



Partner Center

FAQs

Issue 01

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1 Overview

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

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2 HUAWEI CLOUD Partner Network

2.1 What Is a Partner Program?

A partner program is a set of partner policies designed for a certain type of partners. The policies include the dimensions of qualification requirements, rights design, revenue statistics collection, and incentive rules. A partner program is the policy basis for HUAWEI CLOUD E2E to manage partners and is the core concept throughout the entire partner ecosystem.

2.2 What Is a Partner Program Tier?

When applying to join a partner program, an enterprise user can select a partner program tier based on its qualification. Partner program tiers are classified into the following ones: standard, advanced, premier, and strategic. Different requirements and benefits are set for each tier.

2.3 What Is the Benefits of a Partner Program Tier?

HUAWEI CLOUD provides support for partners in training, technology, marketing, and sales for each partner program tier.

2.4 What Is the Requirements of a Partner Program Tier?

A partner can apply to join a partner program of a specific tier only when the partner meets the specified requirements on revenue, number of customers, and certification status.

2.5 How Do I Choose Between the HUAWEI CLOUD Partner Network (HCPN) Consulting Partner and Technology Partner?

You can choose an appropriate type as you need.

- **Consulting partners**

Consulting partners are professional services firms that help customers of all sizes to design, architect, migrate, or build new applications on HUAWEI CLOUD. Consulting partners include system integrators (SIs), strategic consultancies, resellers, agents, managed service providers (MSPs), value-added resellers (VARs), and carriers.

If you are one of the above, register to become a consulting partner.

- **Technology partners**

Technology partners are commercial software companies providing software solutions that are either hosted on or integrated with HUAWEI CLOUD. Technology partners include independent software vendors (ISVs), SaaS, PaaS, developer tools, management, and security vendors.

If you are one of the above, register to become a technology partner.

If you are not sure about which to choose, contact HUAWEI CLOUD ecosystem manager for support.

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

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

2.7 Must a Consulting Partner Join the Service Partner Plan to Upgrade to the Advanced or Premier Tier?

Yes. To upgrade to the advanced or premier tier, a consulting partner must join the service partner plan. Consulting partners of the standard tier are advised to join the service partner plan as soon as possible based on the requirements of the plan.

2.8 How Is the Revenue of a Technology Partner Measured and Where Does the Revenue Come from?

The revenue of technology partners includes the direct and indirect revenue. Technology partners need to provide evidence for the indirect revenue.

For example, an SaaS partner uses HUAWEI CLOUD services when providing SaaS services. HUAWEI CLOUD services consumed by the SaaS partner generate the direct revenue.

For a partner providing applications, HUAWEI CLOUD services consumed by the customers using the applications generate the indirect revenue. The partner needs to provide evidence for the revenue, including the customer name, the customer's HUAWEI CLOUD account, and the HUAWEI CLOUD resources used by the application.

2.9 How Do Partners Receive Training and Take Exams?

Partners can study courses at HUAWEI CLOUD Academy.

Exams of some courses can be taken at HUAWEI CLOUD Academy, while others must be taken at local institutions certified by HUAWEI CLOUD, as indicated on the official HUAWEI CLOUD Academy website.

HUAWEI CLOUD provides test coupons for the exams that must be taken at local institutions certified by HUAWEI CLOUD based on the partner type and tier. For the specific number of test coupons, see the rights of HCPN consulting and technology partners.

2.10 Is Real-Name Authentication Required for Becoming a Partner?

Consulting partners do not involve real-name authentication. If technical partners need to purchase cloud resources in China Region (Guangzhou, Beijing, and Shanghai), real-name authentication is required. Otherwise, real-name authentication is not required.

2.11 Does a Partner Need to Bind a Credit Card During the Application Process?

Consulting partners do not need to and cannot bind credit cards. Technology partners need to bind credit cards to purchase cloud service products.

3 Solution Partners

3.1 Partner Policies

3.1.1 What Is the Solution Partner Program?

Designed for system integrators (SIs), strategic consulting firms, resellers, agents, managed service providers (MSPs), value-added resellers (VARs), and carrier partners, the solution partner program can use HUAWEI CLOUD products as a portion of its differentiated solution and resell these products to end customers.

3.1.2 What Are the Requirements for Joining the Solution Partner Program?

Partners must comply with the performance and investment requirements for HCPN consulting partners. The requirements vary depending on partner's tier.

