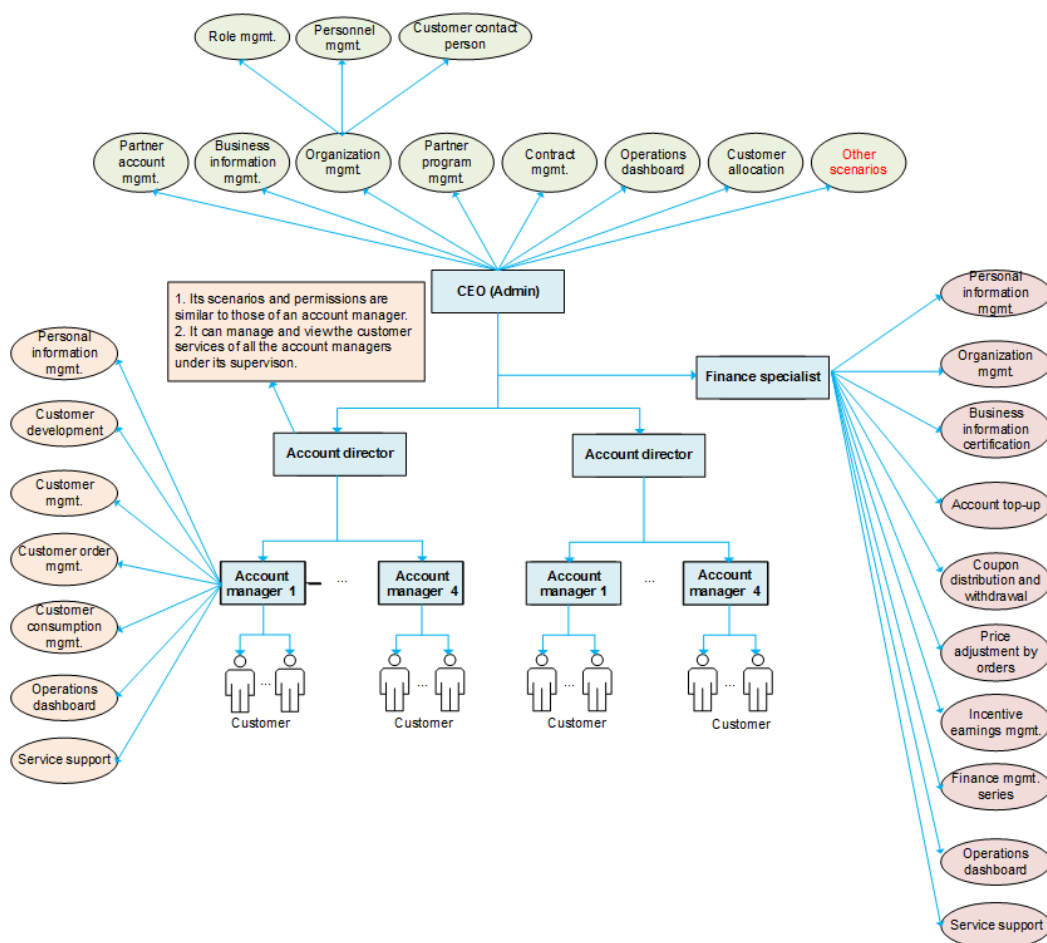
NOTE

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](#).

- 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.

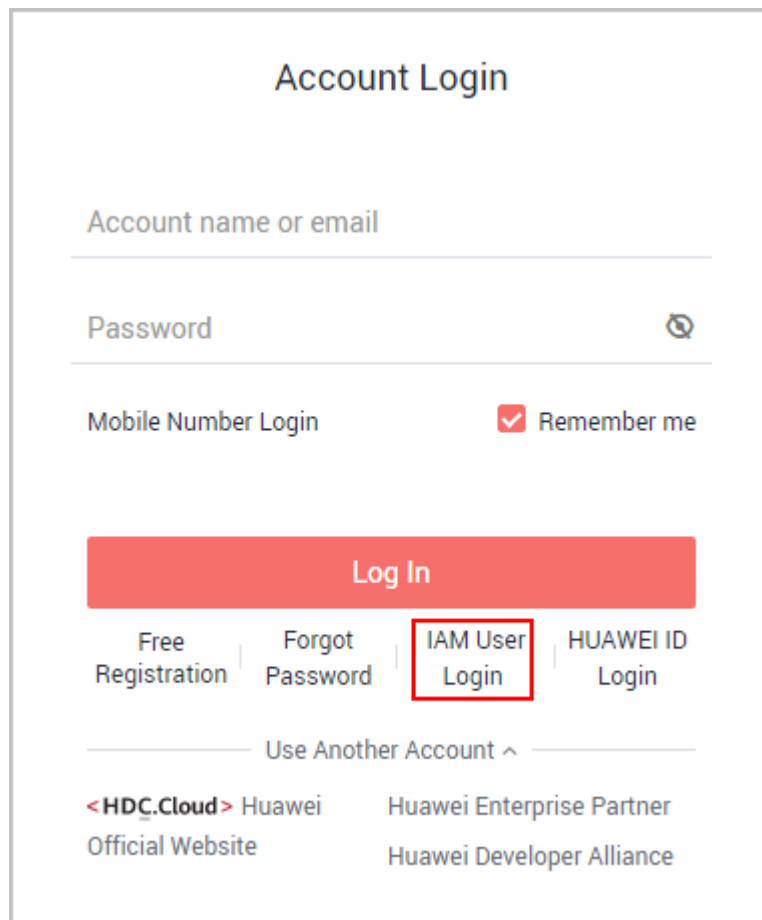
Procedure

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**.

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.

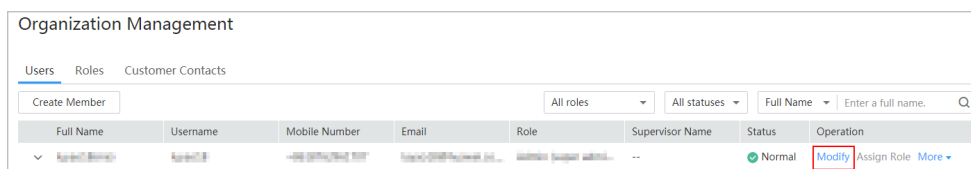
----End

5.3.6 An Organization Member Modifying Personal Information

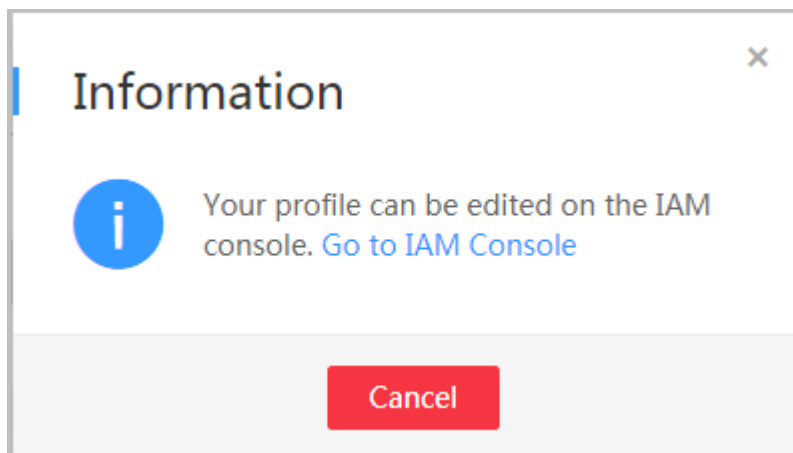
An organization member can modify the personal information, including the name, status, and email address.

Procedure

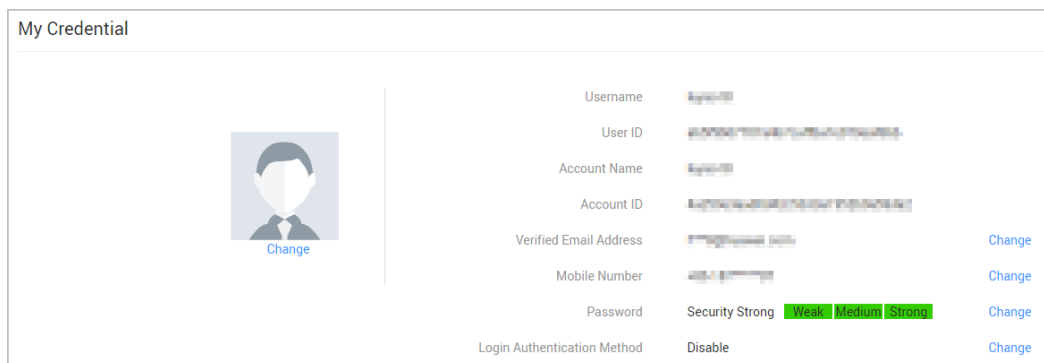
- Step 1** Use your organization member account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation tree, choose **Account Management > Organization Management**.
- Step 4** On the **Members** 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

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**.

Partner Center > Account Management > Organization Manage... > Create Customer Contact

i Please fill in correct customer contact information as the information will be disclosed to your customers.

* Full Name:

* Position:

* Mobile Number:

* Email:

Fixed Phone:

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.

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**.

The screenshot shows a web form for business information certification. At the top, there are three numbered steps: 1. Fill in company information, 2. Fill in bank information, and 3. Complete the associated supplier survey. The form is divided into three main sections: Basic Information, Tax Information, and Financial Contact Information. The Basic Information section includes fields for Company Name, Registration Country/Region (Hong Kong SAR China), State/Province (Other), City (beijing), and Address. The Tax Information section includes Invoice Type (10%-VAT-registered in Cambodia). The Financial Contact Information section includes fields for Last Name, First Name, Mobile Number (+852(Hong Kong(China))), and Email. A checkbox at the bottom indicates that the user has read and agreed to the Privacy Statement of Business Information Qualification. The form has 'Next' and 'Cancel' buttons at the bottom.

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

 NOTE

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

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.

 **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.

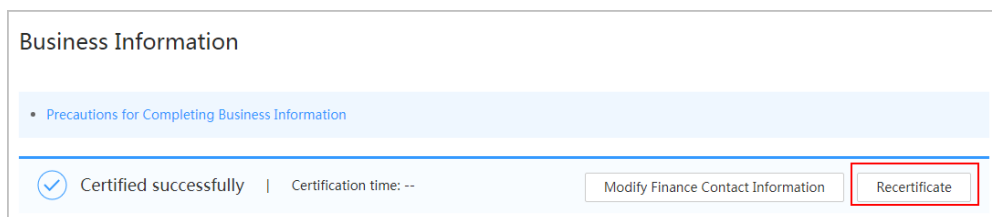
Step 9 (Optional) Click **Submit Bank Confirmation Letter** and upload the copy of the signed or stamped confirmation letter.

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.

 **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**

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](#)

6.2 Requesting Consulting Partner Basic Benefits

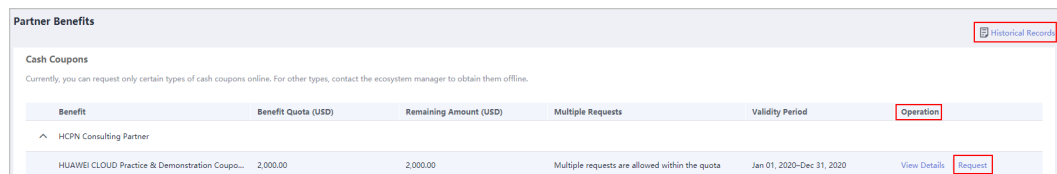
After becoming a consulting partner, an enterprise can request test coupons (HUAWEI CLOUD practice & demonstration coupons) on **Benefits and Support > Partner Benefits**.

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.

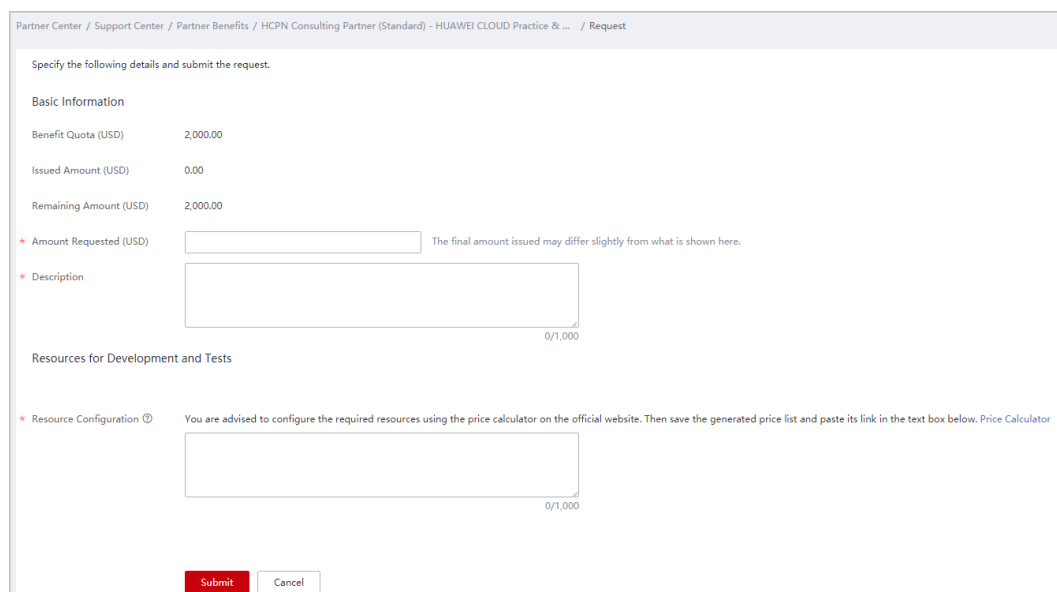


Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
HCPN Consulting Partner					
HUAWEI CLOUD Practice & Demonstration Coupon	2,000.00	2,000.00	Multiple requests are allowed within the quota	Jan 01, 2020-Dec 31, 2020	View Details Request

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**.



Partner Center / Support Center / Partner Benefits / HCPN Consulting Partner (Standard) - HUAWEI CLOUD Practice & ... / Request

Specify the following details and submit the request.

Basic Information

Benefit Quota (USD) 2,000.00


Issued Amount (USD) 0.00

Remaining Amount (USD) 2,000.00

* Amount Requested (USD) The final amount issued may differ slightly from what is shown here.

* Description 0/1,000

Resources for Development and Tests

* Resource Configuration  You are advised to configure the required resources using the price calculator on the official website. Then save the generated price list and paste its link in the text box below. [Price Calculator](#)

0/1,000

Submit

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.

Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
HUAWEI CLOUD Practice & Demonstration Cou...	2,000.00	0.00	Multiple requests are allowed within the quota	Jan 01, 2020-Dec 31, 2020	View Details Request

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**.

Specify the following details and submit the request.

Basic Information

Benefit Quota (USD) 2,000.00

Issued Amount (USD) 0.00

Remaining Amount (USD) 2,000.00

* Amount Requested (USD) The final amount issued may differ slightly from what is shown here.

* Description

Resources for Development and Tests

* Resource Configuration You are advised to configure the required resources using the price calculator on the official website. Then save the generated price list and paste its link in the text box below. [Price Calculator](#)

Example: 2 x ECS_e2.xlarge.2.4 vCPUs | 8 GB memory, 100 GB system disk with high I/O, 1000 GB data disk with high I/O, 10 Mbit/s dedicated bandwidth, Windows Server 2008 Enterprise Edition (Separate multiple values with semicolons.)

Submit

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

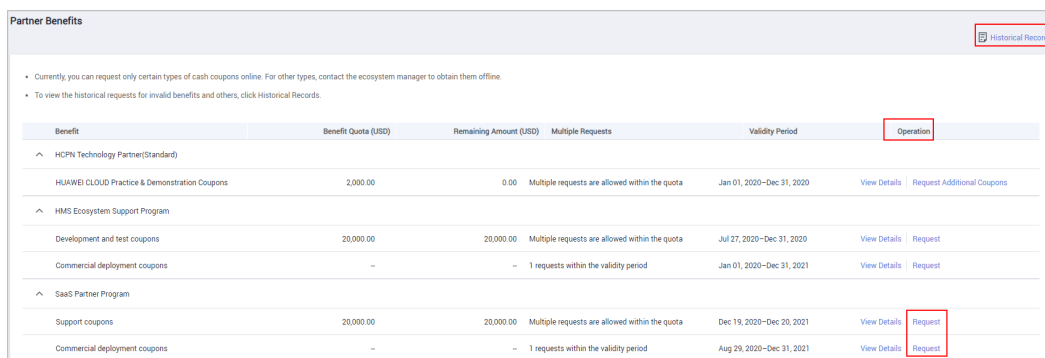
After becoming a SaaS partner, an enterprise can request support coupons or commercial deployment coupons on **Benefits and Support > Partner Benefits**.

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.



Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
<ul style="list-style-type: none"> Currently, you can request only certain types of cash coupons online. For other types, contact the ecosystem manager to obtain them offline. To view the historical requests for invalid benefits and others, click Historical Records. 					
<ul style="list-style-type: none"> HCPN Technology Partner(Standard) <ul style="list-style-type: none"> HUAWEI CLOUD Practice & Demonstration Coupons 	2,000.00	0.00	Multiple requests are allowed within the quota	Jan 01, 2020-Dec 31, 2020	View Details Request Additional Coupons
<ul style="list-style-type: none"> HMS Ecosystem Support Program <ul style="list-style-type: none"> Development and test coupons Commercial deployment coupons 	20,000.00	20,000.00	Multiple requests are allowed within the quota	Jul 27, 2020-Dec 31, 2020	View Details Request
<ul style="list-style-type: none"> SaaS Partner Program <ul style="list-style-type: none"> Support coupons Commercial deployment coupons 	20,000.00	20,000.00	Multiple requests are allowed within the quota	Dec 19, 2020-Dec 20, 2021	View Details Request
	-	-	1 requests within the validity period	Jan 01, 2020-Dec 31, 2021	View Details Request
	-	-	1 requests within the validity period	Aug 29, 2020-Dec 31, 2021	View Details Request

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

Specify the following details and submit the request.

Basic Information

Benefit Quota (USD) 20,000.00

Issued Amount (USD) 0.00

Remaining Amount (USD) 20,000.00

* Amount Requested (USD) The final amount issued may differ slightly from what is shown here.

* Description 0/1,000

Resources for Development and Tests

* Product/Solution Name

* SaaS Service Introduction Briefly describe the scenarios and value. 0/1,000

* SaaS Service Details Upload the SaaS service details using the template. [Download Template](#)

* Resource Configuration Must configure the required resources using the price calculator on the official website. Then save the generated price list and paste its link in the text box below. [Price Calculator](#)

Paste the shareable link here. Otherwise, your request may be rejected. If it is not your first request, illustrate the request reason and differences (such as adding or modifying the xx configuration) between this request and the previous one. 0/1,000

* Start Time for Using Resourc

* End Time for Using Resourc

- Requesting a commercial deployment coupon

Partner Center / Support Center / Partner Benefits / SaaS Partner Program (Registered) - Commercial deployment coup... / Request

Specify the following details and submit the request.

Basic Information

Description 0/1,000

App Details

* SaaS App Name

* Enterprise Profile 0/1,000

* SaaS Solution Doc

* Resource Configuration You are advised to configure the required resources using the price calculator on the official website. Then save the generated price list and paste its link in the text box below. [Price Calculator](#)

Example: 2 x ECS, s2.xlarge, 2.4 vCPU; | 8 GB memory, 100 GB system disk with high I/O, 1000 GB data disk with high I/O, 10 MB/s dedicated bandwidth, Windows Server 2008 Enterprise Edition (Separate multiple values with semicolons.) 0/1,000

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

----End

6.5 Requesting HMS Ecosystem Support Program Benefits

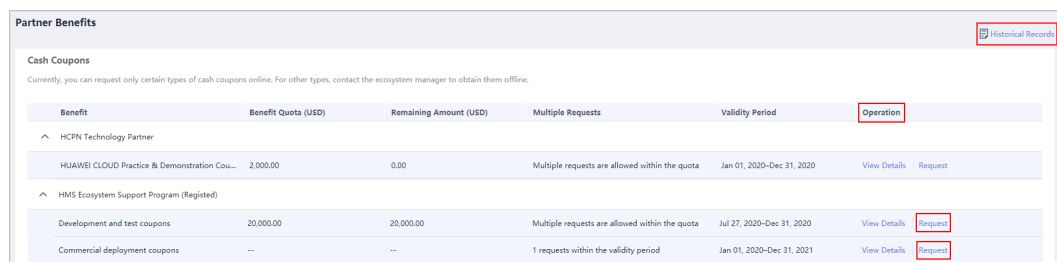
After becoming an HMS partner, an enterprise can request development and test coupons or commercial deployment coupons on **Benefits and Support > Partner Benefits**.

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 [HUAWAI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation pane, choose **Benefits and Support > Partner Benefits**.
- Step 4** Locate the coupon you want to request, and click **Request** in the **Operation** column.



Benefit	Benefit Quota (USD)	Remaining Amount (USD)	Multiple Requests	Validity Period	Operation
HCPN Technology Partner					
HUAWEI CLOUD Practice & Demonstration Cou...	2,000.00	0.00	Multiple requests are allowed within the quota	Jan 01, 2020-Dec 31, 2020	View Details Request
HMS Ecosystem Support Program (Registered)					
Development and test coupons	20,000.00	20,000.00	Multiple requests are allowed within the quota	Jul 27, 2020-Dec 31, 2020	View Details Request
Commercial deployment coupons	--	--	1 requests within the validity period	Jan 01, 2020-Dec 31, 2021	View Details Request

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

Specify the following details and submit the request.

Basic Information

Total Amount (USD) 20,000.00

Issued Amount (USD) 137.02

Available Amount (USD) 19,862.98

* Amount Requested (USD) The final amount issued may differ slightly from what is shown here.

Description 0/1,000

Resources for Development and Tests

* Region

* Resource Configuration You are advised to configure the required resources using the price calculator on the official website. Then save the generated price list and paste its link in the text box below. [Price Calculator](#)

Example: 2 x ECS, s2.xlarge.2.4 vCPUs | 8 GB memory, 100 GB system disk with high I/O, 1000 GB data disk with high I/O, 10 Mbit/s dedicated bandwidth, Windows Server 2008 Enterprise Edition (Separate multiple values with semicolons.)

* Start Time for Using Resources

* End Time for Using Resources

Developed App Background Details

* App Type

HMS Core Services Integrated You are advised to select one to three key service types.

- Requesting a commercial deployment coupon

Partner Center / Support Center / Partner Benefits / HMS Ecosystem Support Program (Registered) - Commercial deploy... / Request

Specify the following details and submit the request.

Basic Information

Description 0/1,000

Developed App Background Details

* App Type

* App ID in Huawei AppGallery Visit [HUAWEI Developers](#) to register your app.

* HMS Core Services Integrated You are advised to select one to three key service types.

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

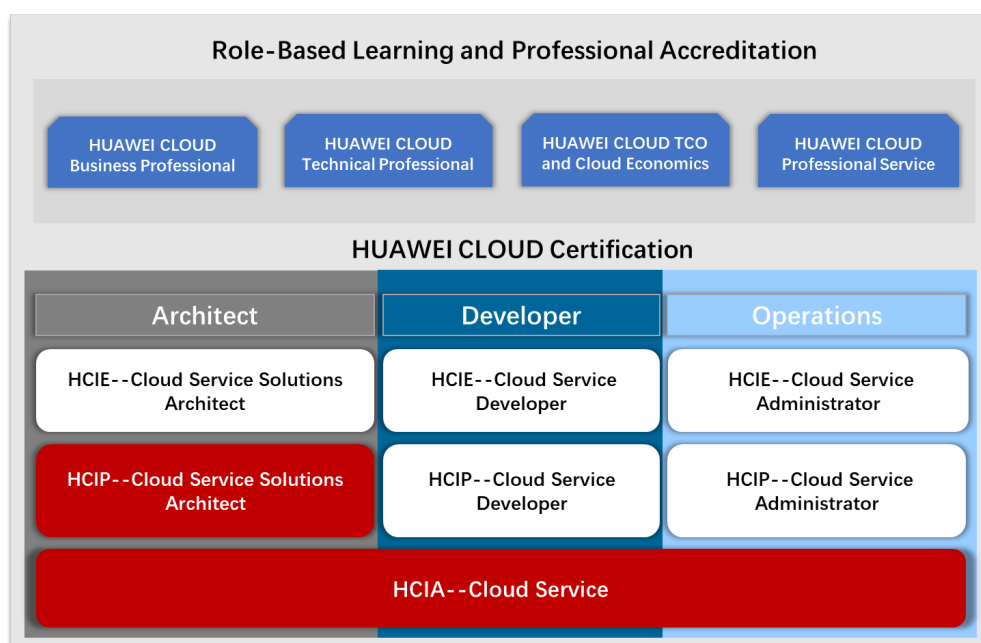
----End

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/>

- 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.

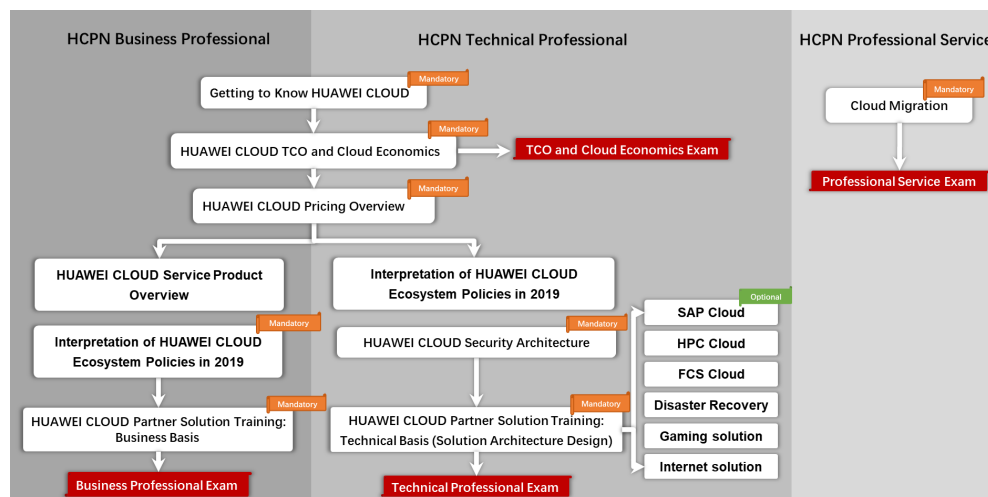
7.2.1 Target Audience

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.