3.1.3 What Are the Benefits of Joining the Solution Partner Program?

In addition to the rights and interests of HCPN consulting partners, there are additional benefits such as performance-based sales incentives, additional POC test coupons, and project opportunity sharing.

3.1.4 What Is the Solution Partner Revenue?

The cash revenue generated from the direct or indirect sales of HUAWEI CLOUD for a partner will be counted into the partner's revenue, which is an important metric for determining the partner's incentives.

3.1.5 What Are Solution Partner Incentives?

Huawei gives incentives to solution partners based on their revenues and value-added contributions. Incentives provided by HUAWEI CLOUD include performance-based basic rebates and special incentives that meet certain requirements.

3.1.6 Are Cloud Resources Used by Solution Partners Themselves Included in the Sales Performance?

The cash that partners spend on HUAWEI CLOUD is included into partners' sales volume.

3.1.7 Is the Consumption Using Coupons Issued by HUAWEI CLOUD Included in Sales Performance?

This part is not counted.

3.1.8 Is Customers' Consumption for New Resources Differentiated from That for Renewal in Partners' Performance?

No. The two parts are not differentiated.

3.1.9 How Can Partners Apply for Additional POC Test Coupons?

Contact the local HUAWEI CLOUD ecosystem manager.

3.1.10 How Are Incentive Earnings Distributed?

For incentive earnings generated from referral customers and monthly distributed, partners can choose **Transfer to bank account** (the incentive amount over USD 2000), **Top up HUAWEI CLOUD account**, or **Exchange for a coupon**. If partners want their incentive earnings quarterly distributed, they can choose **Exchange for a coupon** only.

3.1.11 How Long Is the Validity Period of the Agent and Resell Modes?

Only one mode can be selected for a customer. The mode is permanently valid after the customer is associated.

3.1.12 What Is the Transaction Mode for the Agent Mode and Resell Mode?

Agent Mode: A customer signs a contract with HUAWEI CLOUD. HUAWEI CLOUD is responsible for the customer's contracts, billing, and invoices, and the customer pays to HUAWEI CLOUD. The customer needs to bind a credit card to purchase cloud services, and the partner takes the incentive.

Resell Mode: A customer transacts with a partner, and the partner transacts with HUAWEI CLOUD. The partner is responsible for the customer's authorization, contracts, billing, and invoices. The customer does not need to bind a credit card. The bills and payment of the customer are paid by the partner.

3.1.13 How Do Partners Set Discounts for Customers?

Agent Mode: Partners can select a customer in the Partner Center and set a discount within the authorized scope set by HUAWEI CLOUD for the customer.

Resell Mode: HUAWEI CLOUD does not control the transaction price between partners and customers. Therefore, discounts cannot be set in the Partner Center.

3.1.14 What Does the Account Information, Amount Due, and Account Balance of the Partner Center Mean?

Amount Due: indicates the expenses that a partner should pay to Huawei (summarizes the cloud resource usage of the customers associated with the partner and the consumption calculated based on the settlement price between the partner and HUAWEI CLOUD).

Account Balance: indicates the balance of a partner's account. HUAWEI CLOUD deducts fees from the Account Balance after the monthly partner Amount Due is calculated.

3.2 Registration and Authentication

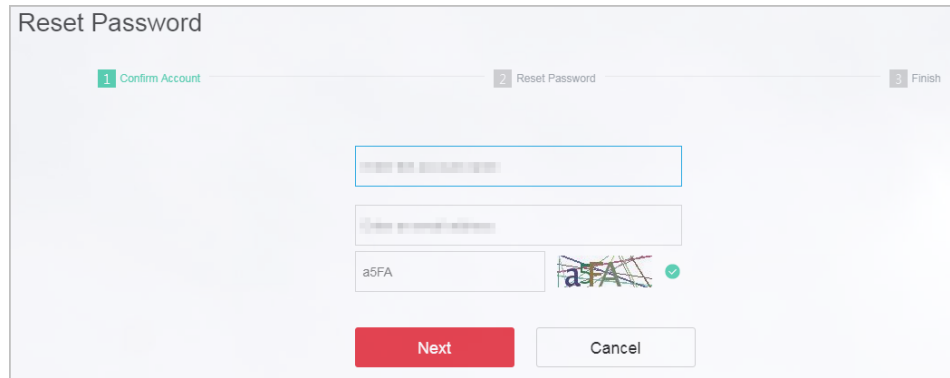
3.2.1 How Do Organization Members Created by a Partner Change Their Passwords?

An organization's members can change their passwords using either of the following methods:

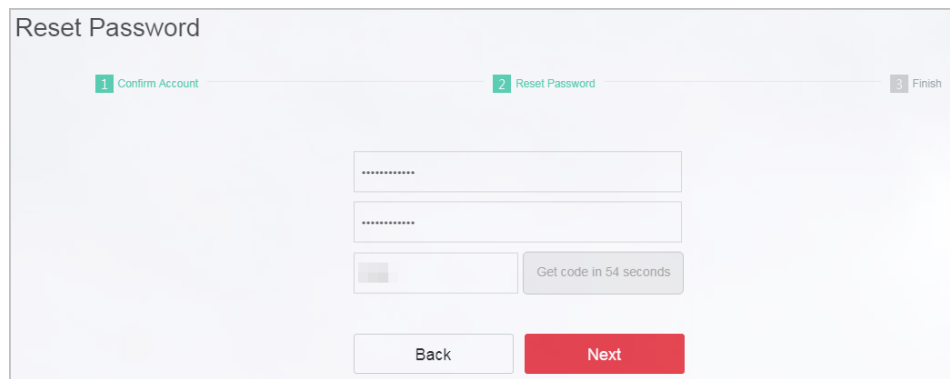
- In the Partner Center, click **Change Password** in the drop-down list of the account name. For details about how to change the password, see [Changing Your Password](#).
- On the IAM user login page, do the following:
 - a. Click **Forgot Password**.

The screenshot shows the 'IAM User Login (International)' page. It features three input fields: 'Account name', 'IAM user name or email', and 'Password'. Below these fields is a checkbox labeled 'Remember me' and a red-bordered button labeled 'Forgot Password?'. At the bottom of the form is a large red button labeled 'Log In'. Below the 'Log In' button are two links: 'Free Registration' and 'Account Login (International)'.

- b. Enter your username and email address, and click **Next**.



- c. Set a new password, enter the verification code, and click **Next**.



The password is changed successfully.

3.2.2 How Do I View My Partner Qualification Information?

Log in to **Partner Center**. In the navigation pane on the left, choose **Partner Program > Enrolled Partner Programs**, you can view all enrolled partner programs for your account and privileges for different partner tiers.

Enrolled Partner Programs

Note: This page displays all partner programs that the accounts of your enterprise (企业) have joined.

HUAWEI CLOUD Reseller Partner Pro...
Certified

Privileges

After joined HUAWEI CLOUD Reseller Partner Program, benefits you will get

Privileges	Certified	Advanced	Leading	
Sales Support	Incentives for enhancing HUAWEI CLOUD sales capabilities	✓	✓	✓
	Incentives for selling HUAWEI CLOUD and partner solutions	✓	✓	✓
	Rebates/Discounts for selling HUAWEI CLOUD products	✓	✓	✓
	Voucher bonuses for developing new customers	✓	✓	✓
	Support from Huawei sales personnel		✓	✓
Marketing Support	Opportunities to participate in HUAWEI CLOUD ecosystem activities	✓	✓	✓
	Authorized use of "HUAWEI CLOUD Reseller Partner" label	Certified	Advanced	Leading
	Marketing development budget (MDB)		Available Upon Application	Available Upon Application
	Support from Huawei experts for branding campaigns		✓	✓

3.2.3 How Do I Become a HUAWEI CLOUD Solution Partner?

If you have registered a HUAWEI CLOUD account and have not bound a credit card nor have any history consumptions, log in to HUAWEI CLOUD and visit the [Partner](#) page to apply for HCPN consulting partnership and join the HCPN Solution Partner Program.

If you do not have an account, visit the [Partner](#) page on the HUAWEI CLOUD official website to register an account (without binding a credit card) and become an HCPN consulting partner.

3.2.4 If I Want to Become a Solution Partner, What Do I Do When I Am Prompted to Bind a Credit Card During Account Registration?

You do not need to bind a credit card. You can visit the [Partner](#) page to directly join the HCPN Solution Partner Program.