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

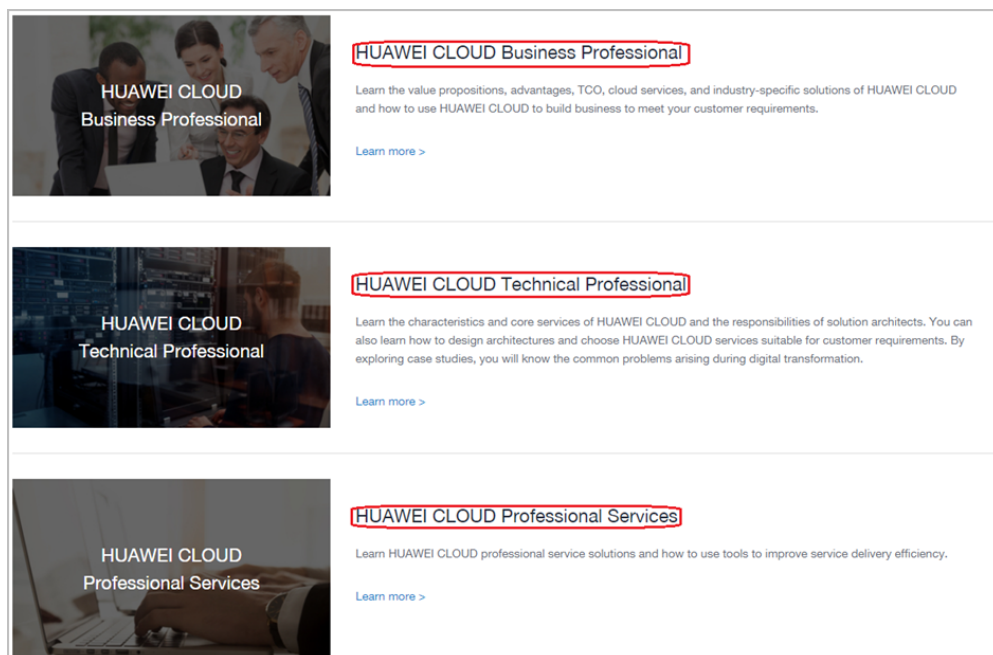
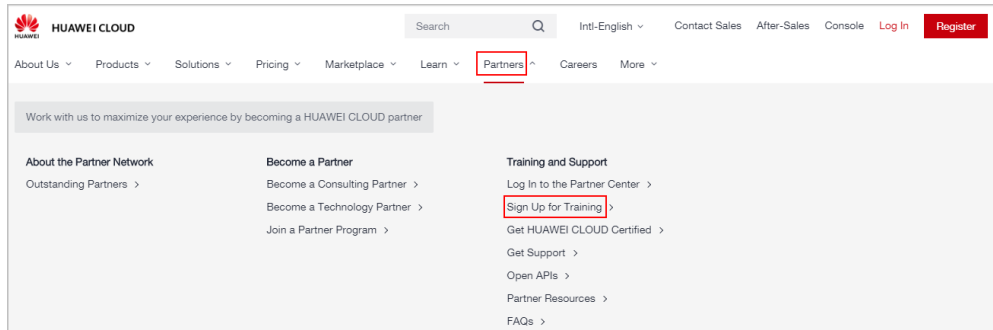
7.2.2 Learning Paths

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



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.

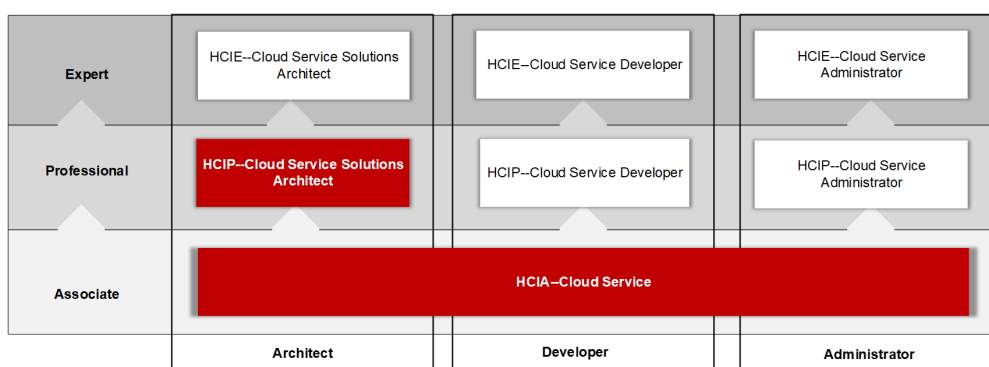
Links to four professional accreditation exams:

- [Business Professional Exam](#)
- [Technical Professional Exam](#)
- [TCO and Cloud Economics Exam](#)
- [Professional Service Exam](#)

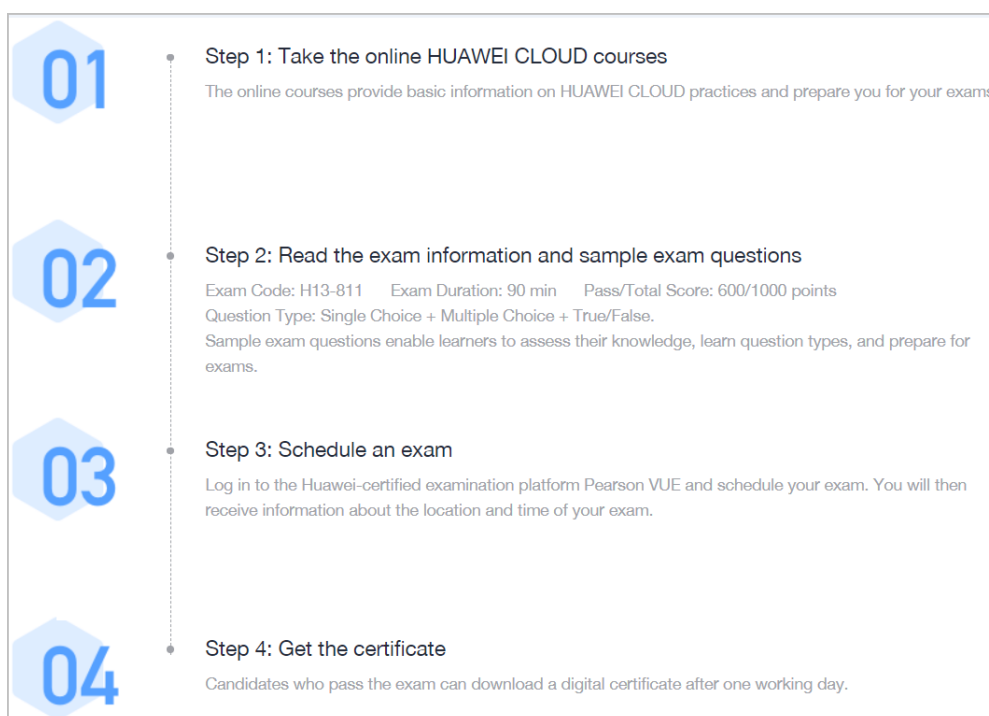
7.3 Career Certification

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

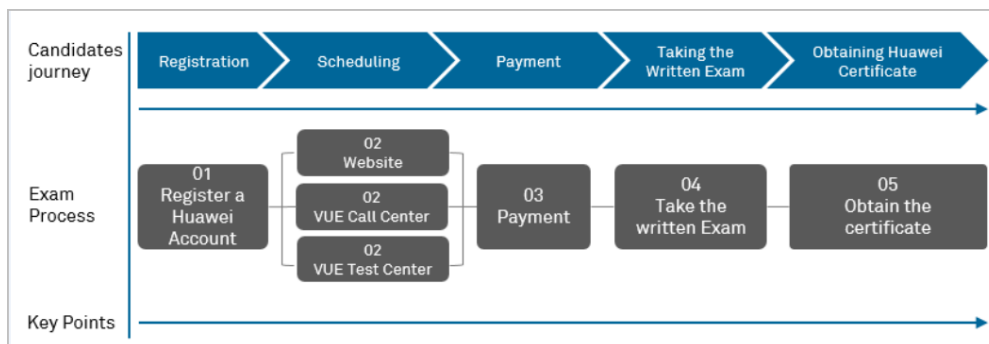


7.3.3 Online Learning

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



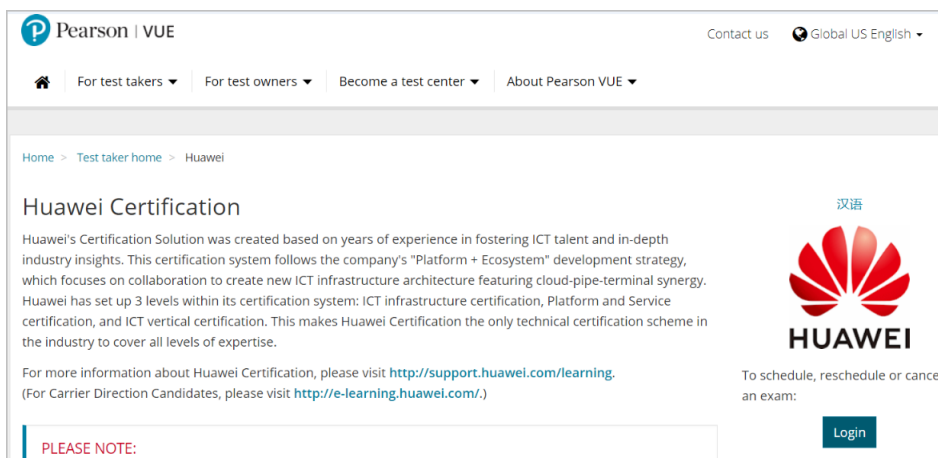
7.3.4.1 Register An Account(Skip this step if you have an account)

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.

The screenshot shows a login interface with the following elements:

- Header: "Log In" and "Contact Us | Help | English (United States)"
- Navigation tabs: "User ID/Email", "Phone Number", "SMS Verification"
- Form fields: "User ID/Email" and "Password"
- Buttons: "Log In" and "Register"
- Links: "Forgot Password" and "Change Password"
- Text: "Welcome to Our Website" and a paragraph about registering for a free account.

- 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.

***City/County:**

***District/Town:**

Street Name and Number:

Building Name and Room Number:

Post Code:

Company:

***Telephone:**

+

[Country Codes](#)

- 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.

 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.

Customer service

We encourage you to schedule/purchase your exam online. Get started by logging in to your web account on the [Huawei website](#).

Americas region ▼

Asia-Pacific region ▲

Office hours
Monday-Friday, 9:00 a.m.-6:00 p.m. local time for each country; closed on local holidays.

Telephone numbers

Australia	1800-023-095
China (Mainland)	400-810-8288
Hong Kong	3071-4601

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

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.

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](#).

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.

 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](#).

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).
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- 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

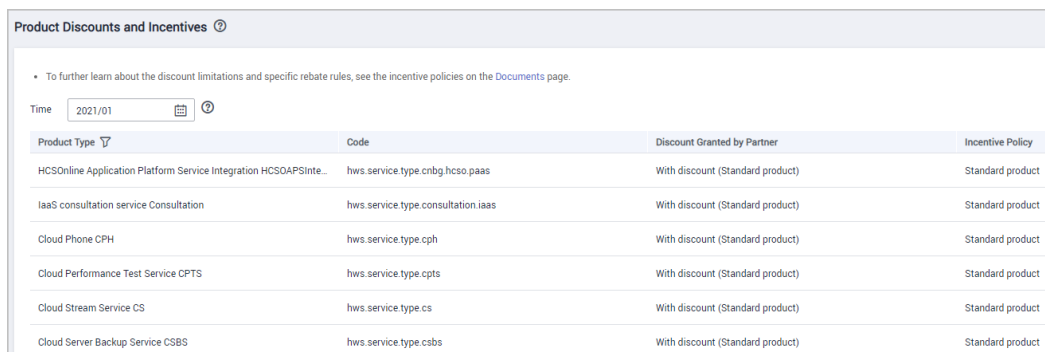
Partners can query the discount and incentive policies applicable to each product in the Partner Center.

Procedure

- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).

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**.




Product Discounts and Incentives ⓘ

• To further learn about the discount limitations and specific rebate rules, see the incentive policies on the Documents page.

Time 2021/01 ⓘ

Product Type ▾	Code	Discount Granted by Partner	Incentive Policy
HCSOnline Application Platform Service Integration HCSOAPSinte...	hws.service.type.cnbg.hcso.paas	With discount (Standard product)	Standard product
IaaS consultation service Consultation	hws.service.type.consultation.iaas	With discount (Standard product)	Standard product
Cloud Phone CPH	hws.service.type.cph	With discount (Standard product)	Standard product
Cloud Performance Test Service CPTS	hws.service.type.cpts	With discount (Standard product)	Standard product
Cloud Stream Service CS	hws.service.type.cs	With discount (Standard product)	Standard product
Cloud Server Backup Service CSBS	hws.service.type.csbs	With discount (Standard product)	Standard product

Step 4 Click  next to **Product Type** to query the discounts and incentives applicable to each product by type.

Data on the **Product Discounts and Incentives** page is updated in real time. To query historical records, reset the time and search it again.

----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**.

My Resellers

Reseller: Mobile Number: Email:

Reseller	Reseller Account Name	Mobile Number	Email	Associated On	Operation
chinaasoft-huwei-002	hwic72019949	18894745612	180qianj110@huawei.com	Mar 30, 2020 10:05:49	Set Coupon Quota
MFSJD	hwic68929671	--	225@q.cc	Mar 23, 2020 19:44:52	Set Coupon Quota
erjl_hk002 Company	erjl_hk002	--	erjl_hk002@qqs.com	Mar 21, 2020 15:34:45	Set Coupon Quota
HMWFP	hwic11708127	--	289479@qqs.com	Mar 21, 2020 14:52:19	Set Coupon Quota
erjl_hk003 company	erjl_hk003	--	erjl_hk003@qqs.com	Mar 20, 2020 09:46:50	Set Coupon Quota

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

✕

Invite Reseller

- A user that is already a HUAWEI CLOUD reseller cannot be invited.

Enter the email address of your target reseller. HUAWEI CLOUD will send an email to invite it to be your reseller. [Preview Email](#)

* Email:

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

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.

The screenshot shows the 'Customer Management' page. At the top, there are search filters for Customer name, Custom Tag, Account Manager, Mobile Number, Month-to-Date Expenditures, and Resource Expiration. Below the filters are buttons for 'Search' and 'Reset'. A toolbar contains 'Batch Set Monthly Budget', 'Create Discount', 'Batch Assign Account Manager', and 'Export'. The main area is a table with columns: Account Name, Customer ID, Mobile Number, Monthly Budget, Association Type, Associated Time, Custom Tag, Account Manager, and Operation. The table lists several customer records with their respective details.

Account Name	Customer ID	Mobile Number	Monthly Budget	Association...	Associated ...	Custom Tag	Account Mana...	Operation
...	Referral	May 27, 2020 17:...	Add Tag	--	Create Discount Issue Coupon More
...	0.00	Reseller	Apr 29, 2020 14:...	Add Tag	--	Set Monthly Budget Issue Coupon More
...	1,001.00	Reseller	Apr 21, 2020 10:...	Add Tag	--	Set Monthly Budget Issue Coupon More
...	1,000.00	Reseller	Apr 18, 2020 14:...	Add Tag	--	Set Monthly Budget Issue Coupon More
...	500.00	Reseller	Apr 18, 2020 14:...	Add Tag	--	Set Monthly Budget Issue Coupon More

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.

The screenshot shows the details for a specific customer. At the top, there is a profile picture and a 'Current Estimate' of \$0.00 USD (0%). Below that, the 'Monthly Budget' is \$100.00 USD and the 'Remaining Coupon Amount' is \$0.00 USD. The page is divided into 'Basic Information' and 'Coupon' tabs. Under 'Basic Information', fields include Customer ID, Account Manager, Role Name, Position, Mobile Number, Email, Association Type (Reseller), Source (System operations), Associated On (Jun 01, 2020 15:29:25), Company Name, Industry, and Applications.

 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.

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.

Operation Type	Supported Operations	Operations Not Supported
Operations on yearly/monthly cloud services	<ul style="list-style-type: none"> • Unsubscribing from resources • Modifying resource names 	<ul style="list-style-type: none"> • Purchasing resources • Modifying specifications • Renewing subscription to resources • Changing yearly/monthly resources to pay-per-use resources • Operations on resources • Deleting resources
Operations on pay-per-use cloud services (operations on pay-per-use instances and spot instances)	<ul style="list-style-type: none"> • Modifying resource names • Viewing resource information 	<ul style="list-style-type: none"> • Purchasing resources • Modifying specifications • Changing pay-per-use resources to yearly/monthly resources • Operations on resources • Deleting resources

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.

✕

Are you sure you want to freeze the following account(s)?

If the account is frozen, customers cannot buy, renew, or change resources, and provisioned resources may be unavailable, but still incur fees. For more details, see [Impacts of Account Freeze](#).

* Reason

0/256

Account Name	Customer	Monthly Budget (USD)	Current Estimate (US...
[REDACTED]	--	0.00	0.00

To ensure that this is you, complete the following verification.

Email

* Verification Code

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

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.

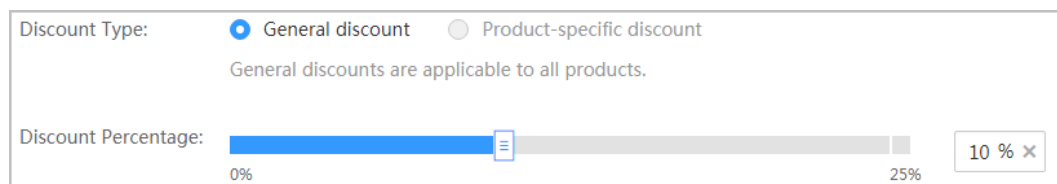
Step 3 In the navigation pane, choose **Customer Business > Customer Management**.

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.



Discount Type: General discount Product-specific discount
General discounts are applicable to all products.

Discount Percentage: 0% 25%

Step 6 Set the validity period and click **Save**.

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

A message is displayed indicating that the discount has been granted successfully.

 NOTE

- After the discount has been granted, the system notifies the customer of the discount by email.
- After the discount has expired, the system notifies the partner and the customer of the expiration by email.
- If partners have enabled the verification code function, a verification code is required to verify the identity.

----End

Follow-up Operations

- Viewing a discount
Click an account name to go to the **Customer Details** page. On the displayed page, you can view the discounts set for the customer.
- Modifying discount information
On the **Create Discount** page, modify the discount percentage and validity period. The new settings will replace the original ones.

 NOTE

If a discount has already taken effect, you can only modify its expiration time and percentage.

- Deleting a discount
Set the discount percentage to 0%.
- Viewing Discount Setting Records
You can view discount setting records in the **Operation Records** area of the **Create Discount** page, including the operation type, product type, validity period, operator, time, and discount.

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.

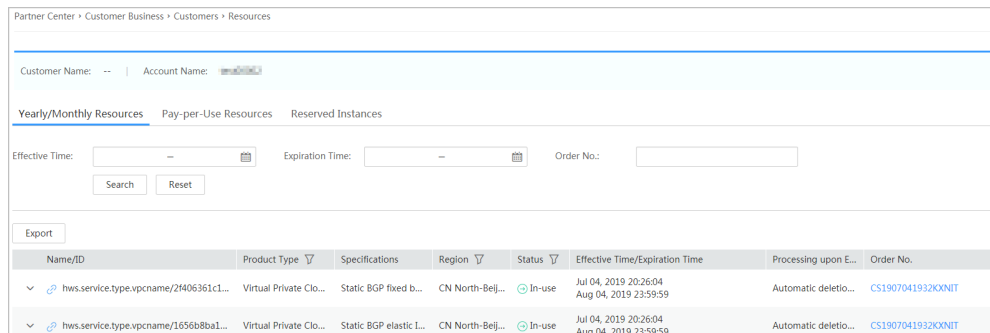
 NOTE

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.

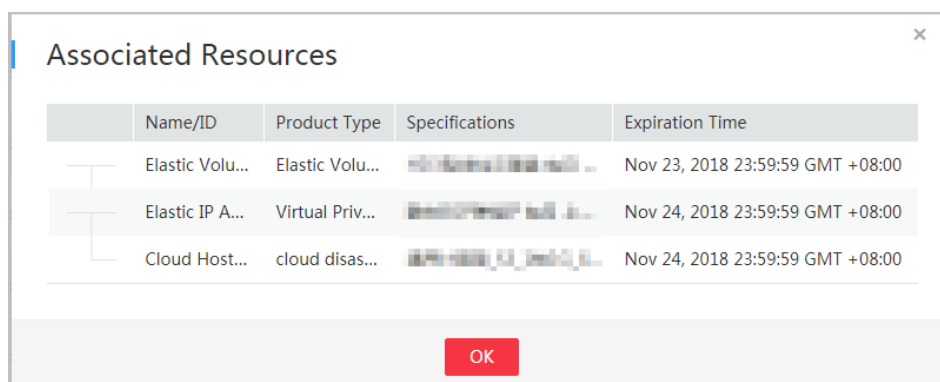
Step 5 View the resources purchased by customers.

- View yearly/monthly resources.

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

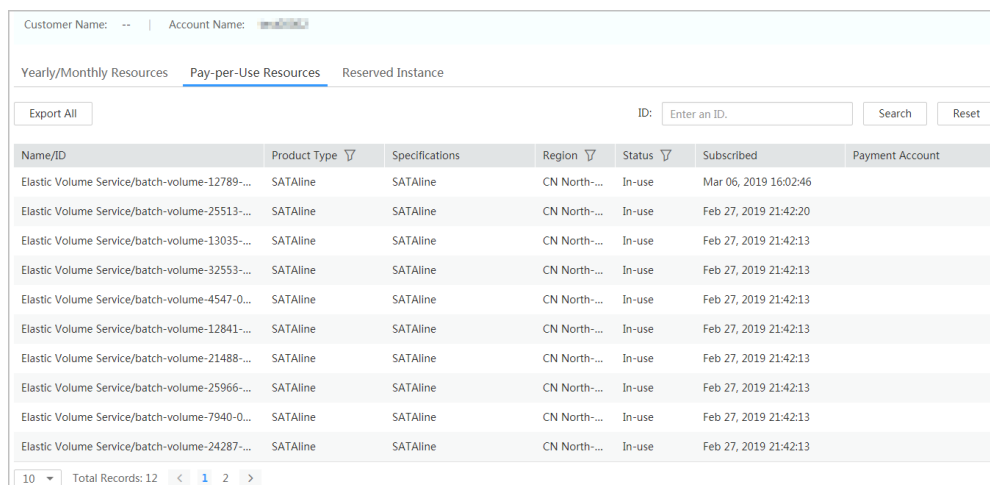


- Click **Export** to export all yearly/monthly resource records of a customer.
- Click to check instance information and resource status.
- Click to check associated resources.



- 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.

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

Customer Name: -- | Account Name: [Account Name]

Yearly/Monthly Resources | Pay-per-Use Resources | **Reserved Instances**

Effective Time: [Date Picker] | Expiration Time: [Date Picker] | Order No.: [Enter an order number.]

[Search] [Reset]

Name/ID	Product Type	Specifications	Region	Stat...	Effective Time/Expiration Time	Order No.
RDS DB Instance VM/01154-16300...	Relational Dat...	--	CN North...	In-u...	Feb 27, 2019 16:00:00 Feb 27, 2020 23:59:59	20190227002
RDS DB Instance VM/01154-16310...	Relational Dat...	--	CN North...	In-u...	Feb 27, 2019 16:00:00 Feb 27, 2020 23:59:59	20190227003
RDS DB Instance VM/01154-16310...	Relational Dat...	--	CN North...	In-u...	Feb 27, 2019 16:00:00 Feb 27, 2020 23:59:59	20190227005
Cloud Host/01154-160400008-0	cloud disaster ...	--	CN North...	In-u...	Feb 21, 2019 11:00:00 Feb 21, 2020 23:59:59	20190220001
Cloud Host/01154-160400009-0	cloud disaster ...	--	CN North...	In-u...	Feb 21, 2019 11:00:00 Feb 21, 2020 23:59:59	20190220001
Cloud Host/01154-160800043-0	cloud disaster ...	--	CN North...	In-u...	Feb 21, 2019 15:00:00 Feb 21, 2020 23:59:59	20190221001
Cloud Host/01154-160800044-0	cloud disaster ...	--	CN North...	In-u...	Feb 21, 2019 15:00:00 Feb 21, 2020 23:59:59	20190221001

----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.

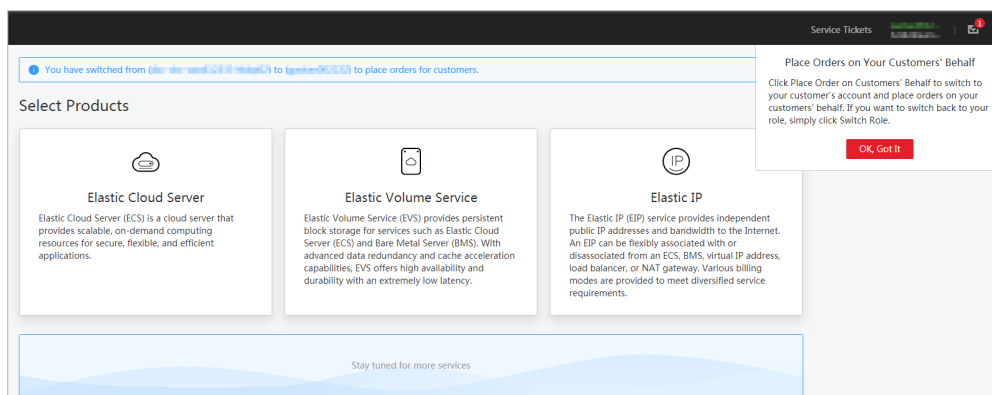
Account Name	Customer	Mobile Number	Monthly Budg...	Association...	Associated	Custom Tag	Account Mana...	Operation
[Account Name]	[Customer]	[Mobile Number]	[Monthly Budget]	[Association]	[Associated]	[Custom Tag]	[Account Management]	Create Discount Issue Coupon More
[Account Name]	[Customer]	[Mobile Number]	0.00	Reseller	Dec 05, 2019 16...	Add Tag	taoqlang	Set Monthly Budget Issue Coupon More
[Account Name]	[Customer]	[Mobile Number]	[Monthly Budget]	Reseller	[Associated]	[Custom Tag]	[Account Management]	Customer Management: Unfreeze Account
[Account Name]	[Customer]	[Mobile Number]	[Monthly Budget]	Reseller	[Associated]	[Custom Tag]	[Account Management]	Promotions: Set Monthly Budget View Orders View Resources Issue Coupon View Expenditure
[Account Name]	[Customer]	[Mobile Number]	0.00	Reseller	[Associated]	[Custom Tag]	[Account Management]	Placed on Customers' Behalf: Place Order on Customers' Behalf Perform O&M Operations on Customers' Behalf

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.