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

Joining the Solution Partner Program does not need you to bind a credit card. You need to register a new account on the [Partner](#) page.

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

You need to register a new account on the [Partner](#) page.

3.2.7 I Am Already a Solution Partner and Have Registered a BP account, But I Cannot Purchase HUAWEI CLOUD Services. How Do I Deal with This Issue?

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

3.2.8 How Does a Solution Partner Try HUAWEI CLOUD Services?

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

3.2.9 How Do I Join the Technology Partner Program as a Solution Partner?

A Solution Partner cannot directly join the Technology Partner Program. You need to register a common HUAWEI CLOUD account, bind an email and phone number, complete the account information, and configure a payment method so that you can join the Technology Partner Program.

3.2.10 Can I Try HUAWEI CLOUD Services After I Join the Technology Partner Program?

Yes. You can log in to HUAWEI CLOUD and buy services using a Technical Partner account.

3.3 Association and Disassociation

3.3.1 How Does a Partner Send Invitation Links?

A partner can pre-register potential customers first, and then send invitation links to them using either of the following methods:

- By email: An email with a registration link is sent to a potential customer inviting the potential customer to associate with the partner.

- By registration link or QR code: A registration link or QR code is sent to a potential customer by email.

For details, see [Customer Development](#).

3.3.2 How Does a Partner Create a QR Code for Developing Customers?

On the **Customer Business > Customer Development > Offline Invites** page of the Partner Center, solution partners can create QR codes for developing customers.

3.4 Discounts and Coupons

3.4.1 Can a Partner Set Discounts for Customers?

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

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

3.4.2 Can a Product Be Bought Using a Cash Coupon Alone?

Only one cash coupon can be used for each order. If a cash coupon is applicable to the product and the face value of the cash coupon is equal to or greater than the order value, the cash coupon can be used alone to pay the order. A partner can set the application scope of cash coupons when they issue cash coupons to customers.

3.4.3 After a Customer Associates with a Partner, Can the Customer's Account Balance Still Be Used?

- Yes. The account balance can be used regardless of whether the customer is associated by Referral or Resell.
- When a customer is associated by Resell, the customer can withdraw the balance of top-up account by submitting a service ticket or contacting customer service.

3.4.4 Can a Partner Modify the Face Value, Application Scope, and Validity Period of a Coupon Issued to Customers?

After a coupon is issued to a customer, the coupon information cannot be modified. If the coupon has not been used by the customer, the partner can withdraw the coupon and reissue another one if needed.

For details about how to withdraw a cash coupon, see [Withdrawing Cash Coupons](#).

For details about how to issue a cash coupon, see [Issuing Cash Coupons](#).

3.5 Other

3.5.1 Why Are Some Partners' Logos Not Displayed When the Partner Query Function Has Been Available on the HUAWEI CLOUD Official Website?

Partners can upload their logos on the **Account Management > Basic Information** in the Partner Center. Then they will see their logos when querying their information.

3.5.2 How Does a Partner View Customers' Unsubscription Details?

A solution partner can log in to the Partner Center and choose **Customer Business > Customer Expenditure > Expenditure Summary**, click the **Customer Unsubscription** tab, and query its customers' unsubscription details.

3.5.3 How Does a Partner Change the Account Name

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

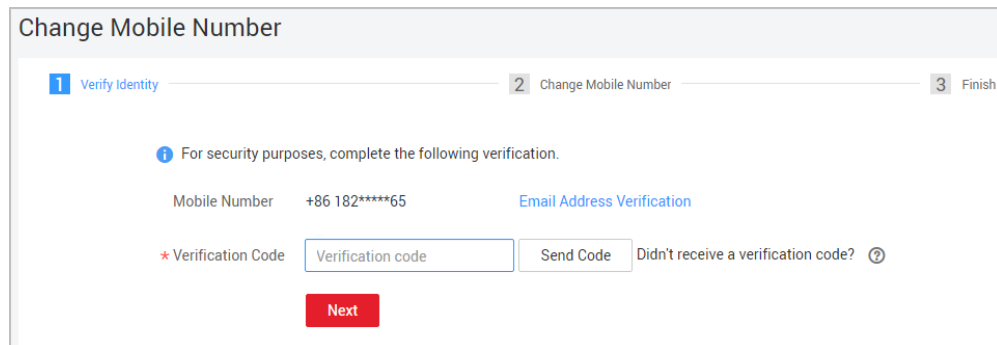
3.5.4 Changing a Mobile Number

- 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** Choose **Account Management > Basic Information** to switch to the **Basic Information** page.

Basic Information		
Partner Information	Account Information	Time Zone for Notifications
Account Name:	<input type="text"/>	
Email:	<input type="text"/>	Modify
Mobile Number:	182****8465	Modify
Security Credentials:	Manage	
Verification	<input checked="" type="checkbox"/>	

- Step 4** Click the **Account Information** tab. Click **Modify** after **Mobile Number** to switch to the **Change Mobile Number** page.

Step 5 On the **Change Mobile Number** page, obtain the verification code and click **Next**.



Step 6 Configure the new mobile number, obtain the verification code and click **OK**.

A message indicating that the mobile phone is changed successfully is displayed.

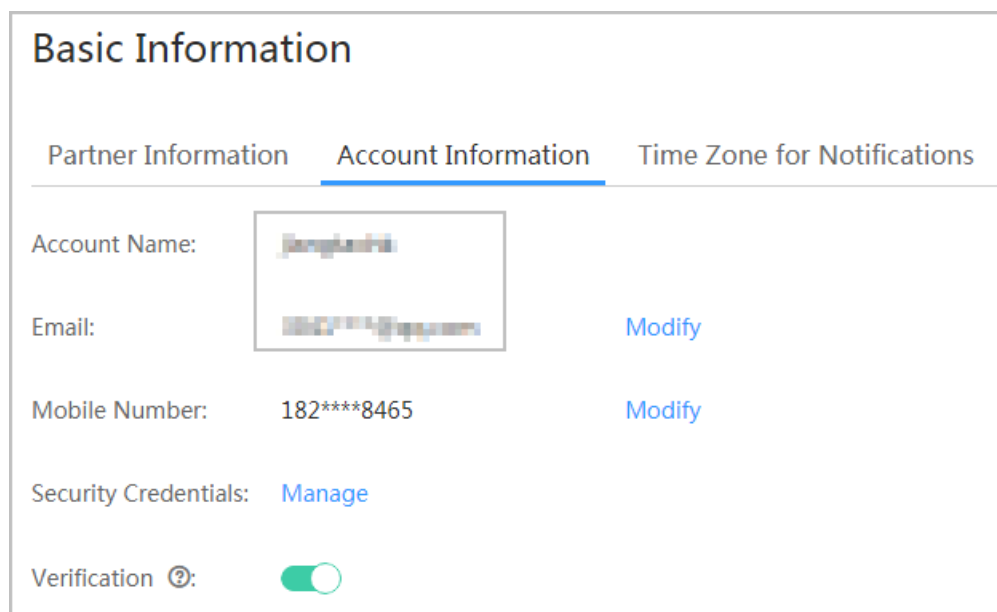
---End

3.5.5 Changing an Email Address

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 Choose **Account Management > Basic Information** to switch to the **Basic Information** page.



Step 4 Click the **Account Information** tab. Click **Modify** after **Email** to switch to the **Change Email Address** page.

Step 5 On the **Change Email Address**, obtain the verification code and click **Next**.

The screenshot shows a web form titled "Change Mobile Number". At the top, there is a progress bar with three steps: "1 Verify Identity", "2 Change Mobile Number" (which is currently active), and "3 Finish". Below the progress bar, there is an information icon and the text: "For security purposes, complete the following verification." The form contains the following fields and elements:

- "Email Address" field with the value "3***5@qq.com" and a blue link "Mobile Number Verification" to its right.
- "* Verification Code" label followed by a text input field containing "Verification code".
- "Send Code" button.
- "Didn't receive a verification code?" link with a question mark icon.
- A red "Next" button at the bottom center.

Step 6 Enter the new email address, obtain the verification code and click **OK**.

A message indicating that the email address is changed successfully is displayed.

---End

4 Sub-customers of Solution Partners

4.1 Where Can a Customer See the Invitations?

A customer can check the email sent from the partner.

The customer can also ask your partner to share the invitation link or QR code.

For details about how to associate with a partner, see [Requesting Association with a Partner](#).