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.

Account Name	Customer	Mobile Number	Monthly Budg...	Association...	Associated	Custom Tag	Account Mana...	Operation
Reseller Customer 111...	--	13451110506	--	Reseller	Dec 09, 2019 11:...	Add Tag	--	Create Discount Issue Coupon More
Reseller Customer ...	--	13451110504	0.00	Reseller	Dec 05, 2019 16:...	Add Tag	taoqiang	Set Monthly Budget Issue Coupon More
Reseller Customer ...	nkjzsmrnc2l	--	--	Reseller				Customer Management: Unfreeze Account
Reseller Customer ...	nkjzsmrnc2l	--	--	Reseller				Promotion: Set Monthly Budget View Orders View Resources Issue Coupon View Expenditure
Reseller Customer ...	lqpbu8ll	--	0.00	Reseller				Placed on Customers' Behalf: Place Order on Customers' Behalf Perform O&M Operations on Customers' Behalf

 **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.

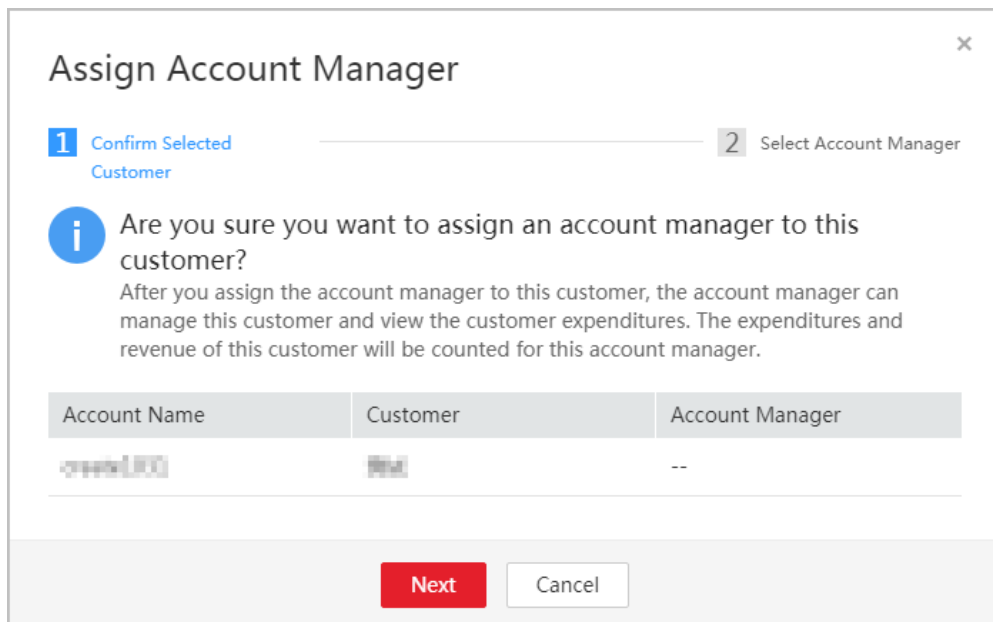
Procedure

Step 1 Use your partner account to log in to [HUAWEI CLOUD](#).

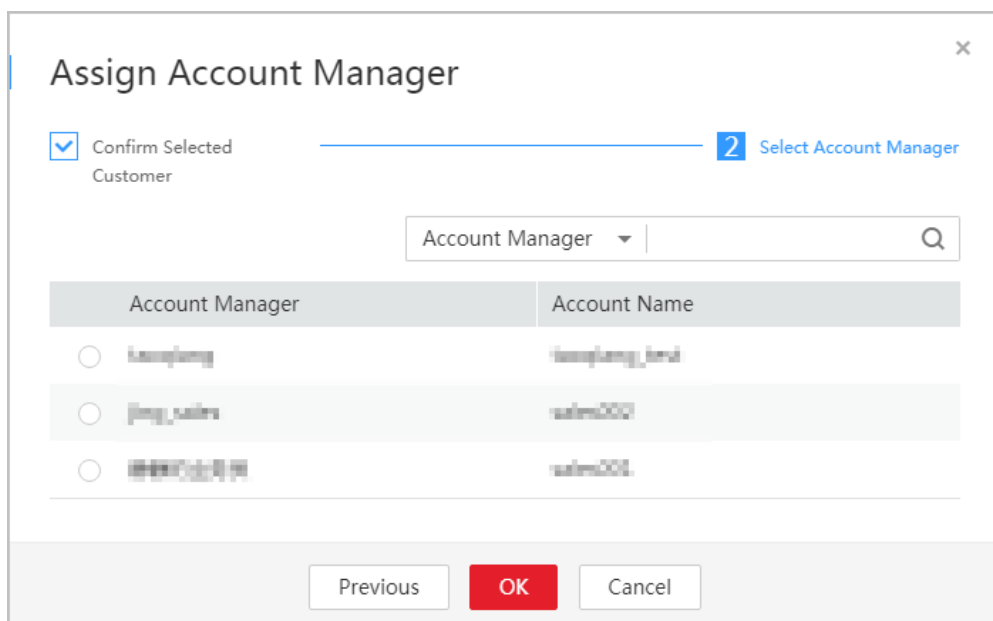
Step 2 In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.

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.



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

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.

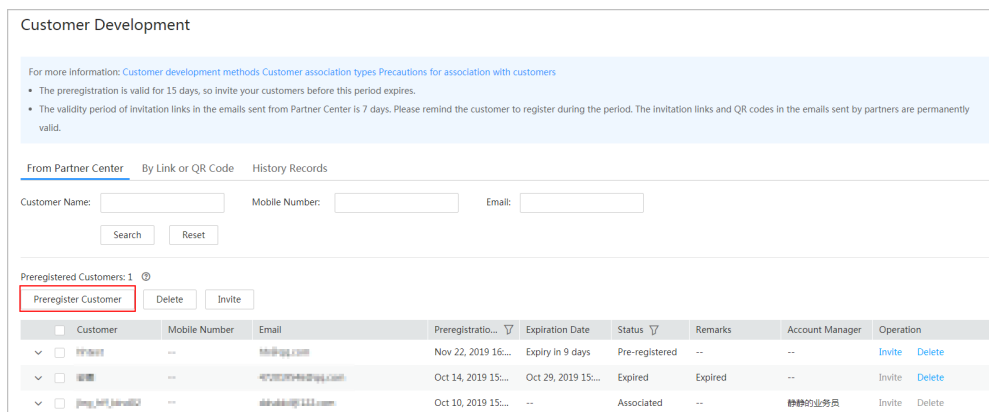
Precautions

- 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

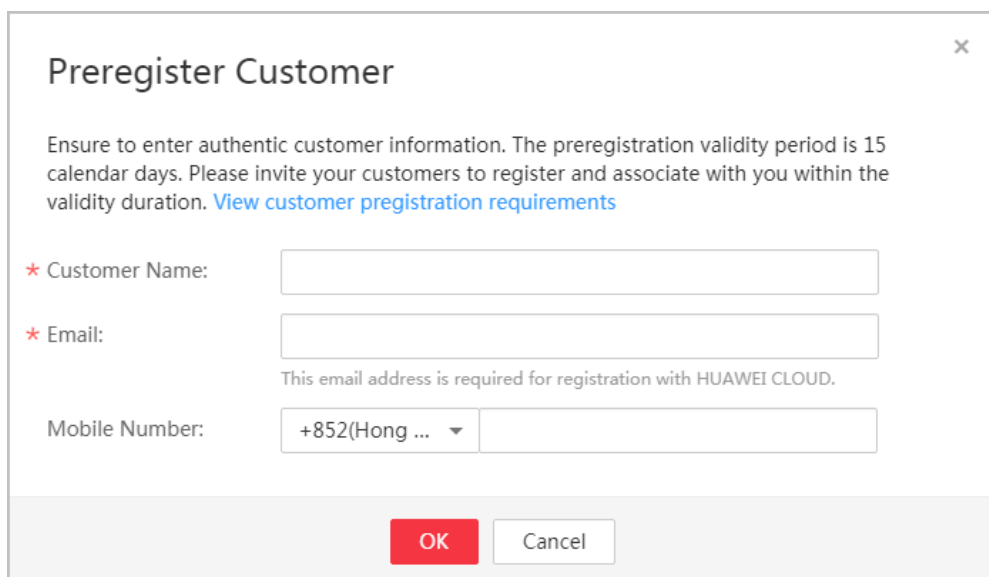
- Step 1** Use your account to log in to [HUAWEI CLOUD](#).

- 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

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

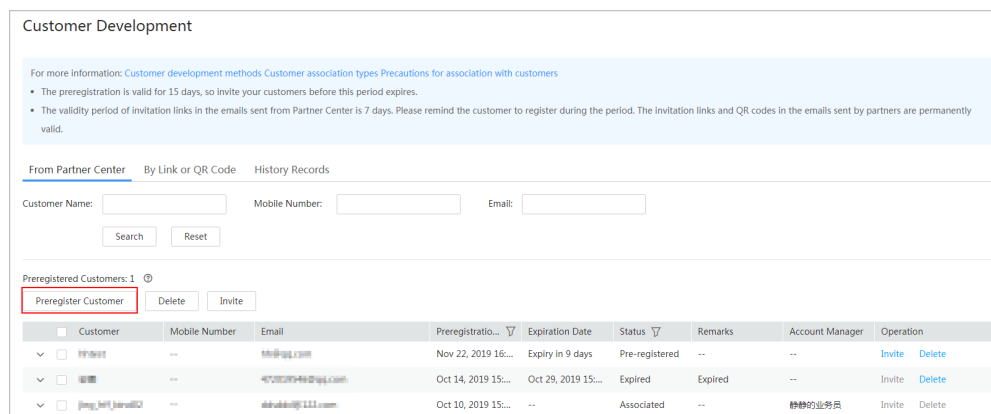
A partner must pre-register a customer before sending an email to the customer. For details about pre-registering a customer, see [Pre-registering Customers](#).

Procedure

- Step 1** Use your partner account to log in to [HUAWAI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the 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.




Customer Development

For more information: [Customer development methods](#) [Customer association types](#) [Precautions for association with customers](#)

- The preregistration is valid for 15 days, so invite your customers before this period expires.
- The validity period of invitation links in the emails sent from Partner Center is 7 days. Please remind the customer to register during the period. The invitation links and QR codes in the emails sent by partners are permanently valid.

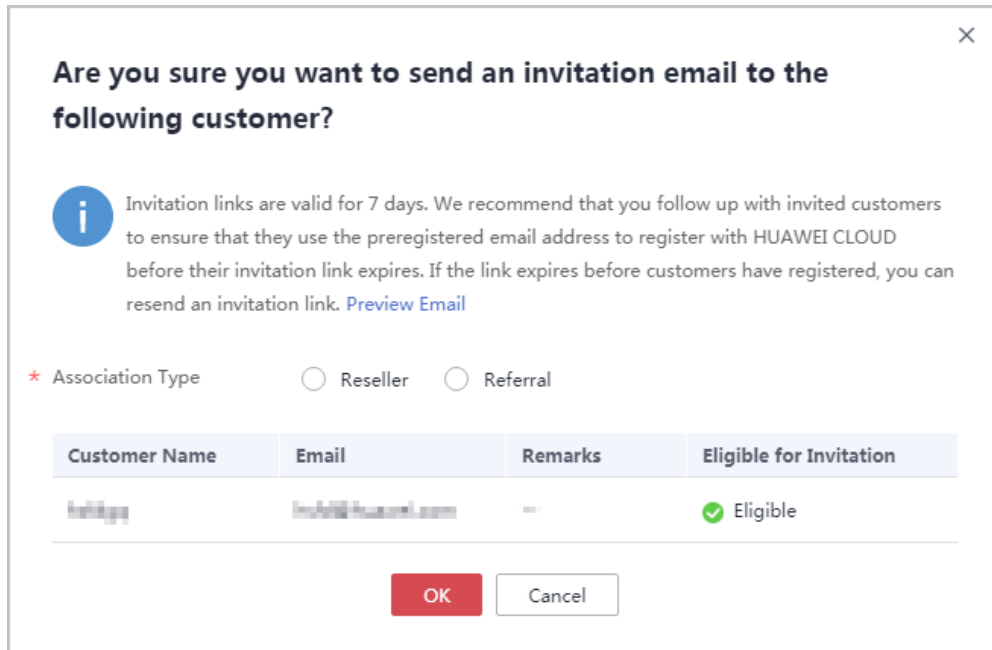
From Partner Center | By Link or QR Code | History Records

Customer Name: Mobile Number: Email:

Preregistered Customers: 1 

<input type="checkbox"/>	Customer	Mobile Number	Email	Preregistratio...	Expiration Date	Status	Remarks	Account Manager	Operation
<input type="checkbox"/>	****	--	****@qq.com	Nov 22, 2019 16:...	Expiry in 9 days	Pre-registered	--	--	Invite Delete
<input type="checkbox"/>	****	--	****@qq.com	Oct 14, 2019 15:...	Oct 29, 2019 15:...	Expired	Expired	--	Invite Delete
<input type="checkbox"/>	****	--	****@111.com	Oct 10, 2019 15:...	--	Associated	--	静静的业务员	Invite Delete

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



NOTE

- Association types
 - Referral (contact your ecosystem manager to apply for the permission):** A customer signs a contract with HUAWEI CLOUD. HUAWEI CLOUD is responsible for the customer's contracts, billing, and invoices, and the customer pays to HUAWEI CLOUD.
 - Reseller:** A customer signs a contract with the partner. The partner is responsible for the customer's contracts, billing, invoices, and support services, and the customer pays to the partner.
- Invitation links have a validity period. Notify invited customers of completing registration within the validity period.
- Click **Preview Email** to view the invitation email content.

The system automatically sends invitation emails to customers. After receiving the invitation emails, the customers click the links to register with HUAWEI CLOUD and associate with the partners. For details, see [Requesting Association with a Partner](#).

----End

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).

- 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

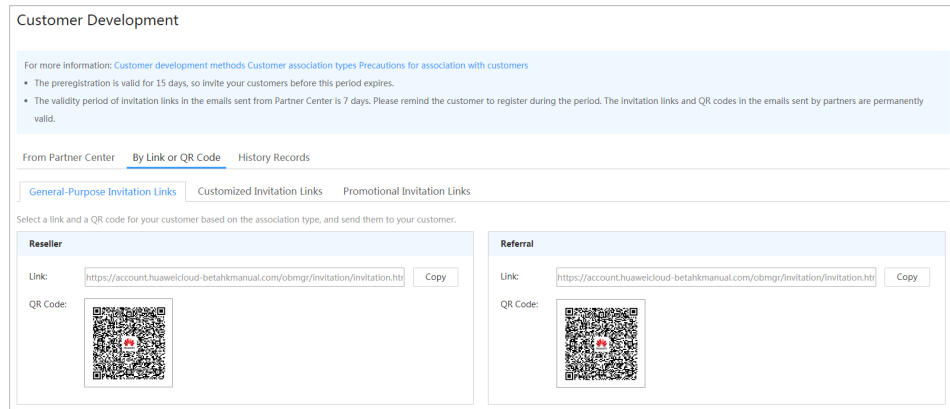
- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation tree, choose **Customer Business > Customer Development**.
- Step 4** Click the **By Link or QR 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.

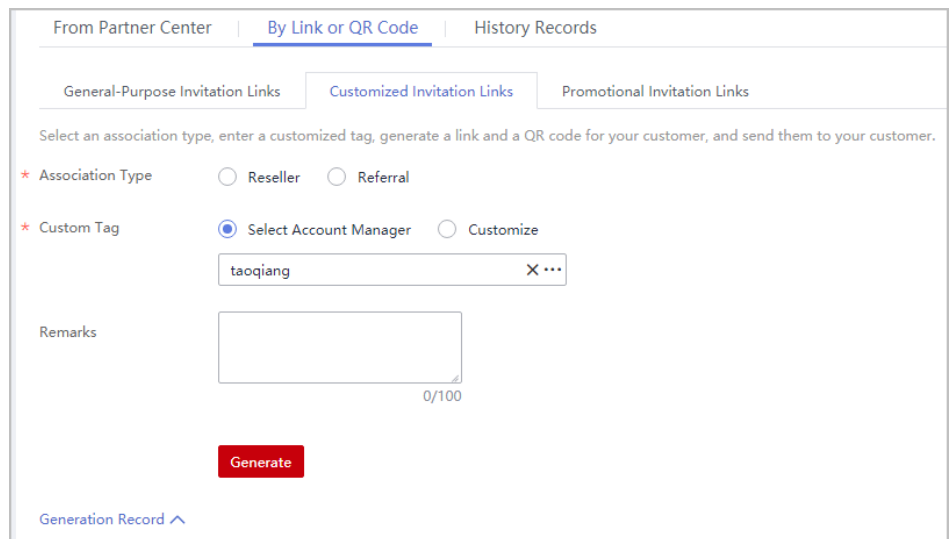
After receiving the invitation, the customer can click the link or scan the QR code to register with HUAWEI CLOUD and associate with the partner. For details, see [Requesting Association with a Partner](#).

NOTE

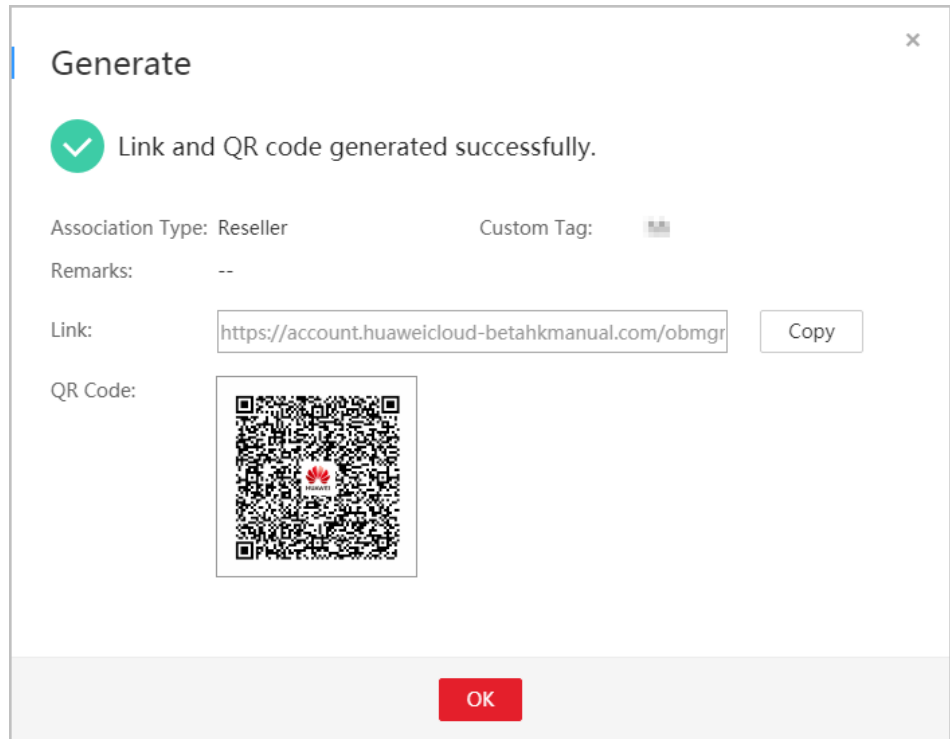
- When creating a custom invitation link and a QR code, add a tag to them. Then you can identify associated customers by tag. You can view customers' custom tags in the customer list on the **Customer Business > Customer Management** page.
- If you do not want to create a custom tag for a customer, use 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.



- 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.



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.

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.

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.

- 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](#).

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.

Expenditures							\$11,926.28 USD (Including used coupons of \$9.50 USD)
Discount: \$397.46 USD							
Customer	Account Name	Amount (USD)	=	Cash Payments (USD)	+	Coupons Used (USD)	Operation
--	hanchangsheng_11_11	5,213.94		5,209.34		4.60	Details Expenditure Records
--	hanchangsheng	6,609.07		6,609.07		0.00	Details Expenditure Records
hanchangsheng	hanchangsheng	9.50		4.60		4.90	Details Expenditure Records
--	hanchangsheng	93.77		93.77		0.00	Details Expenditure Records

- 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.

Refunds							-\$7.25 USD
Customer	Account Name	Refunds (USD)	=	Cash Refund (USD)	+	Cash Coupon Refund (USD)	Operation
--	hanchangsheng_11_11	-7.25		-7.25		0.00	Details Expenditure Records

- 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.

Adjustments							-\$64.50 USD
Customer	Account Name	Adjustments (USD)	=	Cash Adjustment (USD)	+	Cash Coupon Adjustment (USD)	Operation
hanchangsheng	hanchangsheng	-3.50		0.00		-3.50	Details
--	hanchangsheng	-61.00		-61.00		0.00	Details

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

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.

The screenshot shows a search interface for customer expenditures. At the top, there are filters for Customer (with a dropdown), Billing Mode (Yearly/Monthly selected), Pay-per-Use, and Reserved Instances. Below these are fields for Month (2019-07), Resource ID, and Order No., along with Search and Reset buttons. An 'Export' dropdown is also visible. The main part of the screenshot is a table with the following columns: Incurred, Name/Resource ID, Service Type, Product, Region, Order No., Required Durat..., Supplier, and Total Expenditur... The table contains five rows of data, all for 'Elastic Volume S...' products in 'GD3 linear EVS ...' regions, with various order numbers and a total expenditure of 0.35 for each.

Incurred	Name/Resource ID	Service Type	Product	Region	Order No.	Required Durat...	Supplier	Total Expenditur...
Jul 16, 2019 16:38:12	...	Elastic Volume S...	GD3 linear EVS	CS1907161605GEBPA	1.000Month (Ne...	Partner	0.35
Jul 16, 2019 16:38:12	...	Elastic Volume S...	GD3 linear EVS	CS1907161605EMBKR	1.000Month (Ne...	Partner	0.35
Jul 16, 2019 16:38:12	...	Elastic Volume S...	GD3 linear EVS	CS19071616059KMSI	1.000Month (Ne...	Partner	0.35
Jul 16, 2019 16:38:12	...	Elastic Volume S...	GD3 linear EVS	CS1907161605OVWAN	1.000Month (Ne...	Partner	0.35
Jul 16, 2019 16:38:11	...	Elastic Volume S...	GD3 linear EVS	CS1907161605MNOXN	1.000Month (Ne...	Partner	0.35

- 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 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.

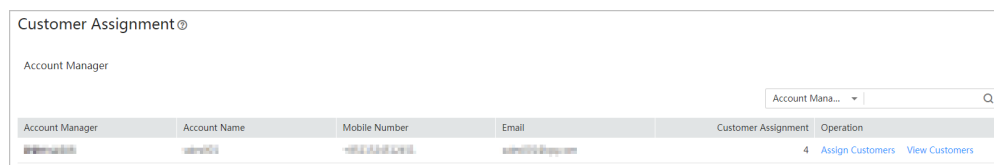
Procedure

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.

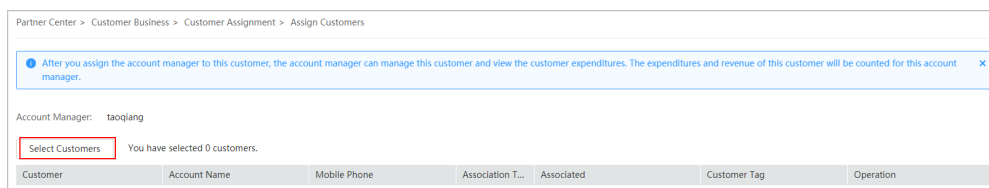


NOTE

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.



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

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**.

Customer Orders										
Export ▾		Customer: <input type="text"/>		Order No.: <input type="text"/>		Search		Reset		
Order No.	Product T...	Order Type	Order Sta...	Customer Na...	Account Name	Order Subtot...	Paid Amount...	Ordered On	Operation	
CS19081514510R...	Elastic Cloud ...	Unsubscripti...	Completed	--	View Order Details	-91.45	-91.45	Aug 15, 2019 14:...	View Order Details	Adjust Price
CS1908151449N...	Elastic Cloud ...	Renewal	Completed	--	View Order Details	245.46	91.45	Aug 15, 2019 14:...	View Order Details	Adjust Price
CS1908151430EQ...	Elastic Cloud ...	Unsubscripti...	Completed	--	View Order Details	-83.35	-83.35	Aug 15, 2019 14:...	View Order Details	Adjust Price
CS1908151429N...	Elastic Cloud ...	Unsubscripti...	Completed	--	View Order Details	-0.97	-0.97	Aug 15, 2019 14:...	View Order Details	Adjust Price
CS1908151402LL...	Elastic Cloud ...	Subscription	Completed	--	View Order Details	2,482.90	936.50	Aug 15, 2019 14:...	View Order Details	Adjust Price
CS1908151220CU...	Elastic Cloud ...	Unsubscripti...	Completed	--	View Order Details	-171.49	-171.49	Aug 15, 2019 12:...	View Order Details	Adjust Price
CS1908151216GL...	Elastic Cloud ...	Subscription	Completed	--	View Order Details	248.29	192.71	Aug 15, 2019 12:...	View Order Details	Adjust Price
CS1908151210N...	Elastic Cloud ...	Subscription	Pending app...	--	View Order Details	6,370.98	--	Aug 15, 2019 12:...	View Order Details	Adjust Price
CS1908151115SV...	Elastic Volum...	Subscription	Canceled	--	View Order Details	4.60	--	Aug 15, 2019 11:...	View Order Details	Adjust Price View Change History
CS1908151114R...	Elastic Volum...	Subscription	Canceled	--	View Order Details	4.60	--	Aug 15, 2019 11:...	View Order Details	Adjust Price

- 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.

- 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.

Partner Center > Customer Business > Customer Orders > Adjust Price

Order No.: CS1906191518GZKST

Pending payment | Order Subtotal: \$4.60 USD | Maximum Discount: \$1.15 USD

Customer Name: Account Name: [View price adjustment records for other orders.](#)

Adjust Order Price | **Adjust Resource Price**

Order Amount (After Adjustment): **\$3.95 USD** | Discount (USD): | Estimated Rebate (USD):

Resource Information

Name/ID	Product Type	Specifications	Billing Mode	Order Subtotal(USD)	Maximum Discount(USD) Ⓞ	Discount(USD)	After Adjustm...	Estimated Rebate(U...
GD3 linear EVS Monthly packag...	Elastic Volume Serv...	Common IO	Yearly/Monthly(1 ...	4.60	1.15	0.65	3.95	0.50

- 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.

Partner Center > Customer Business > Customer Orders > Adjust Price

Order No.: CS1906191518GZKST

Pending payment | Order Subtotal: \$4.60 USD | Maximum Discount: \$1.15 USD

Customer Name: Account Name: [View price adjustment records for other orders.](#)

Adjust Order Price | **Adjust Resource Price**

Resource Information The discount cannot be less than the other discounts available for the customer. \$1.02 USD

Name/ID	Product Type	Specifications	Billing Mode	Order Subtotal(USD)	Maximum Discount(USD) Ⓞ	Discount(USD)	After Adjustm...	Estimated Rebate(U...
GD3 linear EVS Monthly packag...	Elastic Volume Serv...	Common IO	Yearly/Monthly(1 ...	4.60	1.15	<input type="text" value="1.1"/>	3.50	0.54

Order Amount (After Adjustment): **\$3.50 USD** | Discount (USD): | Estimated Rebate:

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.

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**.

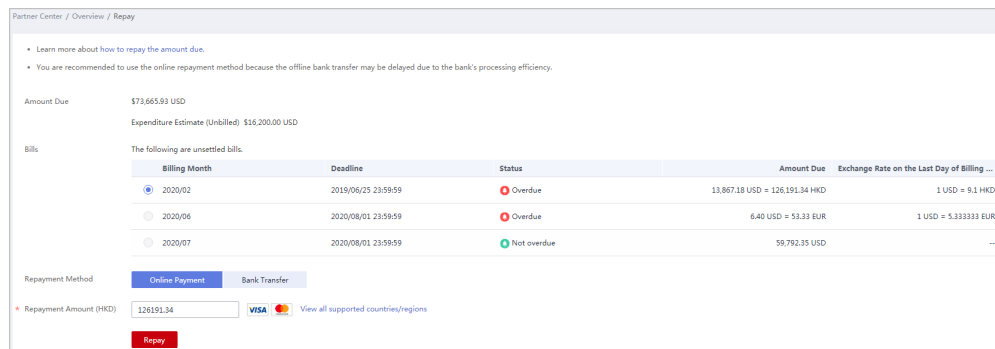
Amount Due ⓘ		Unpaid Bills Payment Records
\$11,344.73 USD	=	Unpaid Fees of Current Month \$10,444.73 USD
overdue\$10,444.73 USD	+	Unpaid Fees of Previous Months \$900.00 USD
Repay		

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 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

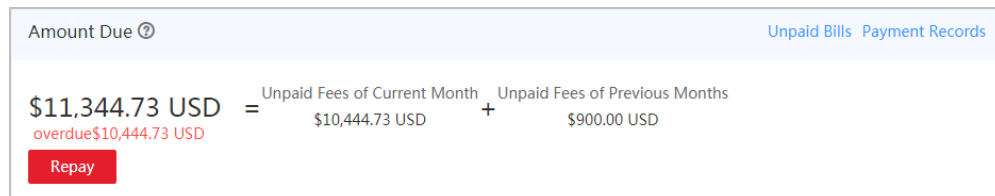
Bank Transfer

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](#).

Account Balance(USD): 5,000.00

Select a top-up method:

Online Payment **Bank Transfer**

Standard Top-Up Account
It is open to all customers. Because there is not a fixed association between your HUAWEI CLOUD account and your bank account, after a transfer, please submit a service ticket to input the top-up amount. HUAWEI CLOUD will process your service ticket in 3 working days.

Payee	Address	Currency	Bank	Account	SwiftCode
Huawei Services (Hong Kong) Co., Limited	11th Floor, The Center 99 Queen's Road Central, Hong Kong	USD	DBS BANK (HONG KONG) LIMITED	000527950	DHBKHKHXXX

----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

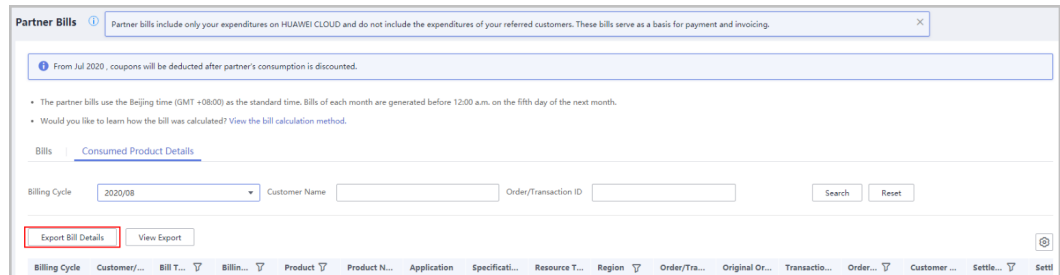
NOTE

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.

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

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: <ul style="list-style-type: none"> • Expenditure • Refund • Adjustment 	Expenditure
Billing Mode	Product billing mode, including: <ul style="list-style-type: none"> • Pay-per-use • Yearly/monthly • Reserved instance–upfront payment • Reserved instance–hourly billing 	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

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. <ul style="list-style-type: none"> Transaction time of a yearly/monthly/reserved instance subscription indicates the time when an order is paid. Transaction time of a pay-per-use/reserved instance transaction (hourly billing) indicates the time when the consumption ends. For example, if the consumption time is 2020-09-10 00:16:50 GMT+08:00 to 2020-09-28 09:00:00 GMT+08:00, the transaction time of this pay-per-use bill is 2020-09-28 09:00:00 GMT+08:00. 	2020-09-28 09:00:00 GMT+08:00
Order Type	Type of a yearly/monthly/reserved instance subscription, including: <ul style="list-style-type: none"> New purchase Renewal Change Unsubscription Price adjustment 	Unsubscription
Term	Term of a yearly/monthly product order.	1
Unit	Unit of a term for a yearly/monthly product order.	Month

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

Field	Description	Example Value
Settlement Type	Settlement type of a product, including: <ul style="list-style-type: none"> • 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

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

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: <ul style="list-style-type: none"> • Expenditure • Refund • Adjustment 	Expenditure
Billing Mode	Product billing mode, including: <ul style="list-style-type: none"> • Pay-per-use • Yearly/monthly • Reserved instance-upfront payment • Reserved instance-hourly billing 	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

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: <ul style="list-style-type: none"> • 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

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: <ul style="list-style-type: none"> • 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%

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

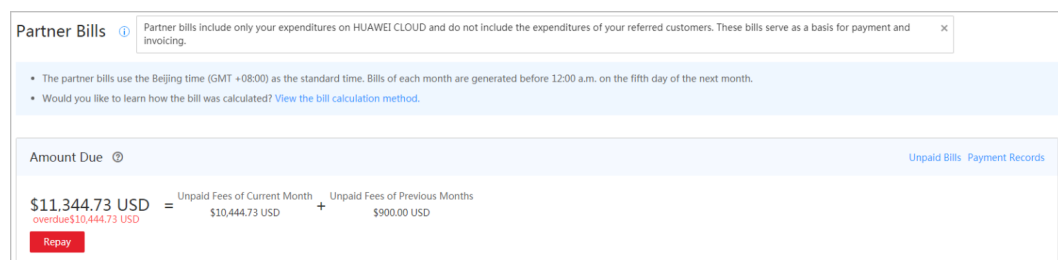
- The partner bill for each month is generated before 12:00 (Beijing Time) on the fifth day of the next month.

Procedure

- Step 1** Use your partner account to log in to [HUAWAI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the 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.



The screenshot shows the 'Partner Bills' section with a tooltip explaining that bills include only expenditures on HUAWEI CLOUD. Below this, there are two bullet points: one about the Beijing time (GMT +08:00) for bill generation and another with a link to view the bill calculation method. The main 'Amount Due' section shows a calculation: \$11,344.73 USD = Unpaid Fees of Current Month (\$10,444.73 USD) + Unpaid Fees of Previous Months (\$900.00 USD). A red 'Repay' button is visible at the bottom left of the calculation area.

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

Monthly Bills		Export Bills	View Export	2021-02
Amount Due	\$31.44 USD	(Exchange Rate: 1USD = 7.7565 HKD) 243.86 HKD		
Expenditures				\$31.44 USD
Refunds				\$0.00 USD
By Product By Customer				
HUAWEI CLOUD Expenditure Summary				\$31.44 USD
Virtual Private Cloud				\$18.60 USD
Cloud Server Backup Service				\$10.31 USD
Distributed Cache Service				\$1.53 USD
Elastic Volume Service				\$0.99 USD
Object Storage Service				\$0.01 USD
Relational Database Service				\$0.00 USD

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

Monthly Bills		Export Bills	View Export	2021-02
Amount Due	\$31.44 USD	(Exchange Rate: 1USD = 7.7565 HKD) 243.86 HKD		
Expenditures				\$31.44 USD
Refunds				\$0.00 USD

NOTE

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

- **By product**

On the **By Product** tab, you can query the expenditures 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 Product		By Customer
HUAWEI CLOUD Expenditure Summary		\$207,564.55 USD
Elastic Cloud Server		\$193,097.16 USD
Cloud Host		\$263,596.90 USD
Reserved Instance	Subscription	\$187,728.00 USD
Yearly/Monthly	Subscription	\$75,868.90 USD
Other		-\$70,499.74 USD
Cloud Host		-\$70,499.74 USD
Yearly/Monthly	Unsubscription	-\$8,702.62 USD
Reserved Instance	Unsubscription	-\$61,797.12 USD
Elastic Volume Service		\$13,130.73 USD
Virtual Private Cloud		\$1,336.66 USD
Marketplace Expenditure Summary		-\$100.00 USD
betam-hk-saas (Service Provider Miss Wang's company)		-\$100.00 USD

- **By customer**

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

Product Type	Product Name	Billing M...	Amount (USD)	Coupons Used (...)	Amount after Coup...	Settlement Type	Settleme...	Tax (USD)	Amount Due (USD)...
Elastic Volume Serv...	GD3 linear EVS Monthly package	Yearly/M...	71.60	0.00	71.60	Promotional p...	10%	11.60	76.00
Elastic Volume Serv...	GD3 linear EVS Ondemand	Pay-per-u...	16.82	0.00	16.82	Common prod...	25%	2.27	14.87
Marketplace	enum1 Monthly	Yearly/M...	-8.41	0.00	-8.41	Common prod...	25%	-1.13	-7.43
Marketplace	enum1 Monthly	Pay-per-u...	8.41	0.00	8.41	Common prod...	25%	1.13	7.43

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.

Billing Cycle	Customer...	Partner Na...	Bill T...	Bill...	Product...	Application	Specificat...	Resource T...	Region	Order/Tr...	Original Or...	Transactio...	Order...	Customer...	Settle...	Settlement...	Settleme...
2020/09			Expenditures	Yearly/Mon...	Elastic Volu...	High IO mo...	--	High IO	Elastic Volu...	AP-Hong K...	CS2008210...	--	Sep 30, 202...	Subscription	11.07	With offic...	25%

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.

- 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.

Cash Coupons

You may want to view the cash coupon quota history.
Cash coupons can be deducted when partners' bills are generated. Click here to view deduction details.

All | **Test Coupons**

Available Coupons: 33

Applicable Customer: Search Reset

Cash Coupon Name/ID	Balance (USD)	Validity	Applicable Product	Applicable Customer	Billing Mode	Remarks
HUAWEI CLOUD Experience C... CP2012170256045EVS	300.00	Dec 17, 2020 10:56:04 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HUAWEI CLOUD	Pay-per-Use	Can be used on multiple purchases; Ca...
HUAWEI CLOUD Experience C... CP20121701360430N6	2,100.00	Dec 17, 2020 09:36:03 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HUAWEI CLOUD	Pay-per-Use	Can be used on multiple purchases; Ca...
HUAWEI CLOUD Experience C... CP2012170135148DCS	2,100.00	Dec 17, 2020 09:35:14 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HUAWEI CLOUD	Pay-per-Use	Can be used on multiple purchases; Ca...
HUAWEI CLOUD Experience C... CP201216135625HGUS	100.00	Dec 16, 2020 21:56:25 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HUAWEI CLOUD	Pay-per-Use	Can be used on multiple purchases; Ca...

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.

Cash Coupons

You may want to view the cash coupon quota history.
Cash coupons can be deducted when partners' bills are generated. Click here to view deduction details.

All | **Test Coupons**

Test Coupon Balance Notification:

Available Coupons: 12

Applicable Customer: Search Reset

Cash Coupon Name/ID	Balance (USD)	Validity	Applicable Product	Applicable Customer	Billing Mode	Remarks
HUAWEI CLOUD Experience C... CP2012170256045EVS	300.00	Dec 17, 2020 10:56:04 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HUAWEI CLOUD	Pay-per-Use	Can be used on multiple purchases; Ca...
HUAWEI CLOUD Experience C... CP20121701360430N6	2,100.00	Dec 17, 2020 09:36:03 to Jan 31, 2021 23:59:59	Inapplicable to ECPC.Domains... View All	HUAWEI CLOUD	Pay-per-Use	Can be used on multiple purchases; Ca...

----End

8.4.5 Viewing Account Statements

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

Procedure

- Step 1** Use your partner account to log in to **HUAWEI CLOUD**.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation pane, choose **Financial Information > Account Statements**.
- Step 4** The income and expense details page is displayed.

Account Statements						
<ul style="list-style-type: none"> • Account activity is not updated in real time. If you cannot find a transaction, please refresh the page or try again later. • The revenue and expenditure are not updated in real time. If you cannot find a transaction, refresh the page or try again later. 						
Export ▾						
Transaction SN	Transaction Time ⌚	Income or Expenditure	Transaction Type ▾	Amount (USD)	Balance (USD)	Remarks
AC-360000232-0	Dec 23, 2019 14:19:40	Expenditure	Expenditure (repayment)	-30.00	1,580,950.00	--
AC-360000231-0	Dec 23, 2019 14:19:40	Income	Top-up	+30.00	1,580,980.00	--
AC-360000228-0	Dec 23, 2019 11:09:01	Expenditure	Expenditure (repayment)	-30.00	1,580,950.00	--
AC-360000227-0	Dec 23, 2019 11:09:01	Income	Top-up	+30.00	1,580,980.00	--

- 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.

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

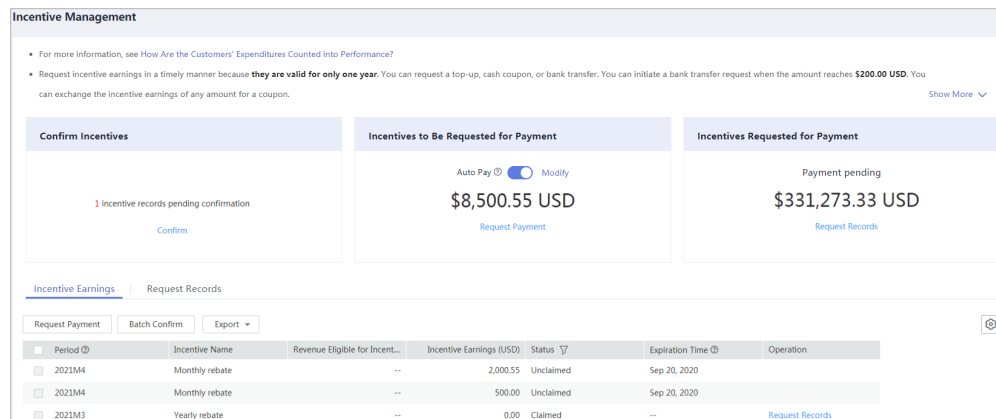
Current Step	Next Step	Current Status	Message	Suggested Operation
Complete	None	Completed	The finance department has transferred the incentive earnings to your bank account.	None
		Completed	The finance department has topped up your HUAWEI CLOUD account.	None
		Completed	- (Cash coupons have been issued.)	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.

- 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.

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.

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.

Incentive ID	Period	Incentive Name	Revenue Eligib...	Incentive Earni...	Exchange Rate...	Incentive Earni...	Service Fee Ta...	Invoice Amount...	Associati...	Status	Expiration Tim...	Operation
--	2021Q1	Quarterly rebate	--	9,999.00 USD	1 USD = 18.12...	181,250.87 ZAR	0%	181,250.87 ZAR	Reseller	Claimed	--	Request Records
--	2021Q1	Quarterly rebate	--	666.00 USD	1 USD = 18.12...	12,072.52 ZAR	0%	12,072.52 ZAR	Referral	Claimed	--	Request Records

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.

Period	Incentive Name	Incentive Earnings	Exchange Rate	Incentive Earnings (Payme...	Service Fee Tax Rate	Invoice Amount (Payment ...	Payment Option	Association Type
<input type="checkbox"/> 2019M2	Monthly rebate	-76.00 USD	1 USD = 6.6869 ZAR	-508.20 ZAR	0%	-508.20 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2019M1	Monthly rebate	666.00 USD	1 USD = 19.0169 ZAR	12,665.26 ZAR	0%	12,665.26 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2021M1	Monthly rebate	20.00 USD	1 USD = 6.6 ZAR	132.00 ZAR	0%	132.00 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2019M2	Monthly rebate	32.00 USD	1 USD = 6.6869 ZAR	213.98 ZAR	0%	213.98 ZAR	Any	Referral
<input checked="" type="checkbox"/> 2019M1	Monthly rebate	32.00 USD	1 USD = 19.0169 ZAR	608.54 ZAR	0%	608.54 ZAR	Any	Referral

Requested Incentive Earnings: **\$3,674.01 USD** (Deducted negative incentives of **\$76.00 USD**)
 Invoice Amount (Payment Currency): **99,967.01 ZAR**

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

 **NOTE**

- When you apply for incentive earnings payment, the system selects all the incentive earnings to be applied for by default. If you want to apply for the payment of a single incentive earning or part of the incentive earnings, select the required items.
- When you apply for the payment of a single incentive earning or partial incentive earnings, if you choose to pay them in **Transfer to bank account** or **Top-up HUAWEI CLOUD account** mode, you need to issue an invoice with the same amount as the applied incentive earnings amount after each application.
- Apply for incentive earnings timely because they are valid for only one year.
- 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.

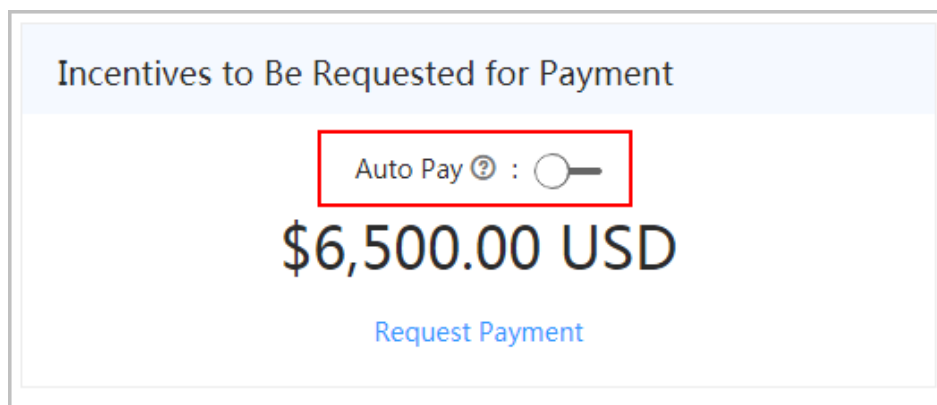
Step 7 (Optional) Enable automatic payment.

 **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.



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.

Requisition No.	Period	Incentive Earnings (USD)	Payment Option	Status	Request Time	Operation
ITH-HKG202001124000000	2026Q1	2,101.00	Transfer to bank account	Payment Application Pendi...	Jan 24, 2020	View Details View Billing List
ITH-HKG202001123000003	2026M8 2026M7 2026M6 2...	9,700.00	Transfer to bank account	Payment Application Pendi...	Jan 23, 2020	View Details View Billing List
ITH-HKG202001123000001	2026M8 2026M7 2026M6 2...	9,700.00	Transfer to bank account	Canceled	Jan 23, 2020	View Details
ITH-HKG202001129000000	2022Q3	300.00	Transfer to bank account	Pending Partner Invoice	Jan 20, 2020	View Details View Billing List
ITH-HKG202001119000003	2022M10 2019M2	550.00	Transfer to bank account	Pending Partner Invoice	Jan 19, 2020	View Details View Billing List
ITH-HKG202001119000001	2022Q4 2022M8 2022M7 2...	470.00	Transfer to bank account	Completed	Jan 19, 2020	View Details View Billing List
ITH-HKG202001119000000	2021M4 2019M9 2019M7	1,114,501.00	Transfer to bank account	Completed	Jan 18, 2020	View Details View Billing List
ITH-HKG202001119000000	2022M10 2019M2	550.00	Transfer to bank account	Canceled	Jan 17, 2020	View Details
ITH-HKG202001116000000	2025M3 2022M9 2022M8 2...	17,503.00	Transfer to bank account	Payment Application Pendi...	Jan 16, 2020	View Details View Billing List
ITH-HKG202001116000007	2022M10 2019M2	550.00	Top up HUAWEI CLOUD ac...	Canceled	Jan 16, 2020	View Details

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.

Procedure

- Step 1** Create invoices offline based on the information provided in the invoicing notification email. The template is as follows.

M.S. LTD

Company No.: [REDACTED] Invoice No.: [REDACTED]
 Account No.: [REDACTED] Invoice Date: 2017/10/16
 Bank Name: [REDACTED] Invoice Currency: USD

Registered address:
 [REDACTED]

To:
 Huawei [REDACTED]

Payment Requisition Form No. : ITh-201710164e6

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


VAT No. : 514486505

Remark: [REDACTED]

- Step 2** Click the link in the notification email to switch to the **View Billing List** page and print the billing list.

NOTE

Alternatively, you can log in to the Partner Center 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.

Supplier Billing List				
				
* 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.

Invoices

You can click [here](#) to request an invoice and click [here](#) to return an invoice, if required.

Invoice Info Management

Reconciliation Cycle	Invoice No.	Invoice Content	Invoice Amount(USD)	Status	Operation
201910	CSER191001163	Monthly settlement fee	150,000,000.85	Invoiced	Download Change Invoice
201909	CSER191001116	Monthly settlement fee	74,999,984.11	Invoiced	Download Change Invoice
201908	CSER191000959	Monthly settlement fee	-70.91	Invoiced	Download Change Invoice
201908	CSER191000958	Monthly settlement fee	-1,877.89	Invoiced	Download Change Invoice
201904	CSER191000902	Monthly settlement fee	175,500.00	Invoiced	Download Change Invoice
201905	CSER191000881	Monthly settlement fee	79,072.94	Invoiced	Download Change Invoice
201907	CSER191000872	Monthly settlement fee	70.91	Invoiced	Download Change Invoice
201906	CSER191000680	Monthly settlement fee	207,464.55	Invoiced	Download Change Invoice

 **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**

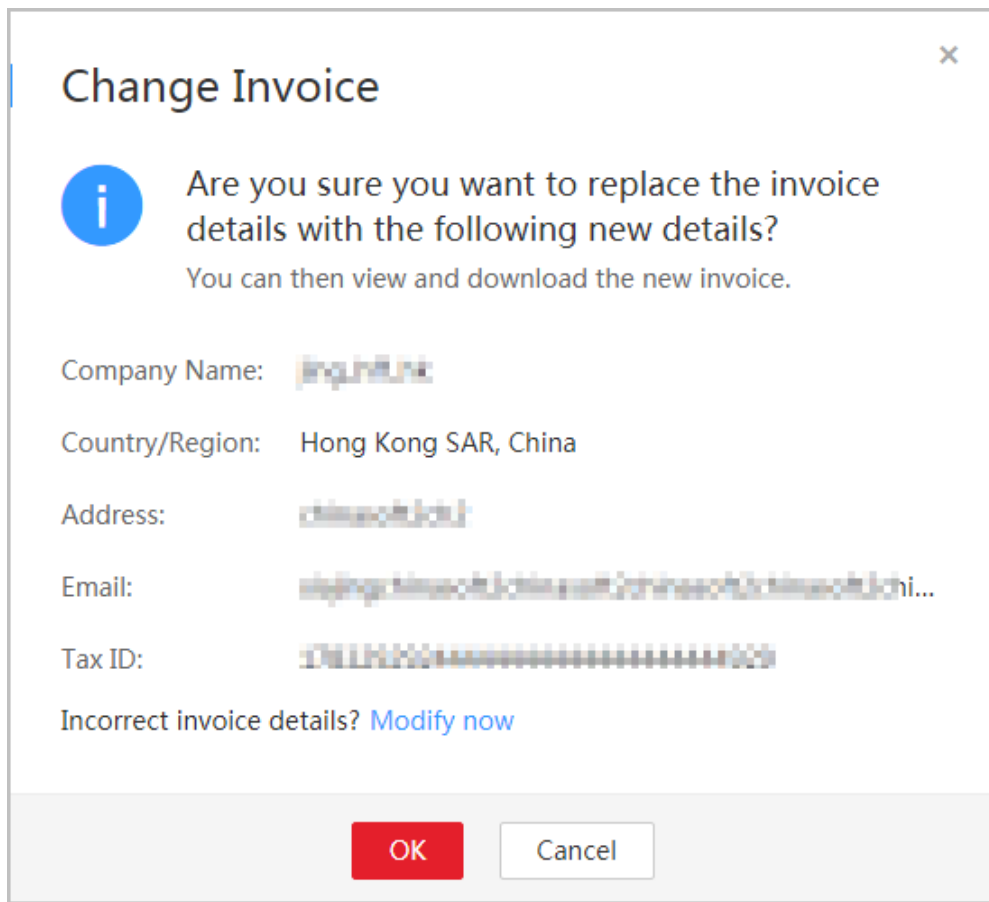
Alternatively, you can choose **Financial Information > Partner Bills**, click **Invoice No** in the **Monthly Bills** area, and then download the invoices.

----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.



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.

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**.

Please upload the receipts for the withholding tax of \$0.01 USD. Upload Receipts

Uploaded Receipts

Invoice No.	Withholding Tax (USD)	Total Withholding Tax (USD)	Upload Time	Upload Status	Operation
CSER19100080	0.00	1.00	Jul 08, 2020 10:00:06	Under approval	View Details Download Receipts
---	0.00	11.00	Jul 05, 2019 20:54:54	Under approval	View Details Download Receipts
---	0.00	222.00	Jul 04, 2019 20:51:43	Under approval	View Details Download Receipts
---	0.00	111.00	Jul 04, 2019 20:06:57	Under approval	View Details Download Receipts
---	0.00	1.00	Jun 27, 2019 16:09:27	Rejected	View Details Download 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.

Partner Center / Financial Information / Invoices / Withholding Tax Receipt Management / Upload Receipts

Select Invoices

Selected \$0.00 USD / Total \$0.01 USD

Invoice No.	Billing Cycle	Invoicing Amount (USD)	Withholding Tax (USD)
<input type="checkbox"/> CSER19100080	201906	207,464.55	0.00
<input type="checkbox"/> CSER191000872	201907	70.91	0.00
<input type="checkbox"/> CSER191000881	201905	79,072.94	0.00
<input type="checkbox"/> CSER191000902	201904	175,500.00	0.00
<input type="checkbox"/> CSER191000958	201908	-1,877.89	0.00
<input type="checkbox"/> CSER191000959	201908	-70.91	0.00
<input type="checkbox"/> CSER191001116	201909	74,999,964.11	0.00
<input type="checkbox"/> CSER191001250	201910	150,000,000.85	0.00
<input type="checkbox"/> CSER191001303	201912	58,282.80	0.00
<input type="checkbox"/> CSER20000272	202002	18,100.47	0.00

10 Total Records: 15 < 1 2 >

Withholding Tax Receipts

Upload the files of up to 5 MB in PDF/JPG/GIF/PNG/ZIP format. If you have multiple files to upload, compressed them in RAR/ZIP format before upload.

Total Withholding Tax \$ USD

Please enter the total withholding tax of the receipts uploaded.

----End

8.5 Operation Statistics

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**.

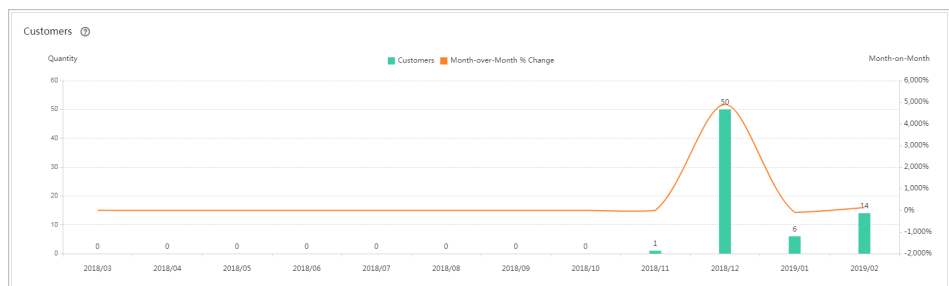
- Click the **Overview** tab.

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

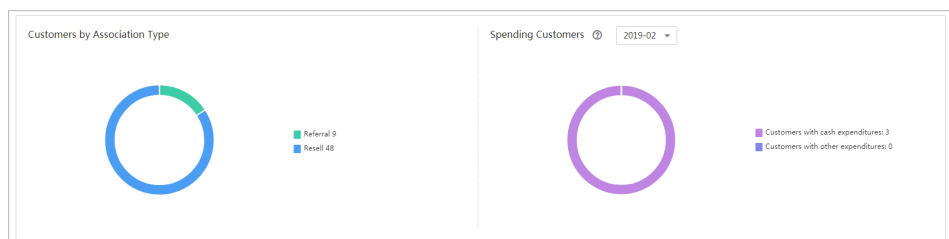


- Click **Select Account Manager or Director** to sort out the customers that you want to view.

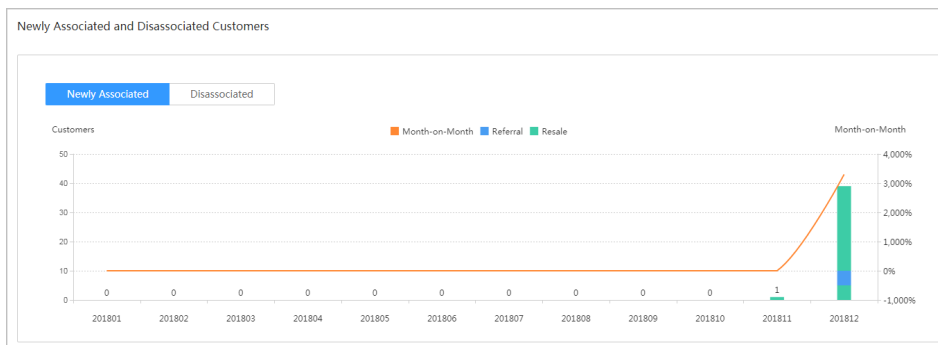
In the **Customers** area, you can view the trend of the number of customers in the whole year.



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.



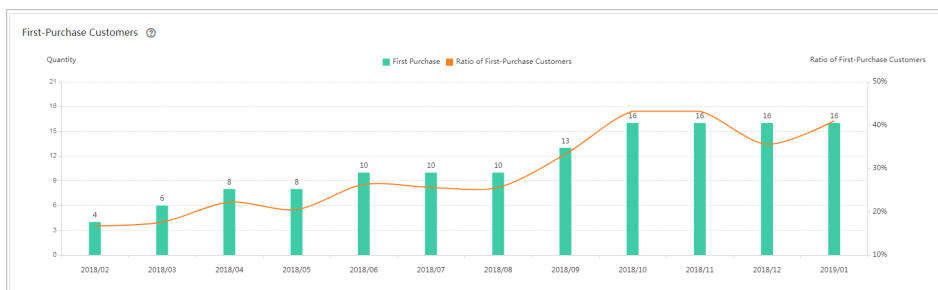
- Click the **Associated and Disassociated Records** tab and click **Select Account Manager or Director** to sort out the customers that you want to view.
 - In the **Associations and Disassociations** area, you can view the number of customers newly associated and disassociated in the recent year.



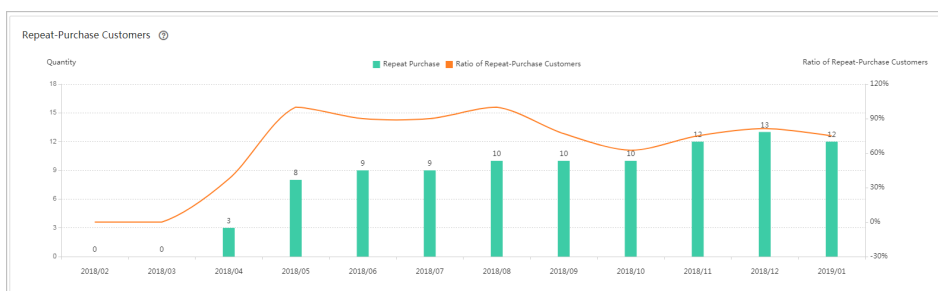
- In the **Newly Associated and Disassociated Customers** area, set **Association Type, Operation, and Operation Time** as the search criteria and view the desired records.

Customer	Account Name	Association Type	Operation	Account Manager	Operation Time
...	...	Reseller	Association	--	Aug 09, 2019 09:42:20
...	...	Reseller	Association	--	Aug 02, 2019 17:47:15
...	...	Referral	Association	--	Aug 02, 2019 09:05:32

- 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

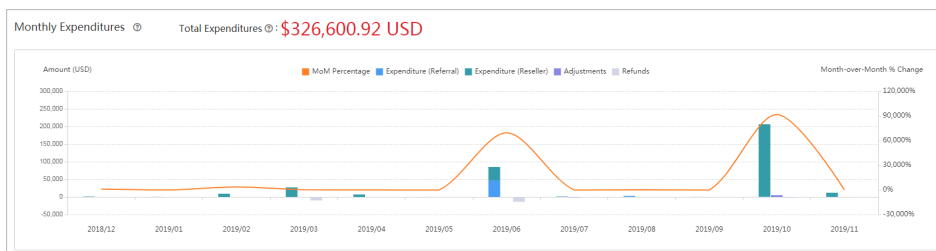
A customer's expenditures generated since the first day of the month when the customer is assigned to the account manager will belong to its account manager. For example, if a customer is assigned to an account manager on August 10, the

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

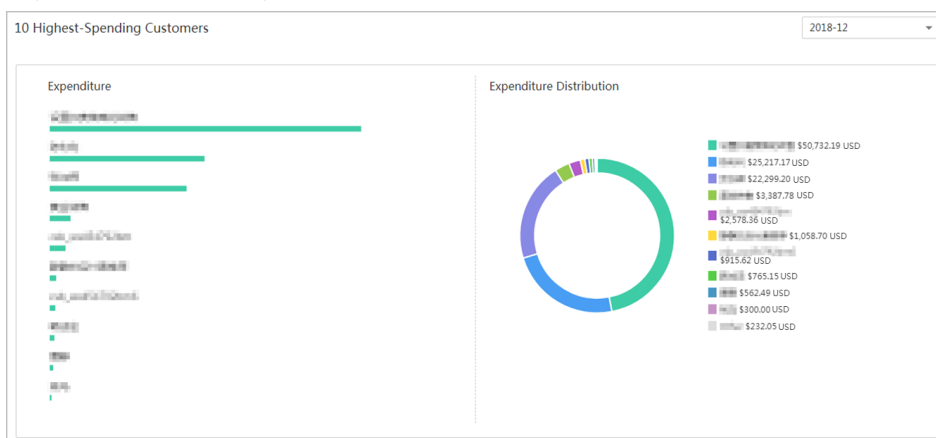
For details about the expenditure statistics rules, click [here](#).

Procedure

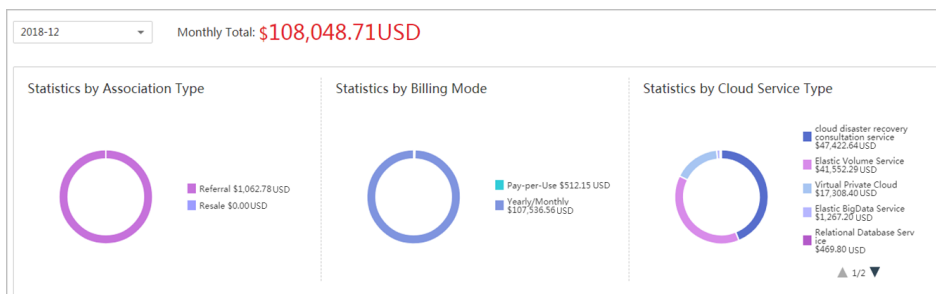
- Step 1** Use your partner account to log in to **HUAWEI CLOUD**.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation tree, choose **Operations Statistics > Spend Statistics**.
 - Click the **Overview** tab and click **Select Account Manager or Director** to view the sorted out expenditure statistics.
 - Under **Monthly Expenditure**, view the whole-year expenditure and the expenditure trend.



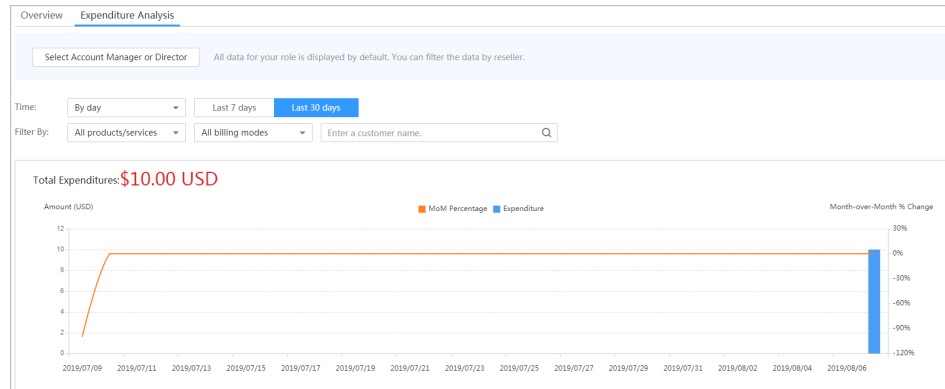
- Under **10 Highest-Spending Customers**, view the top 10 customers' expenditures and expenditure distribution.



- 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.



- 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

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.

 **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**

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.

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.

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.

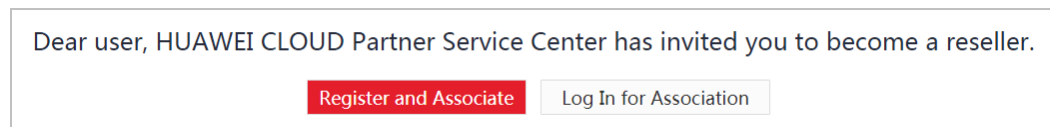
Precautions

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.

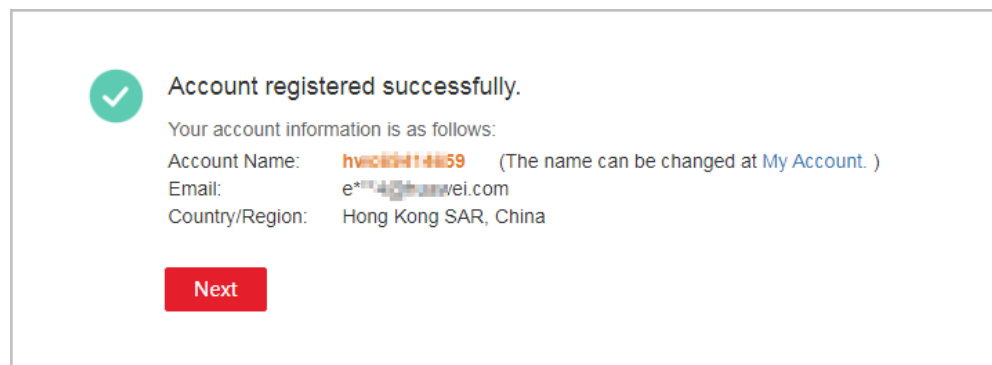


NOTE

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**.

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**.

1 Fill in Business Information **2** Apply to become a consulting partner. **3** Submit Application

Basic Information

* Company Name:

* Tax Identification Number:

* Business License Registration No.:

* Registration Credential File:
Maximum file size: 2 MB
Supported file types: JPG, BMP, PNG, PDF

Show ▾

Registration Address

* Country/Region: Hong Kong SAR China

* State/Province: --Select--

* City: --Select--

* Address:

* Postal Code:

Other Information

* Telephone:

* Email:

* Work with a Huawei ecosystem ma...: --Select--

Show ▾

Add at least one contact person.

Last Name	First Name	Position	Preferred Method	Email	Mobile Phone	Office Phone	Fax	Office Address	Operation
hh	h	Sales Manager	Email	hh@huawei.com	13998745632	--	--	--	Modify Delete

I have read and agree to [HCPN Certification Agreement](#)

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**.

Please fill in your business goals within 1 year after you become a HUAWEI CLOUD partner.

Application Details

Proof requirements ⓘ

* What is your projected annual revenue on HUAWEI CLOUD? ⓘ

--Select-- USD

* How many customer references do you expect to publish?

--Select--

* How many of your staff are expected to pass the HUAWEI CLOUD Business Professional exam? [Take Test](#)

--Select--

* How many of your staff are expected to pass the HUAWEI CLOUD Technical Professional exam? [Take Test](#)

--Select--

* How many of your staff are expected to receive an HCIA-Cloud Service certificate? [Get Certificate](#)

--Select--

[Previous](#) [Next](#) [Save Draft](#) [Cancel](#)

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

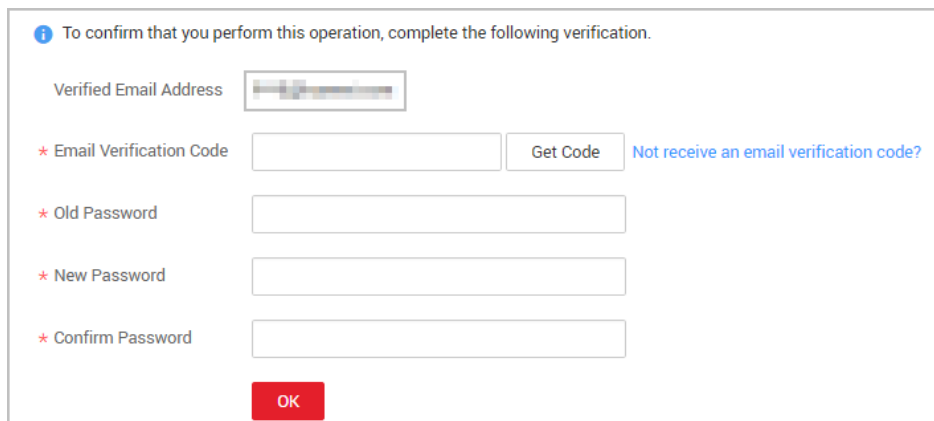
10.3 Account Management

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.



The image shows a verification form with the following fields and elements:

- An information icon and text: "To confirm that you perform this operation, complete the following verification."
- A "Verified Email Address" field with a blurred input box.
- An "Email Verification Code" field with a "Get Code" button and a link "Not receive an email verification code?".
- An "Old Password" field.
- A "New Password" field.
- A "Confirm Password" field.
- A red "OK" button at the bottom.

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

Partner Information	Account Information	Preferences
Account Name	[Redacted]	
Email	jing_fa*****@qq.com	Modify
Mobile Number	[Redacted]	Modify
Security Credentials	Manage	
Verification 	<input checked="" type="checkbox"/>	

 **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.

Partner Information | Account Information | **Preferences**

Time Zone for Notifications

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

Language

Time Zone

Payment Currency

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

Currency

Save

----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

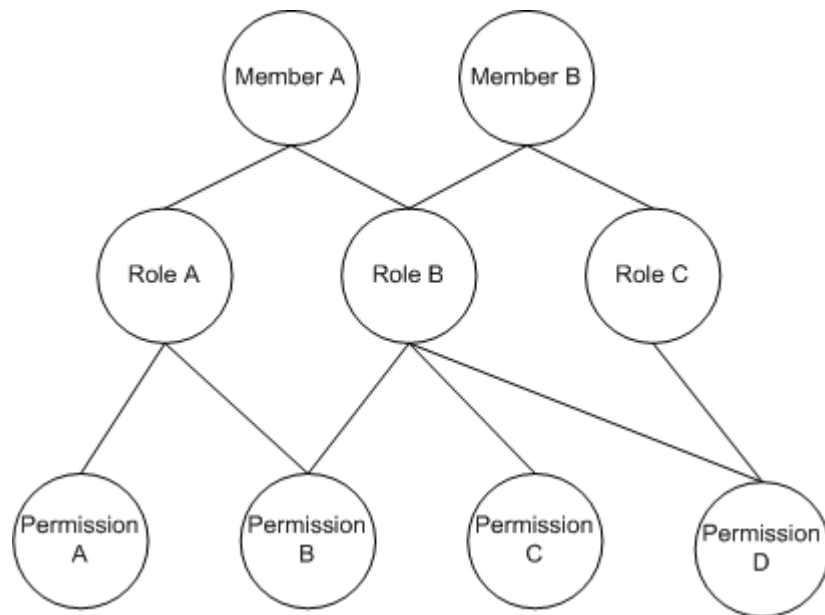
Partners must create users and assign them different roles on the **Account Management > Organization Management** page so that organization members can manage partner accounts by permission. Do not use IAM to create or delete users, or there will be conflicts between the IAM and Partner Center.

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.



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.

Basic Information

* Role Name:

* Role Description:

27/32

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.

Role Name	Username	Mobile Number	Email	Role	Account Director	Status	Operation
Admin (super administra...	jiang.jhl.h@huawei.com		jiang.jhl.h@huawei.com	Admin (super administra...	--	Normal	Modify Assign Role More
freeze	jiang.jhl.h	+86 138 0000 0000	jiang.jhl.h@huawei.com	freeze	--	Normal	Modify Assign Role More
Finance specialist	jiang.jhl.h	+86 138 0000 0000	jiang.jhl.h@huawei.com	Finance specialist	--	Normal	Modify Assign Role More
freeze	jiang.jhl.h	+86 138 0000 0000	jiang.jhl.h@huawei.com	freeze	--	Normal	Modify Assign Role More
Finance specialist	jiang.jhl.h	+86 138 0000 0000	jiang.jhl.h@huawei.com	Finance specialist	--	Normal	Modify Assign Role More
Account director	jiang.jhl.h	+86 138 0000 0000	jiang.jhl.h@huawei.com	Account director	--	Normal	Modify Assign Role More
Account manager	jiang.jhl.h	+86 138 0000 0000	jiang.jhl.h@huawei.com	Account manager	jiang.jhl.h	Normal	Modify Assign Role More

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

1 Specify User Information

Account Information

* Username:

* Password:

* Confirm Password:

Personal Information

* Full Name:

* Mobile Number:

* Email:

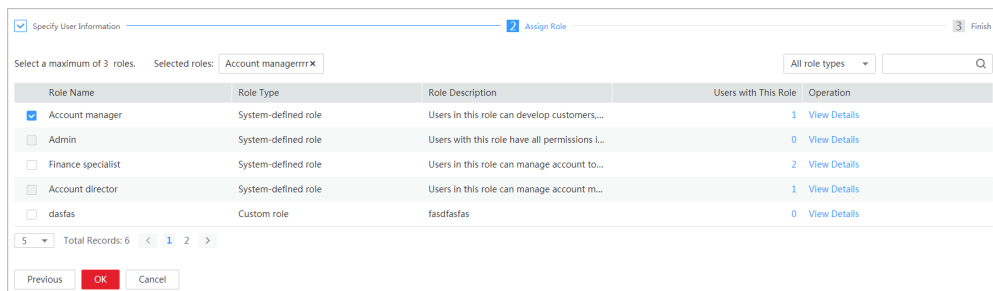
Fixed Phone:

 **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**.



A message is displayed indicating that the operation is successful.

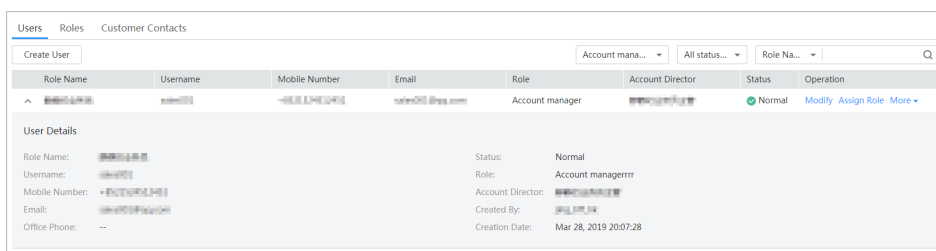
NOTE

- 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.

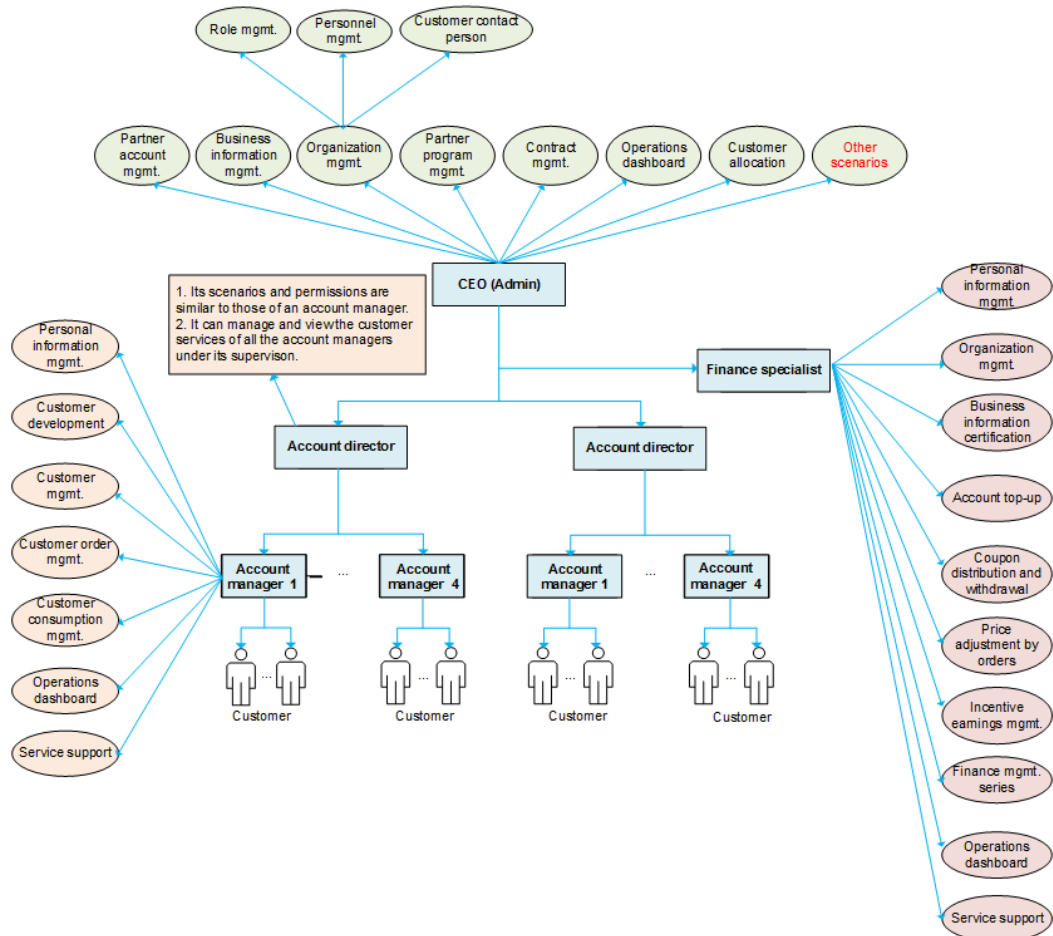
NOTE

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.



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](#).

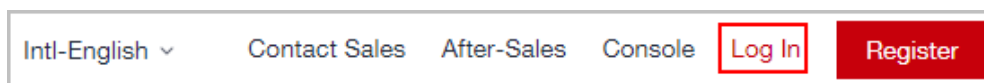
10.3.3.5 An Organization Member Logging In to the Partner Center

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**.

The image shows a web form titled "Account Login". It contains the following elements:

- A text input field labeled "Account name or email".
- A password input field labeled "Password" with a toggle icon on the right.
- A checkbox labeled "Remember me" which is checked, next to the text "Mobile Number Login".
- A large red button labeled "Log In".
- A row of four links: "Free Registration", "Forgot Password", "IAM User Login" (highlighted with a red box), and "HUAWEI ID Login".
- A link "Use Another Account ^" with a dropdown arrow.
- Footer text: "<HDC.Cloud> Huawei Official Website" and "Huawei Enterprise Partner Huawei Developer Alliance".

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

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.

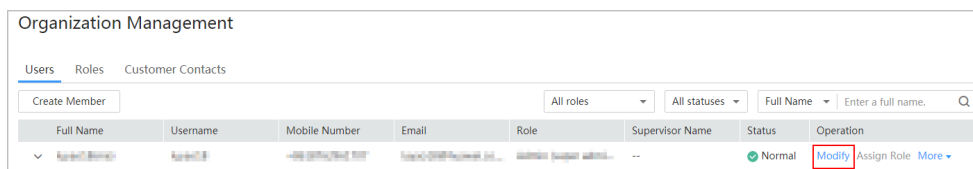
----End

10.3.3.6 An Organization Member Modifying Personal Information

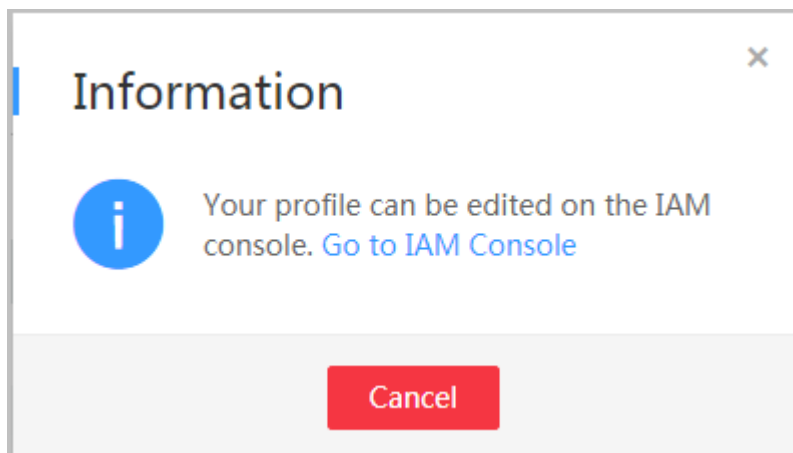
An organization member can modify the personal information, including the name, status, and email address.

Procedure

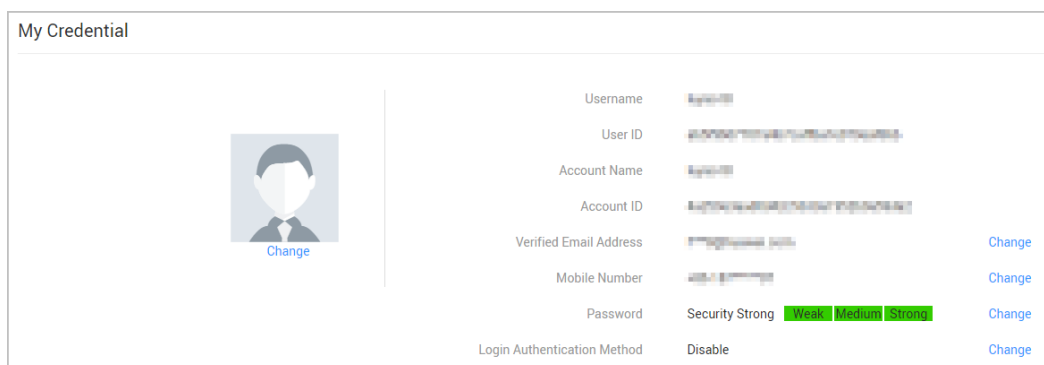
- Step 1** Use your organization member account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation tree, choose **Account Management > Organization Management**.
- Step 4** On the **Members** 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

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**.

Partner Center > Account Management > Organization Manage... > Create Customer Contact

i Please fill in correct customer contact information as the information will be disclosed to your customers.

* Full Name:

* Position:

* Mobile Number:

* Email:

Fixed Phone:

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

 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.

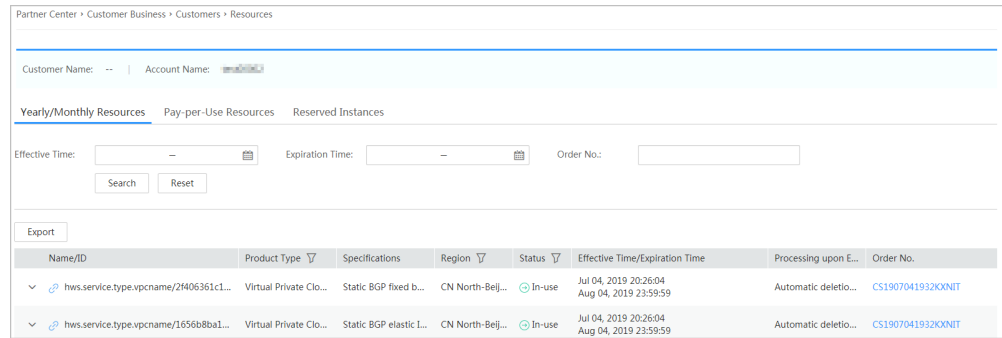
- Choose **Export > Export History**. On the **Export History** page, click **Download** in the **Operation** column to download and query the customer records in the **Completed** status.
- Choose **More > Issue Coupon** to issue coupons for customers.
- Choose **More > View Orders** to view all orders 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

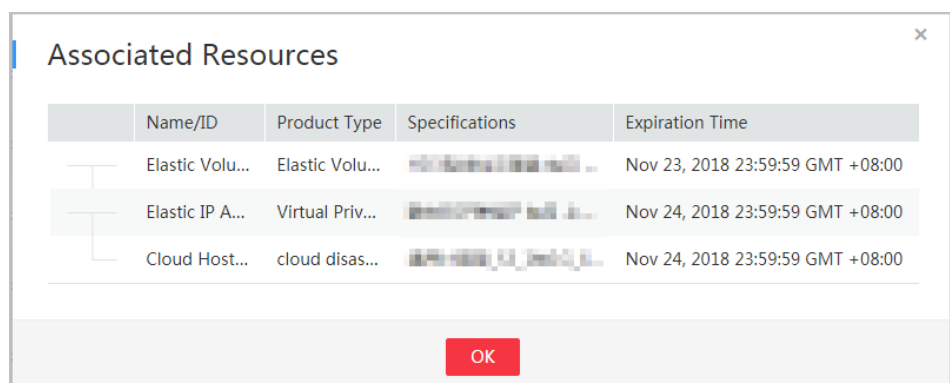
A partner can view each associated customer's pay-per-use and yearly/monthly resources, and reserved instances.

Procedure

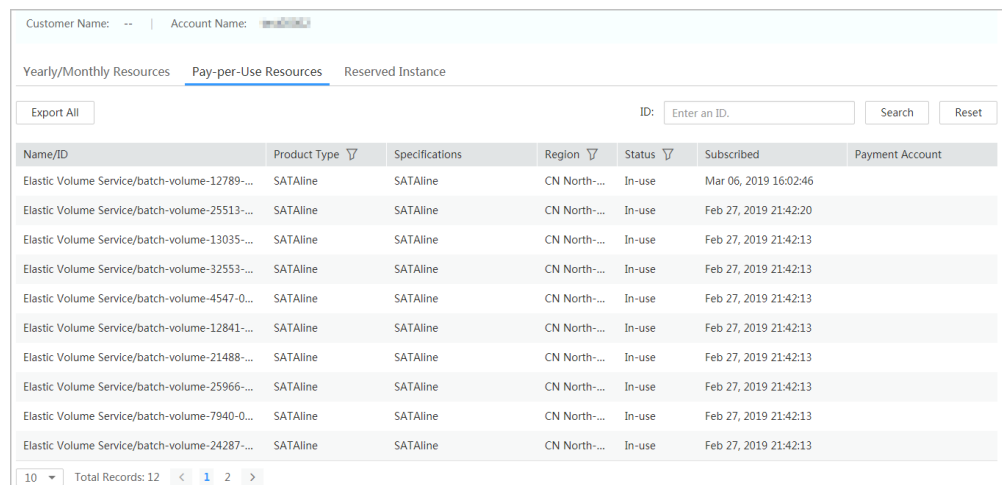
- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation pane, choose **Customer Business > Customer Management**.
- Step 4** On the **Customer Management** 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.



- 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.

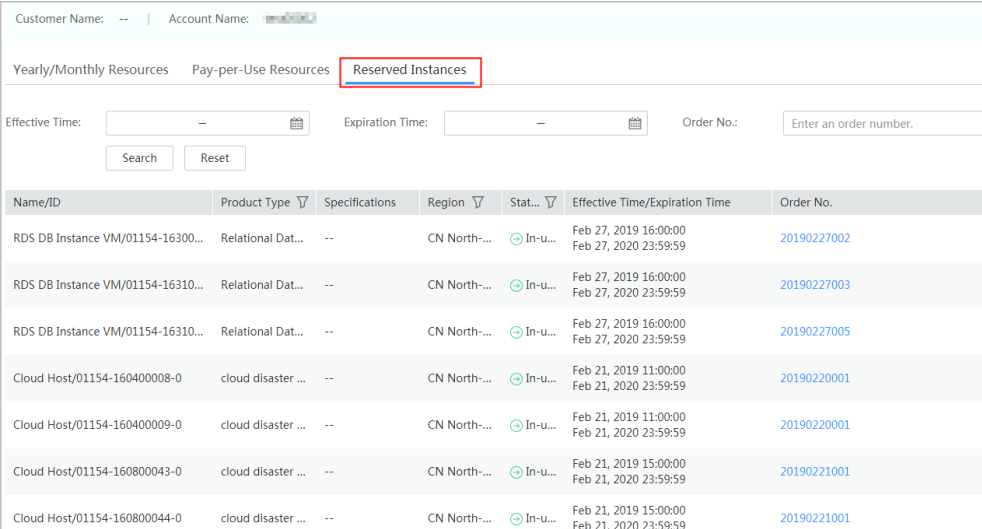


- View pay-per-use resources.
On the **Pay-per-use Resources** page, set the search criteria and query the desired pay-per-use resource records.



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.



Name/ID	Product Type	Specifications	Region	Stat...	Effective Time/Expiration Time	Order No.
RDS DB Instance VM/01154-16300...	Relational Dat...	--	CN North...	In-u...	Feb 27, 2019 16:00:00 Feb 27, 2020 23:59:59	20190227002
RDS DB Instance VM/01154-16310...	Relational Dat...	--	CN North...	In-u...	Feb 27, 2019 16:00:00 Feb 27, 2020 23:59:59	20190227003
RDS DB Instance VM/01154-16310...	Relational Dat...	--	CN North...	In-u...	Feb 27, 2019 16:00:00 Feb 27, 2020 23:59:59	20190227005
Cloud Host/01154-160400008-0	cloud disaster ...	--	CN North...	In-u...	Feb 21, 2019 11:00:00 Feb 21, 2020 23:59:59	20190220001
Cloud Host/01154-160400009-0	cloud disaster ...	--	CN North...	In-u...	Feb 21, 2019 11:00:00 Feb 21, 2020 23:59:59	20190220001
Cloud Host/01154-160800043-0	cloud disaster ...	--	CN North...	In-u...	Feb 21, 2019 15:00:00 Feb 21, 2020 23:59:59	20190221001
Cloud Host/01154-160800044-0	cloud disaster ...	--	CN North...	In-u...	Feb 21, 2019 15:00:00 Feb 21, 2020 23:59:59	20190221001

----End

10.4.1.3 Assigning an Account Manager for a Customer

A partner can assign an account manager for a customer.

NOTE

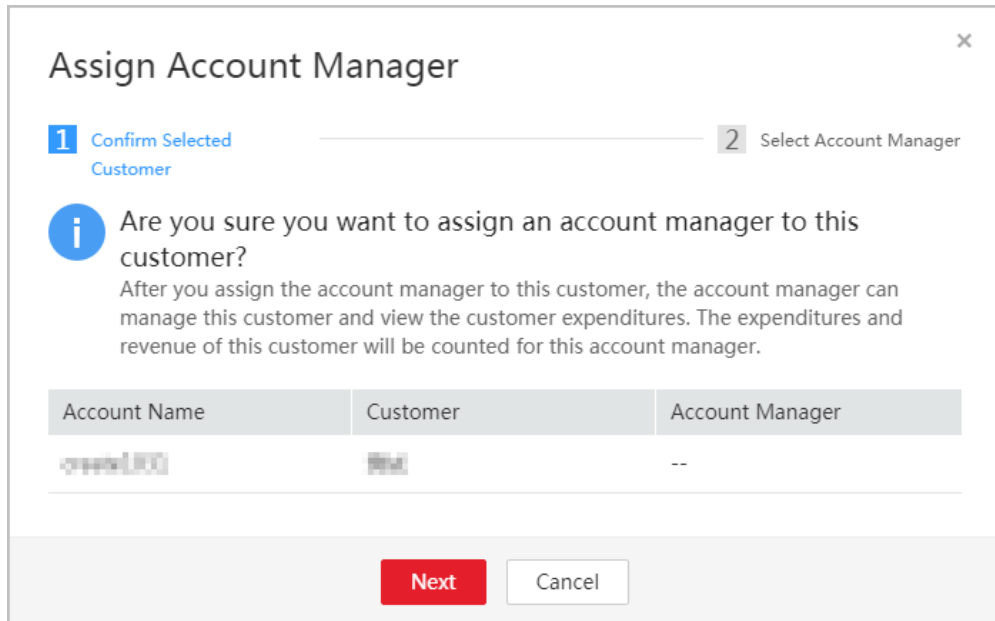
If a customer is associated with a partner via an invitation email, invitation link, or QR code sent by the account manager, the customer is assigned to the account manager after the association. In this case, the partner does not need to assign another account manager to the customer.

Precautions

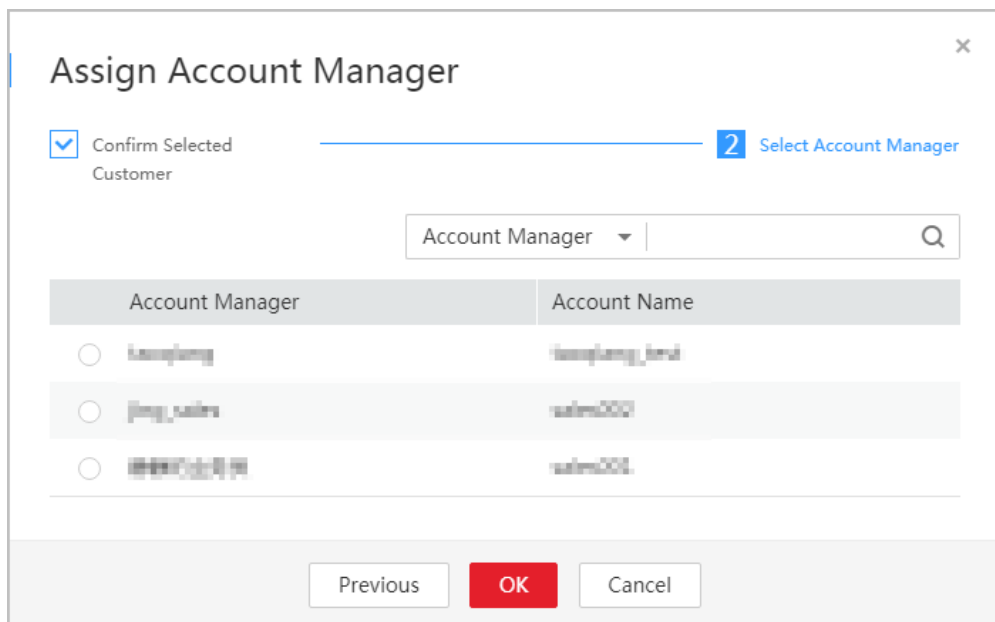
After an account manager is assigned for a customer, the account manager can manage the customer. Specifically, the account manager can view the expenditure records of the customer, and the customer's consumption and revenues generated during the management period belong to the account manager.

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.



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

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**.

- 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**.

Customer Development

For more information: [Customer development methods](#) [Customer association types](#) [Precautions for association with customers](#)

- The preregistration is valid for 15 days, so invite your customers before this period expires.
- The validity period of invitation links in the emails sent from Partner Center is 7 days. Please remind the customer to register during the period. The invitation links and QR codes in the emails sent by partners are permanently valid.

From Partner Center | By Link or QR Code | History Records

Customer Name: Mobile Number: Email:

Preregistered Customers: 1

<input type="checkbox"/>	Customer	Mobile Number	Email	Preregistratio...	Expiration Date	Status	Remarks	Account Manager	Operation
<input type="checkbox"/>	***	--	***@qq.com	Nov 22, 2019 16:...	Expiry in 9 days	Pre-registered	--	--	Invite Delete
<input type="checkbox"/>	***	--	407000744@163.com	Oct 14, 2019 15:...	Oct 29, 2019 15:...	Expired	Expired	--	Invite Delete
<input type="checkbox"/>	[img_alt="icon"]_****	--	****@111.com	Oct 10, 2019 15:...	--	Associated	--	***的业务员	Invite Delete

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

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

Preregister Customer

Ensure to enter authentic customer information. The preregistration validity period is 15 calendar days. Please invite your customers to register and associate with you within the validity duration. [View customer registration requirements](#)

* Customer Name:

* Email:

This email address is required for registration with HUAWEI CLOUD.

Mobile Number: +852(Hong ...

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

----End

Other Operations

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

NOTE

You cannot delete customers whose status is **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

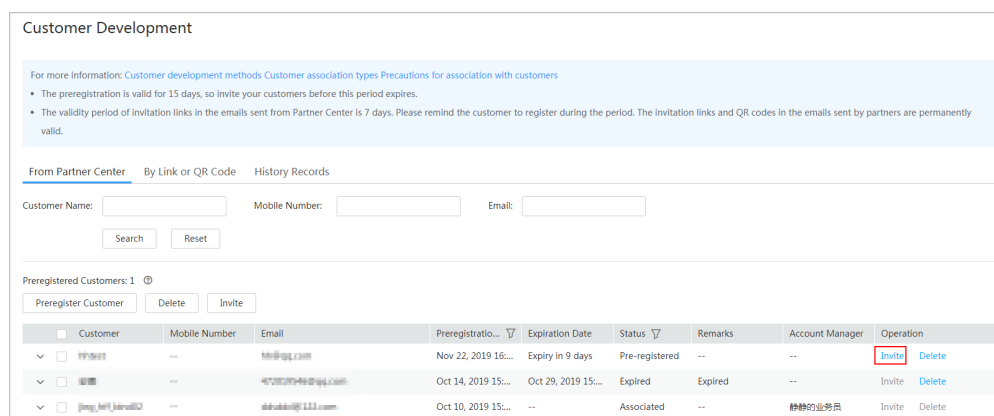
A partner must pre-register a customer before sending an email to the customer. For details about pre-registering a customer, see [Pre-registering Customers](#).

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.




Customer Development

For more information: [Customer development methods](#) [Customer association types](#) [Precautions for association with customers](#)

- The preregistration is valid for 15 days, so invite your customers before this period expires.
- The validity period of invitation links in the emails sent from Partner Center is 7 days. Please remind the customer to register during the period. The invitation links and QR codes in the emails sent by partners are permanently valid.

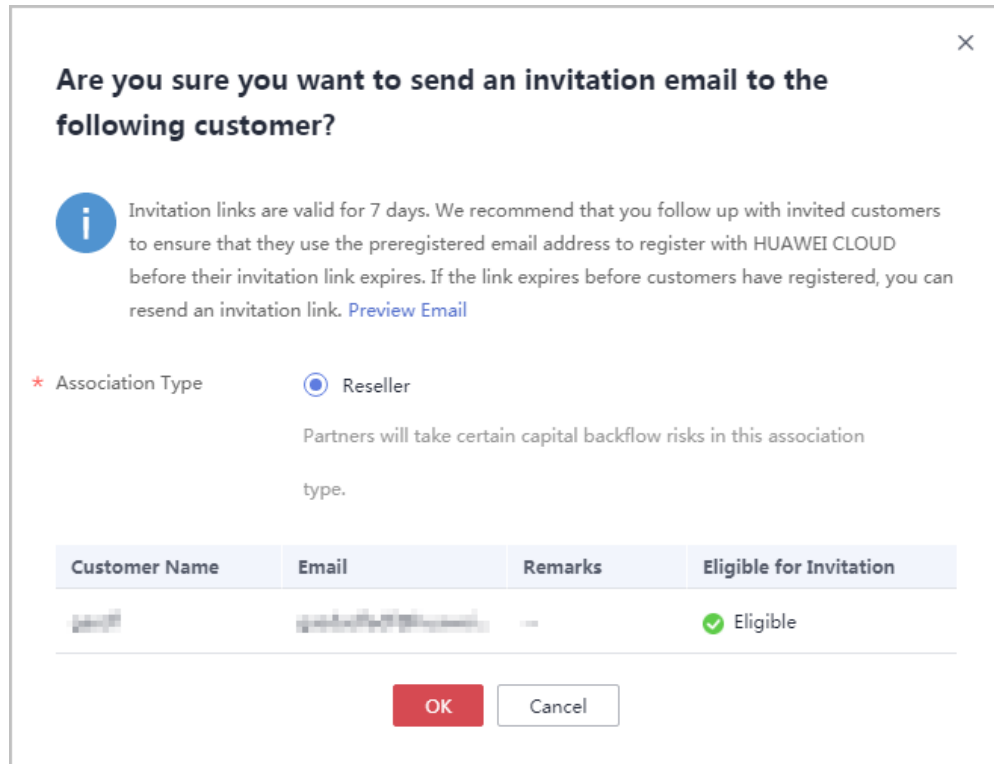
From Partner Center | By Link or QR Code | History Records

Customer Name: Mobile Number: Email:

Preregistered Customers: 1 

<input type="checkbox"/>	Customer	Mobile Number	Email	Preregistratio...	Expiration Date	Status	Remarks	Account Manager	Operation
<input checked="" type="checkbox"/>	****	--	****@qq.com	Nov 22, 2019 16:...	Expiry in 9 days	Pre-registered	--	--	<input type="button" value="Invite"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	****	--	407203744@qq.com	Oct 14, 2019 15:...	Oct 29, 2019 15:...	Expired	Expired	--	<input type="button" value="Invite"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	jiang_hui_jiang@163	--	shirahidi@111.com	Oct 10, 2019 15:...	--	Associated	--	静静的业务员	<input type="button" value="Invite"/> <input type="button" value="Delete"/>

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



NOTE

- Association types:
 - Reseller:** A customer signs a contract with the partner. The partner is responsible for the customer's contracts, billing, invoices, and support services, and the customer pays to the partner.
- Invitation links have a validity period. Notify invited customers of completing registration within the validity period.
- Click **Preview Email** to view the invitation email content.

The system automatically sends invitation emails to customers. After receiving the invitation emails, the customers click the links to register with HUAWEI CLOUD and associate with the partners. For details, see [Requesting Association with a Partner](#).

----End

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.

Procedure

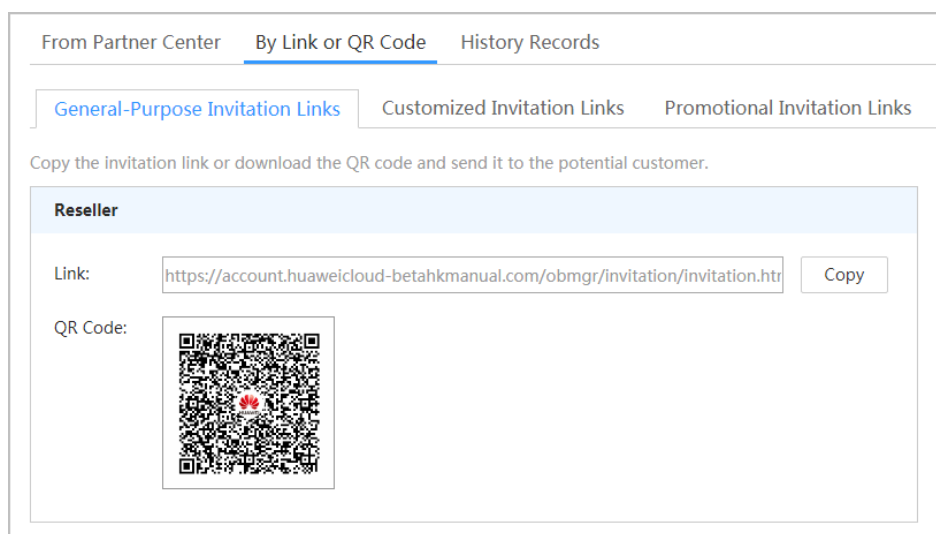
- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation tree, choose **Customer Business > Customer Development**.
- Step 4** Click the **By Link or QR 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.

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

The screenshot shows the 'By Link or QR Code' tab in the Partner Center interface. It includes three tabs: 'General-Purpose Invitation Links', 'Customized Invitation Links' (which is active), and 'Promotional Invitation Links'. Below the tabs is a text prompt: 'Enter a custom tag, generate a custom invitation link and QR code, and send them to the potential customer.' The form contains the following fields:

- Association Type:** A radio button selection with 'Reseller' selected. A note below states: 'Partners will take certain capital backflow risks in this association type.'
- Custom Tag:** A radio button selection with 'Select Account Manager' selected and 'Customize' unselected. Below this is a text input field with a dropdown arrow.
- Remarks:** A larger text area for notes, with a character count of '0/100' at the bottom right.

A red 'Generate' button is located at the bottom center of the form.

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.

The screenshot shows a 'Generate' dialog box with a green checkmark icon and the message: 'Link and QR code generated successfully.' The dialog displays the following information:

- Association Type:** Reseller
- Custom Tag:** seller
- Remarks:** --
- Link:** A text box containing the URL 'https://account.huaweicloud-betahkmanual.com/obmgr' with a 'Copy' button to its right.
- QR Code:** A square QR code with the Huawei logo in the center.

A red 'OK' button is located at the bottom center of the dialog box.

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

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.

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.

 **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.

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.

Expenditures						\$11,926.28 USD (Including used coupons of \$9.50 USD)	
Discount: \$397.46 USD							
Customer	Account Name	Amount (USD)	=	Cash Payments (USD)	+	Coupons Used (USD)	Operation
---	hanhangqihong_cn_test	5,213.94		5,209.34		4.60	Details Expenditure Records
---	hanhangqihong_cn_test	6,609.07		6,609.07		0.00	Details Expenditure Records
---	hanhangqihong_cn_test	9.50				4.90	Details Expenditure Records
---	hanhangqihong_cn_test	93.77		93.77		0.00	Details Expenditure Records

- 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.

Refunds						-\$7.25 USD	
Customer	Account Name	Refunds (USD)	=	Cash Refund (USD)	+	Cash Coupon Refund (USD)	Operation
---	hanhangqihong_cn_test	-7.25		-7.25		0.00	Details Expenditure Records

- 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.

Adjustments ⊙							-\$64.50 USD
Customer	Account Name	Adjustments (USD)	=	Cash Adjustment (USD)	+	Cash Coupon Adjustment (US...	Operation
...	...	-3.50		0.00		-3.50	Details
...	...	-61.00		-61.00		0.00	Details

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.

Customer:	<input type="text" value="..."/>	Billing Mode:	<input checked="" type="radio"/> Yearly/Monthly	<input type="radio"/> Pay-per-Use	<input type="radio"/> Reserved Instances			
Month:	<input type="text" value="2019-07"/>	Resource ID:	<input type="text" value="Enter a resource id."/>	Order No.:	<input type="text"/>			
	<input type="button" value="Search"/>		<input type="button" value="Reset"/>					
Export <input type="button" value="v"/>								
Incurred ⊙	Name/Resource ID	Service Type ∨	Product	Region ∨	Order No.	Required Durat...	Supplier	Total Expenditur...
Jul 16, 2019 16:38:12	...	Elastic Volume S...	GD3 linear EVS	CS1907161605GEBPA	1.000Month (Ne...	Partner	0.35
Jul 16, 2019 16:38:12	...	Elastic Volume S...	GD3 linear EVS	CS1907161605EMBRK	1.000Month (Ne...	Partner	0.35
Jul 16, 2019 16:38:12	...	Elastic Volume S...	GD3 linear EVS	CS1907161605KMSI	1.000Month (Ne...	Partner	0.35
Jul 16, 2019 16:38:12	...	Elastic Volume S...	GD3 linear EVS	CS1907161605OVWAN	1.000Month (Ne...	Partner	0.35
Jul 16, 2019 16:38:11	...	Elastic Volume S...	GD3 linear EVS	CS1907161605MNDXN	1.000Month (Ne...	Partner	0.35

- 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.

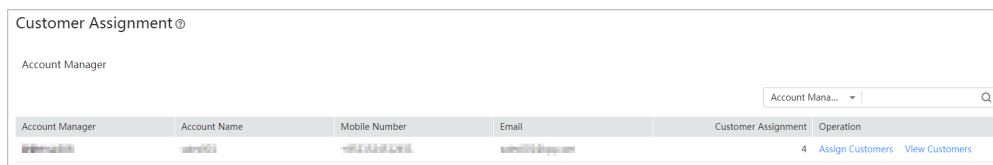
An account manager can view the customers assigned by the partner on the **Customer Business > Customer Management.**

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.

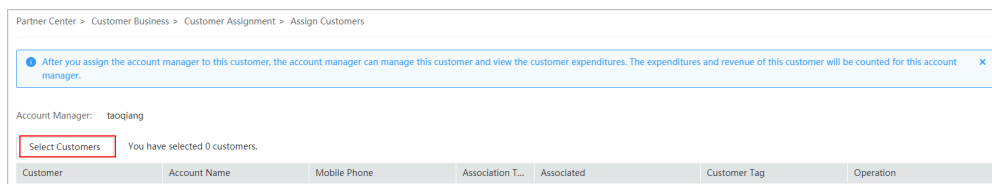


 NOTE

If no account manager is available on the **Customer Assignment** page, choose **Account Management > Organization Management > Create Member** and add account managers. For details, see [Adding a Member](#).

Step 4 Click **Assign Customer** in the **Operation** column.

The **Assign Customer** page is displayed.



Step 5 Click **Select Customer**.

Step 6 In the **Select Customer** dialog box, select a customer whom you want to assign to the account manager and click **OK**.

 NOTE

You cannot select a customer who has already been assigned to an account manager. You can select **Show Unassigned Customers** to display all unassigned customers.

Step 7 Confirm the added customer in the customer list and click **OK**.

A message is displayed stating "Customers have been assigned successfully."

 NOTE

You can click **Delete** in the **Operation** column to delete an added customer.

----End

Other Operations

- Viewing the customer list

Click **View Customers** in the **Operation** column. On the **View Customers** page, view the account manager information and the customers assigned to the account manager.

- Unassigning customers

After you remove the account manager, this customer will not be managed by the account manager. The expenditures and revenue of this customer will no longer be counted for the account manager.

- Unassigning a single customer

Click **View Customers** in the **Operation** column. On the **View Customers** page, click **Unassign Customer** in the **Operation** column. Then in the **Unassign Customer** dialog box, click **OK**.

- Batch unassigning customers

Click **View Customers** in the **Operation** column. On the **View Customers** page, select target customers and click **Unassign Customers**. Then in the **Unassign Customer** dialog box, click **OK**.

 **NOTE**

The unassignment will take effect on the 1st of next month (GMT +08:00). The customer expenditures are still counted into this account manager before the effective date.

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**.

Customer Orders									
Export ▾			Customer: <input type="text"/>		Order No.: <input type="text"/>		Search	Reset	
Order No.	Product T...	Order Type	Order Sta...	Customer Na...	Account Name	Order Subtot...	Paid Amount...	Ordered On	Operation
CS19081514510R...	Elastic Cloud ...	Unsubscrip...	Completed	--	View Change Log	-91.45	-91.45	Aug 15, 2019 14:...	View Order Details Adjust Price
CS1908151449N...	Elastic Cloud ...	Renewal	Completed	--	View Change Log	245.46	91.45	Aug 15, 2019 14:...	View Order Details Adjust Price
CS1908151430EQ...	Elastic Cloud ...	Unsubscrip...	Completed	--	View Change Log	-83.35	-83.35	Aug 15, 2019 14:...	View Order Details Adjust Price
CS1908151429N...	Elastic Cloud ...	Unsubscrip...	Completed	--	View Change Log	-0.97	-0.97	Aug 15, 2019 14:...	View Order Details Adjust Price
CS1908151402LL...	Elastic Cloud ...	Subscription	Completed	--	View Change Log	2,482.90	936.50	Aug 15, 2019 14:...	View Order Details Adjust Price
CS1908151220CU...	Elastic Cloud ...	Unsubscrip...	Completed	--	View Change Log	-171.49	-171.49	Aug 15, 2019 12:...	View Order Details Adjust Price
CS1908151216GL...	Elastic Cloud ...	Subscription	Completed	--	View Change Log	248.29	192.71	Aug 15, 2019 12:...	View Order Details Adjust Price
CS1908151210N...	Elastic Cloud ...	Subscription	Pending app...	--	View Change Log	6,370.98	--	Aug 15, 2019 12:...	View Order Details Adjust Price
CS1908151115SV...	Elastic Volum...	Subscription	Canceled	--	View Change Log	4.60	--	Aug 15, 2019 11:...	View Order Details Adjust Price View Change History
CS1908151114R...	Elastic Volum...	Subscription	Canceled	--	View Change Log	4.60	--	Aug 15, 2019 11:...	View Order Details Adjust Price

- 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.

- 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

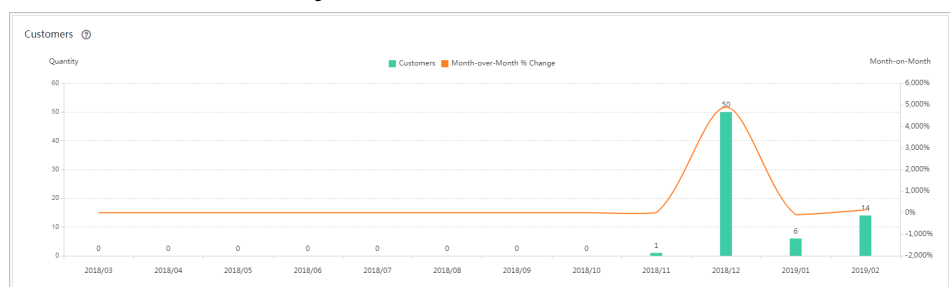
- Step 1** Use the partner account to log in to **HUAWEI CLOUD**.
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation pane, choose **Operations Statistics > Customer Statistics**.

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

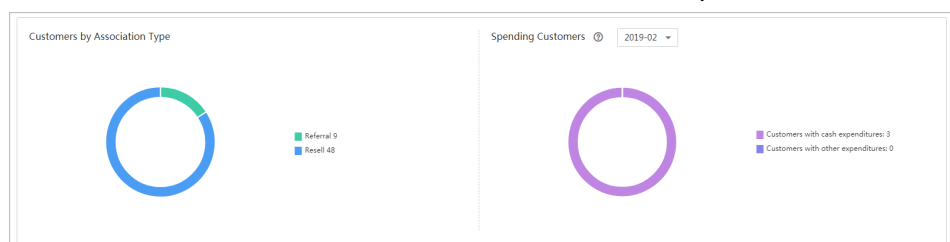


- Click **Select Account Manager or Director** to sort out the customers that you want to view.

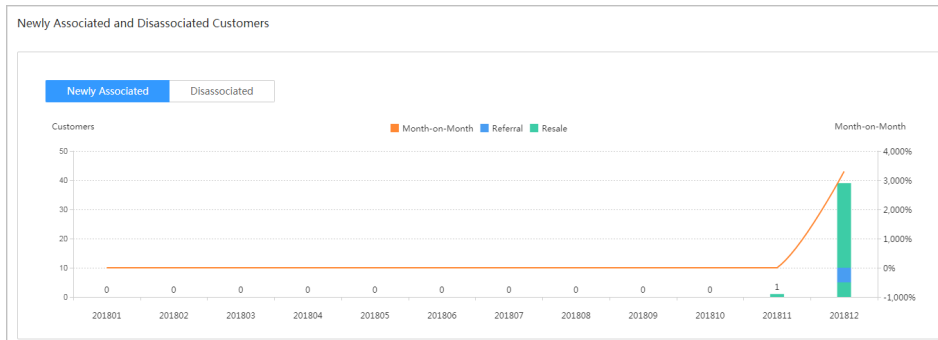
In the **Customers** area, you can view the trend of the number of customers in the whole year.



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.



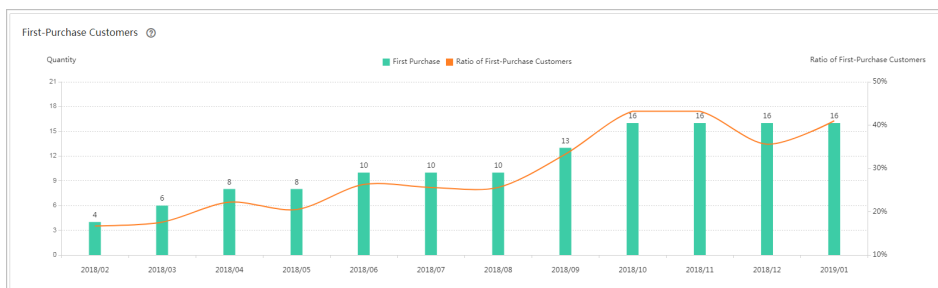
- Click the **Associated and Disassociated Records** tab and click **Select Account Manager or Director** to sort out the customers that you want to view.
 - In the **Associations and Disassociations** area, you can view the number of customers newly associated and disassociated in the recent year.



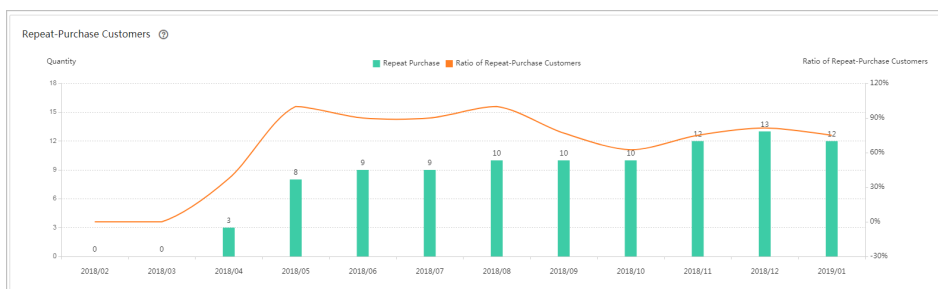
- In the **Newly Associated and Disassociated Customers** area, set **Association Type**, **Operation**, and **Operation Time** as the search criteria and view the desired records.

Customer	Account Name	Association Type	Operation	Account Manager	Operation Time
		Reseller	Association	--	Aug 09, 2019 09:42:20
		Reseller	Association	--	Aug 02, 2019 17:47:15
		Referral	Association	--	Aug 02, 2019 09:05:32

- 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

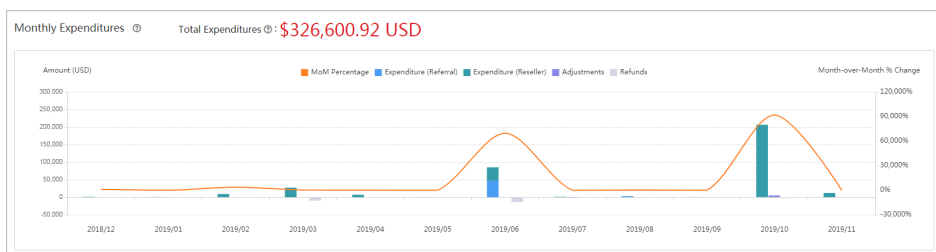
Partners can view the customer expenditures of the current year, top 10 customers' expenditures, and expenditure analysis.

Precautions

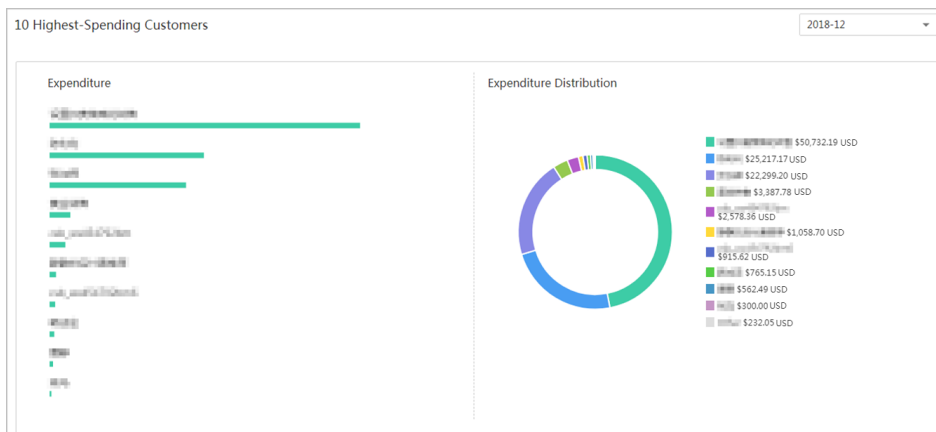
The expenditure statistics of a customer assigned to an account manager are counted starting from the second day of the assignment date.

Procedure

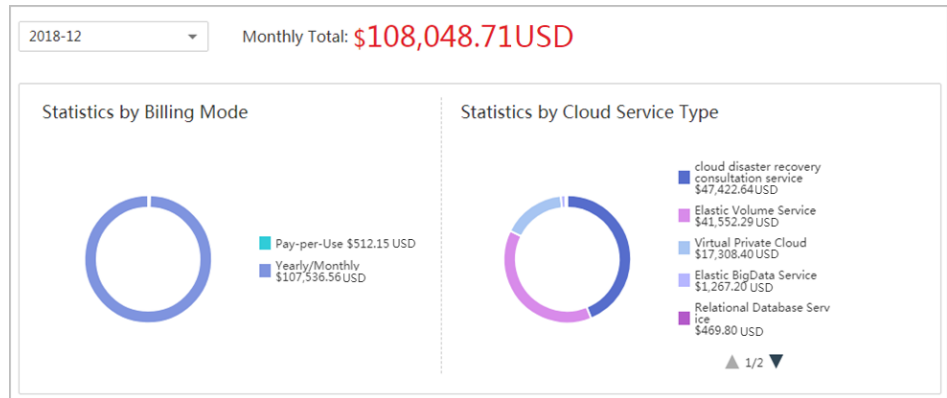
- Step 1** Use your partner account to log in to [HUAWEI CLOUD](#).
- Step 2** In the drop-down list of your account name, click **Partner Center** to go to the Partner Center.
- Step 3** In the navigation pane, choose **Operations Statistics > Spend Statistics**.
 - Click the **Overview** tab and click **Select Account Manager or Director** to view the sorted out expenditure statistics.
 - Under **Monthly Expenditure**, view the whole-year expenditure and the expenditure trend.



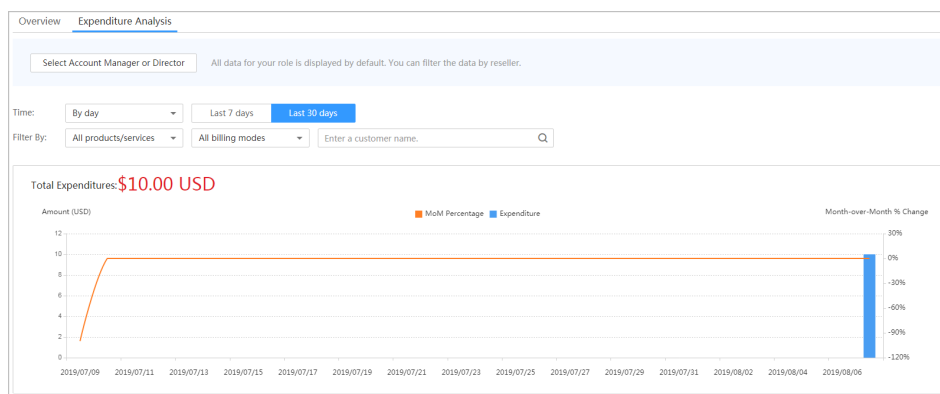
- Under **10 Highest-Spending Customers**, view the top 10 customers' expenditures and expenditure distribution.



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



- 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

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.

- 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.

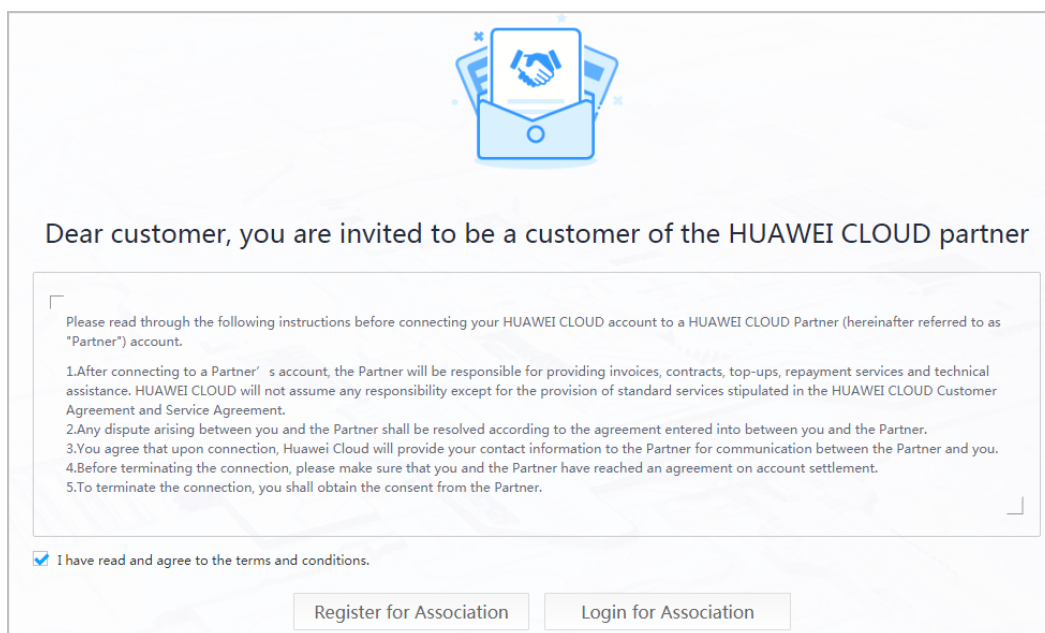
Procedure

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.



Dear customer, you are invited to be a customer of the HUAWEI CLOUD partner

Please read through the following instructions before connecting your HUAWEI CLOUD account to a HUAWEI CLOUD Partner (hereinafter referred to as "Partner") account.

- 1.After connecting to a Partner' s account, the Partner will be responsible for providing invoices, contracts, top-ups, repayment services and technical assistance. HUAWEI CLOUD will not assume any responsibility except for the provision of standard services stipulated in the HUAWEI CLOUD Customer Agreement and Service Agreement.
- 2.Any dispute arising between you and the Partner shall be resolved according to the agreement entered into between you and the Partner.
- 3.You agree that upon connection, Huawei Cloud will provide your contact information to the Partner for communication between the Partner and you.
- 4.Before terminating the connection, please make sure that you and the Partner have reached an agreement on account settlement.
- 5.To terminate the connection, you shall obtain the consent from the Partner.

I have read and agree to the terms and conditions.

Register for Association Login for Association

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**.

Account Login

Account name or email

Password

Mobile Number Login Remember me

Log In

Free Registration | Forgot Password | IAM User Login | HUAWEI ID Login

Use Another Account ^

<HDC.Cloud> Huawei Official Website | Huawei Enterprise Partner Huawei Developer Alliance

----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.

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

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.

Follow-up Operation

Click a completed order and view the discounts on the **Details** page.

11.5 Buying HUAWEI CLOUD Products

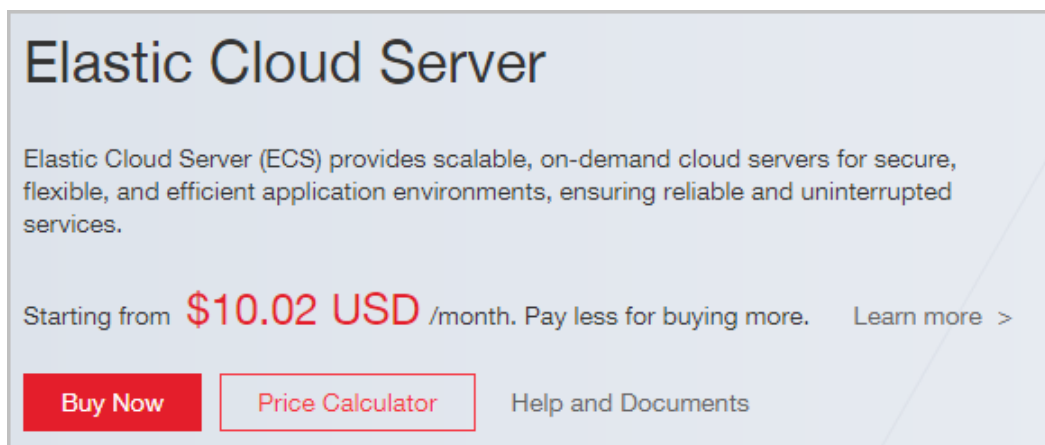
Procedure

Use Elastic Cloud Server as an example.

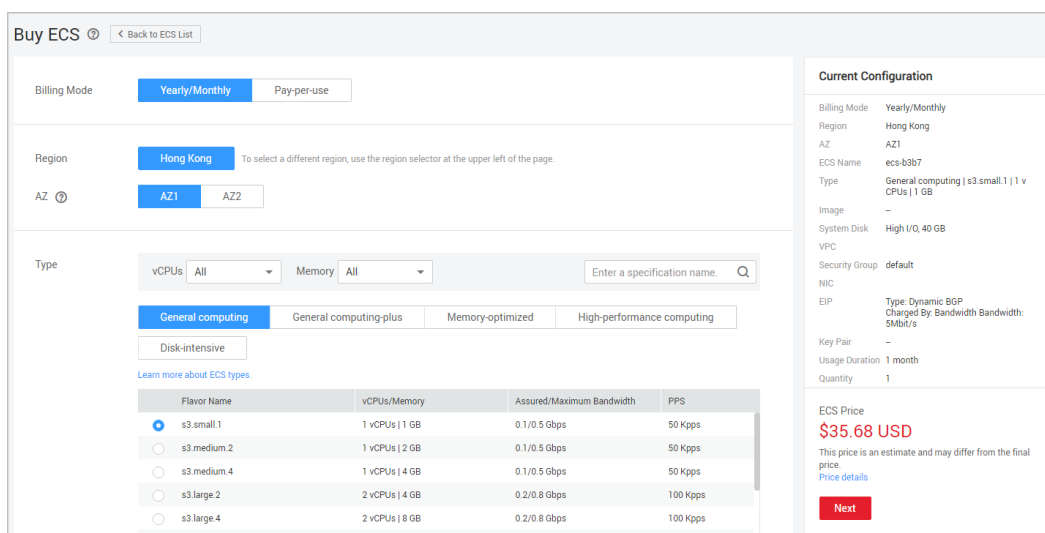
Step 1 Go to the **Products** page.

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**.

Buy ECS 

Configure
 2 Submit
 3 Pay

Order Details

Product Name	Configuration	Billing Mode	Usage Duration	Quantity	Price
ECS	Region: Hong Kong Project: Default AZ: AZ1 Type: General computing s3.small.1 1 vCPUs 1 GB Image: CentOS 7.5 64bit System Disk: High I/O, 40 GB VPC: vpc-df76 Security Group: default NIC: subnet-df76(192.168.1.0/24) EIP: Type: Dynamic BGP Charged By: Bandwidth Bandwidth: 5Mbit/s ECS Name: ecs-47a2	Yearly/Monthly	1 month	1	USD35.68

ECS Price **\$35.68 USD** I have read and agree to the [Huawei Image Disclaimer](#)

The estimated price is for reference only and may vary from the final price in your bill. [Price Details](#)

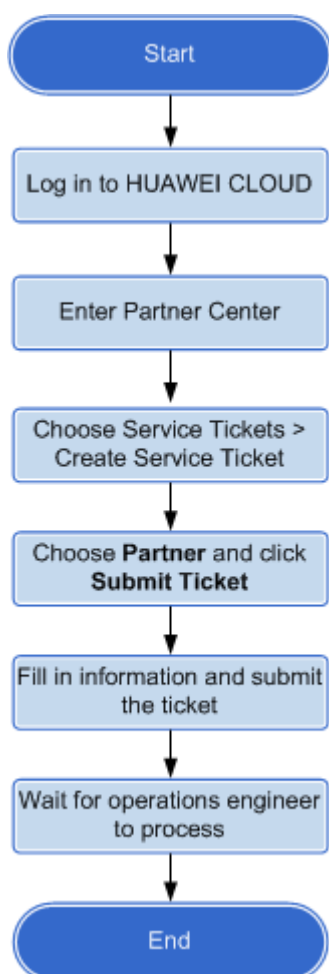
Step 6 On the **Pay** page, select a payment method and complete the payment.

----End

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



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](#).

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

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



Applicable Scope

This usage guide applies to partners outside of the Chinese Mainland who have been granted a license to use the badge. The badge shall be used only in compliance with this guide and the *HUAWEI CLOUD Brand Guide*. If you are unsure whether you are allowed to use the badge, contact your HUAWEI CLOUD partner manager for guidance.

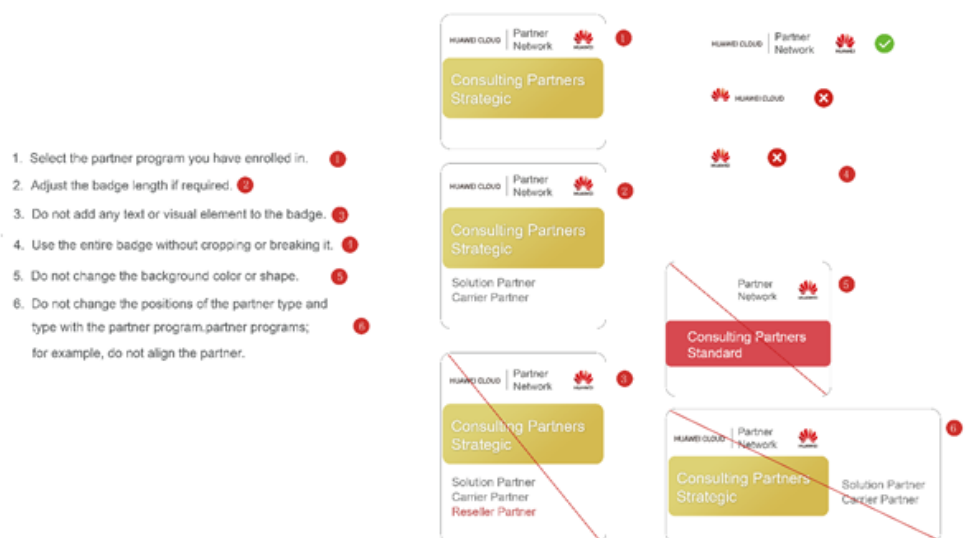
Usage Instructions

- Partners shall use the badge only according to the terms of the *HCPN Certification Agreement*.
- Application Scenarios

Websites	Permitted. The HCPN badge can be used to promote the products and services involved in the HCPN Partner Programs.
Online ads	Permitted. The HCPN badge can be used to promote the products and services involved in the HCPN Partner Programs.
Marketing materials	Permitted. Partners can use the HCPN badge in marketing materials to demonstrate that their products or solutions are powered by HUAWEI CLOUD. Marketing materials include but are not limited to manuals, leaflets, data/sales sheets, white papers, case studies, and event promotions.
Event materials	Permitted. Partners can use the HCPN badge in event materials to demonstrate that their products or solutions are powered by HUAWEI CLOUD. Event materials include but are not limited to booth graphics, presentations, demos, and any other printed or digital event marketing assets.
Email marketing	Permitted. Partners can use the HCPN badge in email marketing materials to demonstrate that their products or solutions are powered by HUAWEI CLOUD.

Partner business cards	Permitted. Partners can use the HCPN badge on business cards to demonstrate that their products or solutions are powered by HUAWEI CLOUD.
Outdoor ads	Restricted use. Outdoor ads include but are not limited to metro ads, outdoor billboards, airport ads, printed ads, and TV ads. If partners require the badge in outdoor ads to promote their products and services, they need to ask their ecosystem manager to submit an application to HUAWEI CLOUD.
Social media	Not permitted.
Promotional items	Not permitted.

- Use the HCPN badge as a whole and do not break it up to use separately.
- 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.
- 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.
- 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.
- HCPN badge combination standards



- Before downloading the HCPN logo, you are obligated to register all website links, ADs, and marketing materials on which you will use the HCPN logo. We

may review customer materials irregularly to ensure that the HCPN log is used in compliance with this Guide and the *HUAWEI CLOUD Brand Guide*.

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	<ul style="list-style-type: none"> ● 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	<ul style="list-style-type: none"> ● 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

15 Change History

Description	Released On
<p>This issue is the sixty-third official release.</p> <p>This release incorporates the following change:</p> <p>Modified descriptions in Solution Partners > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings.</p>	2021-03.31
<p>This issue is the sixty-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none">• Modified descriptions in Partner Account Management > Changing Your Password.• Added Overview under Solution Partners > Transaction Models.• Modified descriptions in Solution Partners > Customer Business > Customer Development > Inviting Pre-Registered Customers by Hyperlinks or QR Codes/Inviting Pre-Registered Customers by Emails.	2021-02.09
<p>This issue is the sixty-first official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none">• Modified descriptions in Solution Partners > Customer Business > Customer Development > Pre-registering Customers.• Added Solution Partners > Sales Management > Querying Product Discounts and Incentives.• Modified descriptions in Resellers of Huawei Cloud Partner Service Provider > Customer Business > Customer Development > Pre-registering Customers.• Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner.	2021-01.26

Description	Released On
<p>This issue is the sixtieth official release.</p> <p>This release incorporates the following change: Added Solution Partners > Financial Information > Querying Bill Details.</p>	<p>2021-01.12</p>
<p>This issue is the fifty-ninth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner/Applying to Become a Technology Partner. • Modified descriptions in Partner Account Management > Modifying Basic Information. • Modified descriptions in Solution Partners > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings/Creating Invoices for Incentive Earnings. • Modified descriptions in Partner Benefit Request > Requesting Consulting Partner Basic Benefits/Requesting Technology Partner Basic Benefits. • Added Solution Partners > Financial Information > Partner Bill Fields/Querying Bill Details. • Added Solution Partners > Financial Information > Cash Coupon Management. 	<p>2020-12.30</p>
<p>This issue is the fifty-eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner/Applying to Become a Technology Partner. • Modified descriptions in Partner Account Management > Modifying Basic Information. 	<p>2020-12.01</p>
<p>This issue is the fifty-seventh official release.</p> <p>This release incorporates the following change: Modified descriptions in Partner Account Management > Modifying Basic Information.</p>	<p>2020-11.17</p>

Description	Released On
<p>This issue is the fifty-sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Development > Inviting Pre-Registered Customers by Hyperlinks or QR Codes. • Modified descriptions in Resellers of Huawei Cloud Partner Service Provider > Customer Business > Customer Development > Inviting Pre-Registered Customers by Hyperlinks or QR Codes. 	2020-11-03
<p>This issue is the fifty-fifth official release.</p> <p>This release incorporates the following change:</p> <p>Modified Partner Account Management > Managing Basic Information.</p>	2020-10-20
<p>This issue is the fifty-fourth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining HCPN > Applying to Become a Technology Partner. • Modified descriptions in Joining the Partner Program > Apply for Joining the Partner Program > Applying to Join the HCPN Solution Partner Program/Applying to Join the SaaS Partner Program/Applying to Join the HMS Ecosystem Support Program. • Modified descriptions in Operations of Sub-customers of Solution Partners > Disassociating from a Partner. 	2020-09-28
<p>This issue is the fifty-third official release.</p> <p>This release incorporates the following change:</p> <p>Modified descriptions in Solution Partner Operations > Financial Information > Repayment.</p>	2020-09-15
<p>This issue is the fifty-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Development > Pre-registering Customers. • Modified descriptions in Resellers of Huawei Cloud Partner Service Provider > Customer Business > Customer Development > Pre-registering Customers. 	2020-09-01
<p>This issue is the fifty-first official release.</p> <p>This release incorporates the following change:</p> <p>Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings.</p>	2020-08-11

Description	Released On
<p>This issue is the fiftieth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Partner Account Management > Managing Basic Information. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers/Viewing a Customer's Resources/Placing Orders on Customers' Behalf. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Order Management > Viewing a Customer's Orders. 	<p>2020-07-28</p>
<p>This issue is the forty-ninth official release.</p> <p>This release incorporates the following change:</p> <p>Modified descriptions in Partner Account Management > Business Information Certification.</p>	<p>2020-07-14</p>
<p>This issue is the forty-eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. • Modified descriptions in Joining HCPN > Applying to Become a Technology Partner. • Modified descriptions in Partner Account Management > Managing Organization Information > An Organization Member Logging In to the Partner Center. • Modified descriptions in Business Models Between Partners and Customers > Reseller Model. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers/Setting Monthly Budgets for Customers/Freezing a Customer Account/Setting Discounts for Customers/Performing Resource O&M for Customers/Assigning an Account Manager for a Customer. • Modified descriptions in Resellers of Huawei Cloud Partner Service Provider > Customer Business > Customer Management > Querying Customers/Setting Discounts for Customers/Assigning an Account Manager for a Customer. 	<p>2020-06-30</p>
<p>This issue is the forty-seventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. • Modified descriptions in Joining HCPN > Applying to Become a Technology Partner. 	<p>2020-06-02</p>

Description	Released On
<p>This issue is the forty-sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. • Modified descriptions in Resellers of Huawei Cloud Partner Service Provider > Customer Development > Managing Invited Customers. 	<p>2020-05-26</p>
<p>This issue is the forty-fifth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Added Solution Partner Operations > Sales Management. • Added section "Resellers of Huawei Cloud Partner Service Provider". 	<p>2020-04-21</p>
<p>This issue is the forty-fourth official release.</p> <p>This release incorporates the following changes:</p> <p>Modified descriptions in Solution Partner Operations > Financial Information > Bill Management.</p>	<p>2020-04-15</p>
<p>This issue is the forty-third official release.</p> <p>This release incorporates the following changes:</p> <p>Modified descriptions in Solution Partner Operations > Financial Information > Invoice Management.</p>	<p>2020-04-01</p>
<p>This issue is the forty-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Monthly Budgets for Customers. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Development > Managing Invited Customers. • Modified descriptions in Solution Partner Operations > Financial Information > Repayment. • Modified descriptions in Solution Partner Operations > Financial Information > Bill Management > Viewing Partner Bills. 	<p>2020-03-18</p>
<p>This issue is the forty-first official release.</p> <p>This release incorporates the following change:</p> <p>Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HMS Ecosystem Support Program.</p>	<p>2020-02-26</p>

Description	Released On
<p>This issue is the fortieth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Coupon Management > Issuing Cash Coupons to Customers. • Modified descriptions in Solution Partner Operations > Financial Information > Topping Up an Account. 	<p>2020-02-19</p>
<p>This issue is the thirty-ninth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Monthly Budgets for Customers. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Freezing a Customer Account. 	<p>2020-02-13</p>
<p>This issue is the thirty-eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HMS Ecosystem Support Program. • Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings. 	<p>2020-01-19</p>
<p>This issue is the thirty-seventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Financial Information > Viewing Account Statements. • Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HMS Ecosystem Support Program. 	<p>2020-01-15</p>
<p>This issue is the thirty-sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the SaaS Partner Program. • Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the AI Partner Program. • Added descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HMS Ecosystem Support Program. 	<p>2019-12-31</p>

Description	Released On
<p>This issue is the thirty-fifth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Assigning an Account Manager for a Customer. • Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings. • Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. 	<p>2019-12-18</p>
<p>This issue is the thirty-fourth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining HCPN > Applying to Become a Technology Partner. • Modified descriptions in Partner Account Management > Business Information. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Development. 	<p>2019-12-04</p>
<p>This issue is the thirty-third official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Monthly Budgets for Customers. • Modified descriptions in Solution Partner Operations > Operation Statistics > Viewing Expenditure Statistics. 	<p>2019-11-27</p>

Description	Released On
<p>This issue is the thirty-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Assigning an Account Manager for a Customer. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Expenditures > Viewing Expenditure Summary. • Modified descriptions in Solution Partner Operations > Customer Business > Assigning Customers to an Account Manager. • Added Solution Partner Operations > Financial Information > Bill Management > Partner Bill Description. • Modified descriptions in Solution Partner Operations > Financial Information > Bill Management > Viewing Partner Bills. • Modified descriptions in Solution Partner Operations > Operation Statistics > Viewing Expenditure Statistics. 	<p>2019-11-20</p>
<p>This issue is the thirty-first official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Partner Account Management > Business Information. Specifically, updated the business information screenshot. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Order Management > Viewing a Customer's Orders. 	<p>2019-11-06</p>
<p>This issue is the thirtieth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Joining the Partner Program > Querying Enrolled Partner Programs. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Monthly Budgets for Customers. • Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. • Modified descriptions in Appendix > Critical Operations. 	<p>2019-10-30</p>

Description	Released On
<p>This issue is the twenty-ninth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. ● Modified descriptions in Joining HCPN > Applying to Become a Technology Partner. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Budgets for Customers. ● Added Solution Partner Operations > Customer Business > Customer Management > Assigning an Account Manager for a Customer ● Modified descriptions in Solution Partner Operations > Customer Business > Coupon Management > Withdrawing Cash Coupons. ● Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Description of Incentive Earnings Distribution Statuses. Specifically, modified the description about the receiving time in the payment step. ● Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Confirming Incentive Earnings. ● Modified descriptions in Appendix > Critical Operations. 	<p>2019-10-23</p>
<p>This issue is the twenty-eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management. Specifically, updated some snapshots. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Management. Specifically, updated some snapshots. ● Modified descriptions in Solution Partner Operations > Operation Statistics > Viewing Expenditure Statistics. 	<p>2019-09-30</p>

Description	Released On
<p>This issue is the twenty-seventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Development > Inviting a Pre-Registered Customer by Hyperlink or QR Code. • Modified descriptions in Solution Partner Operations > Customer Business > Coupon Management > Viewing Operation Logs. • Modified descriptions in Solution Partner Operations > Partner Account Management > Managing Basic Information. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Setting Discounts for Customers. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Order Management > Adjusting the Price of a Customer's Order. • Added Solution Partner Operations > Customer Business > Customer Management > Performing Resource O&M for Customers. • Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. • Modified descriptions in Operations of Sub-customers of Solution Partners > Using Discounts Granted by the Partner > Viewing Discounts. • Modified descriptions in Solution Partner Operations > Financial Information > Viewing Account Statements. Specifically, updated the account statements screenshot. • Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings. Specifically, updated the incentive earning distribution procedure. • Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Confirming Incentive Earnings. Specifically, updated the incentive earnings confirmation screenshot and descriptions. • Added Appendix (HCPN agreement, solution partner agreement, HCPN logo usage guide, and critical operations). 	<p>2019-09-24</p>

Description	Released On
<p>This issue is the twenty-sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Optimized descriptions in Operations of Sub-customers of Solution Partners > Using Discounts Granted by the Partner > Using Discounts. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Order Management > Viewing a Customer's Orders. Specifically, added descriptions of exporting customers' orders. ● Added Solution Partner Operations > Customer Business > Customer Management > Freezing a Customer Account. 	<p>2019-09-02</p>
<p>This issue is the twenty-fifth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Expenditures > Viewing Expenditure Summary. 	<p>2019-08-27</p>
<p>This issue is the twenty-fourth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Added Solution Partner Operations > Customer Business > Placing Orders for on Customers' Behalf. 	<p>2019-08-21</p>
<p>This issue is the twenty-third official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Changed Salesperson to Account manager and Supervisor to Account director. ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. ● Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HCPN Solution Partner Program. 	<p>2019-08-14</p>

Description	Released On
<p>This issue is the twenty-second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Partner Account Management > Business Information Certification. • Modified descriptions in HCPN Overview and Common Operations. • Modified descriptions in Solution Partner Operations > Customer Business > Customer Expenditures > Viewing Expenditure Summary and Solution Partner Operations > Customer Business > Customer Expenditures > Viewing Expenditure Details. • Modified descriptions in Solution Partner Operations > Financial Information > Viewing Partner Bills. 	<p>2019-07-31</p>
<p>This issue is the twenty-first official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. 	<p>2019-07-24</p>
<p>This issue is the twentieth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in HCPN Overview and Common Operations. • Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner/Applying to Become a Technology Partner. 	<p>2019-07-17</p>
<p>This issue is the nineteen official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Modified descriptions in Solution Partner Operations > Customer Business > Customer Expenditures > Viewing Expenditure Summary. • Modified descriptions in Solution Partner Operations > Customer Business > Pre-registering Customers/Inviting Pre-Registered Customers by Emails. • Modified descriptions in Solution Partner Operations > Financial Information > Viewing Partner Bills. • Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Confirming Incentive Earnings/Applying to Issue Incentive Earnings. • Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. 	<p>2019-07-11</p>

Description	Released On
<p>This issue is the eighteenth official release.</p> <p>This release incorporates the following change: Modified descriptions in Solution Partner Operations > Financial Information > Viewing Partner Bills.</p>	<p>2019-06-25</p>
<p>This issue is the seventeenth official release.</p> <p>This release incorporates the following change: Modified descriptions in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner.</p>	<p>2019-06-14</p>
<p>This issue is the sixteenth official release.</p> <p>This release incorporates the following change: Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Viewing a Customer's Resources.</p>	<p>2019-06-12</p>
<p>This issue is the fifteenth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Modified descriptions in Partner Account Management > Business Information Certification. 	<p>2019-05-30</p>
<p>This issue is the fourteenth official release.</p> <p>This release incorporates the following change:</p> <ul style="list-style-type: none"> ● Modified descriptions in Partner Account Management > Business Information Certification. ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner/Applying to Become a Technology Partner/Requesting to Upgrade a Consulting Partner/Requesting to Upgrade a Technology Partner. ● Modified descriptions in Joining the Partner Program > Applying for Joining the Partner Program > Applying for Joining the Service Partner Program/Applying to Join the HCPN AI Partner Club Program. ● Modified descriptions in Joining the Partner Program > Querying Enrolled Partner Programs. ● Modified descriptions in Partner Account Management > Managing Basic Information. 	<p>2019-05-22</p>

Description	Released On
<p>This issue is the thirteen official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Solution Partner Operations > Operation Statistics > Viewing Expenditure Statistics. ● Modified descriptions in Solution Partner Operations > Customer Business > Coupon Management > Viewing the Cash Coupon Quota. ● Modified descriptions in Solution Partner Operations > Financial Information > Incentive Earning Management > Applying to Issue Incentive Earnings. ● Added descriptions of modifying the company name in Partner Account Management > Managing Basic Information. ● Modified descriptions in Solution Partner Operations > Financial Information > Invoice Management. ● Modified descriptions in Solution Partner Operations > Financial Information > Viewing Partner Bills. ● Added Solution Partner Operations > Financial Information > Incentive Earning Management > Confirming Incentive Earnings. 	<p>2019-04-29</p>
<p>This issue is the twelfth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Modified descriptions in Operations of Sub-customers of Solution Partners > Using Discounts Granted by the Partner > Using Discounts. ● Updated screenshots in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. ● Added descriptions of querying reserved instances in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Development > Pre-registering Customers/ Managing Invited Customers. ● Modified descriptions in Solution Partner Operations > Financial Information > Viewing Partner Bills. ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner/Applying to Become a Technology Partner. ● Modified descriptions in Joining HCPN > Applying to Become a Consulting Partner. 	<p>2019-03-22</p>

Description	Released On
<p>This issue is the eleventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added notes in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. ● Added notes in Operations of Sub-customers of Solution Partners > 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. 	<p>2019-03-08</p>
<p>This issue is the tenth official release.</p> <p>This release incorporates the following change:</p> <p>Added chapter "Partner Training and Certification Guide".</p>	<p>2019-03-01</p>

Description	Released On
<p>This issue is the ninth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added Solution Partner Operations > Financial Information > Incentive Reward Management. ● Modified descriptions in Solution Partner Operations > Financial Information > Topping Up an Account. ● Added Solution Partner Operations > Account Management > Business Information Certification. ● Modified descriptions in Solution Partner Operations > Customer Business > Customer Management > Querying Customers. ● Added causes to customer association failures and recommended operations in Solution Partner Operations > Customer Business > Customer Development > Managing Invited Customers. ● Added a precaution in Operations of Sub-customers of Solution Partners > Requesting Association with a Partner. ● Added a precaution and optimized the procedure description in Joining HCPN > Applying to Become a Consulting Partner. ● Added a precaution and optimized the procedure description in Joining HCPN > Applying to Become a Technology Partner. ● Added a precaution and optimized the procedure description in Joining the Partner Program > Applying for Joining the Partner Program > Applying for Joining the Service Partner Program. ● Added a precaution and optimized the procedure description in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HCPN AI Partner Club Program. ● Added a precaution in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HCPN Solution Partner Program. ● Added a precaution in Joining the Partner Program > Applying for Joining the Partner Program > Applying to Join the HCPN Software Partner Program. 	<p>2019-02-22</p>

Description	Released On
<p>This issue is the eighth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added descriptions of the negative bill amount in Solution Partner Operations > Financial Information > Viewing Partner Bills. ● Added the association failure causes and suggested operations in Solution Partner Operations > Customer Business > Customer Development > Managing Invited Customers. 	<p>2019-02-01</p>
<p>This issue is the seventh official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added descriptions about SMS receiving setting in Solution Partners > Account Management > Managing Basic Information. ● Updated the figure for custom invitation in Solution Partners > Customer Business > Customer Development > Inviting a Pre-Registered Customer by Hyperlink or QR Code. ● Added Disassociating from a Partner under Sub-customers of Solution Partners. ● Updated figures in Managing Partner Types and Tiers > Managing Partner Tiers. ● Optimized descriptions in Solution Partners > Operation Statistics > Viewing Customer Statistics. ● Optimized descriptions in Managing Partner Types and Tiers > Managing Partner Types. 	<p>2019-01-25</p>
<p>This issue is the sixth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Optimized descriptions in Solution Partners > Customer Business > Customer Order Management > Adjusting the Price of a Customer's Order. ● Optimized descriptions in Solution Partners > Operation Statistics > Viewing Customer Statistics. ● Optimized descriptions in Solution Partners > Customer Business > Customer Management > Adjusting Credit Limit for a Customer. 	<p>2019-01-08</p>

Description	Released On
<p>This issue is the fifth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Optimized descriptions in Solution Partners > Registering as a Solution Partner. ● Optimized descriptions in Solution Partners > Logging In to the Partner Center. ● Optimized descriptions in Solution Partners > Account Management > Managing Basic Information. ● Optimized descriptions in Solution Partners > Partner Programs > Applying to Become a Solution Partner. ● Added chapter Overview to introduce partner types. ● Added chapter Joining HCPN. ● Added Joining the Partner Program > Applying for Joining the Partner Program. 	<p>2018-12-28</p>
<p>This issue is the fourth official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Added Solution Partners > Financial Information > Repayment. ● Added Solution Partners > Financial Information > Partner Bill. ● Optimized descriptions in Solution Partners > Customer Business > Customer Order Management > Adjusting the Price of a Customer's Order. ● Optimized descriptions in Sub-customers of Solution Partners > Requesting Association with a Partner. ● Optimized descriptions in Solution Partners > Operation Statistics. ● Added Solution Partners > Financial Information > Invoice Management > Requesting a HUAWEI CLOUD Invoice and Returning a HUAWEI CLOUD Invoice. ● Optimized descriptions in Solution Partners > Customer Business > Customer Management > Querying Customers. ● Added Solution Partners > Customer Business > Customer Management > Adjusting Credit Limit for Customers. ● Modified descriptions in Solution Partners > Customer Business > Customer Management > Setting Discounts for Customers. ● Optimized descriptions in Solution Partners > Customer Business > Customer Development. 	<p>2018-12-21</p>

Description	Released On
<p>This issue is the third official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> ● Optimized descriptions in Solution Partners > Financial Information > Viewing Expenditure Details. ● Optimized descriptions in Solution Partners > Customer Business > Customer Order Management > Viewing a Customer's Orders because the system can now sort customer orders by product type. ● Optimized descriptions in Solution Partners > Operation Statistics > Viewing Customer Statistics and divided the number of customers with expenditure into those with cash expenditure and those with other expenditure. ● Optimized descriptions in Solution Partners > Customer Business > Customer Development. ● Optimized descriptions in Solution Partners > Account Management > Managing Basic Information. ● Optimized descriptions in Solution Partners > Help and Feedback. ● Optimized descriptions in Customer Details. ● Optimized descriptions in Sub-customers of Solution Partners > Requesting Association with a Partner. ● Optimized descriptions in Solution Partners > Financial Information > Query Expenditure Summary. 	<p>2018-12-14</p>

Description	Released On
<p>This issue is the second official release.</p> <p>This release incorporates the following changes:</p> <ul style="list-style-type: none"> • Optimized descriptions in Solution Partners > Customer Business > Customer Management. • Optimized descriptions in Viewing Expenditure Summary, Viewing Account Statements, and Querying Allocations and Withdrawals. • Added descriptions about viewing operation records in Solution Partners > Customer Business > Customer Management > Setting Discounts for Customers. • Added descriptions about associated resources in Solution Partners > Customer Business > Customer Management > Viewing Customer's Resources. • Added descriptions about viewing customer association records in Solution Partners > Customer Business > Customer Management > Querying Customers. • Added descriptions about notifying customers of placing another order in Solution Partners > Customer Business > Paying an Order on a Customer's Behalf. • Added icons to distinguish between the images for Referral and 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. 	<p>2018-11-28</p>
<p>This issue is the first official release.</p>	<p>2018-10-30</p>