4.2 What Is the Applicable Scope of Discounts Granted by Partners?

1. 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 HUAWEI CLOUD website (<https://intl.huaweicloud.com/en-us/>)
 - Promotional products: Promotional products, special one-year products, and listed on the HUAWEI CLOUD website (<https://intl.huaweicloud.com/en-us/>)

The discounts are not applicable to the following products:

- Spot ECSs
 - Marketplace products
 - DevCloud
 - Hybrid hosting products
 - HUAWEI CLOUD Stack Online
2. The discounts granted by partners cannot be combined with special discounts (discount on special offers), or promotional discounts.
 3. The coupon usage restrictions determine whether a discount granted by a partner can be combined with a coupon.

4.3 How Do Customers View Their Associated Partners?

On the **My Account** page, select **My Partner** and view the associated partner.

4.4 When Will a Customer Be Notified After the Customer Is Associated with a Partner?

After a customer is associated with a partner, the system sends an email to notify the customer of the association. The notification time is subject to the time when the customer receives the email.

4.5 Can Customers Place Orders on the HUAWEI CLOUD Official Website? Do Customers Need to Ask Their Partners to Do That for Them?

Customers can place orders directly on the HUAWEI CLOUD official website.

4.6 How Long Is the Validity Period of an Invitation Link Sent by Partners?

If an invitation link is sent by email by partners, its validity period can be seen in the email. If an invitation link or QR code is sent offline by partners, it will be valid permanently.

4.7 How Can a Customer View the Discounts Set by a Partner?

The customer can select partner discounts when making a payment, or view partner discounts at **Coupons and Discounts > Commercial Discounts** in the Billing Center.

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

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

5 Service Partners

5.1 What Partners Can Join the Service Partner Program?

All HUAWEI CLOUD HCPN consulting partners can apply for joining the service partner program. Consulting partners can apply for becoming advanced partners or a higher tier only after joining the service partner program.

5.2 What Are the Advantages of Joining the Service Partner Program?

The service partner program defines the rights and interests of joining the program in detail, such as technical, marketing, and business support. Business-level support plans are provided by HUAWEI CLOUD for free, aiming to help partners achieve business success.

Partners who join the service partner program are also eligible to participate in special incentives for service partners.

Support plans are standard charging items. Business-level support plans rank the second in the four tiers.

5.3 How Can Service Partners Obtain Special Incentives?

Special incentives are additional incentive rights designed for service partners and encourage service partners to serve customers by themselves and collaborate with HUAWEI CLOUD in strategies. For details, contact the local HUAWEI CLOUD ecosystem manager.

6 Software Partners

6.1 What Are the Requirements for Joining the Software Partner Program?

After applying for joining the HUAWEI CLOUD HCPN technology partner program, partners can directly apply for joining the software partner program on the official website or contact the corresponding ecosystem manager.

6.2 What Are the Benefits of Joining the Software Partner Program?

In addition to the eight benefits in marketing, technology, and business development, partners can build joint solutions based on HUAWEI CLOUD and leverage Huawei's global sales and service capabilities to expand their business scope and gain more commercial benefits.

6.3 Can Solution Partners Join the Software Partner Program? Can They Enjoy the Benefits of the Software Partner Program?

Yes. Solution partners can join the software partner program as long as they meet the requirements for software partners. They can enjoy the benefits of the software partner program.

6.4 Can Software Partners Apply for Test Coupons?

Yes. Software partners have the right to apply for HCPN technology partner test coupons. To obtain more test coupons, contact the local HUAWEI CLOUD ecosystem manager.

7 Marketplace Partners

7.1 How Can Service Providers Join the HUAWEI CLOUD Marketplace Program?

Service providers can submit an application on the HUAWEI CLOUD official website if they meet the requirements for joining the Marketplace released on the HUAWEI CLOUD official website.

7.2 What Benefits Can Service Providers Enjoy in HUAWEI CLOUD Marketplace?

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

7.3 Can Service Providers Apply for Test Coupons?

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

8 HCPN AI Partner Club Program

8.1 What Are the Differences of the Four Identities in the AI Partner Club?

According to the area of cooperation with HUAWEI CLOUD, there are four identities:

- AI Innovation Incubator: Partners have the ability of AI innovation and incubation and can launch innovation and entrepreneurship support based on HUAWEI CLOUD EI for the campus.
- AI Industry Intelligent Twins Alliance: These partners are industry software partners with application capabilities and knowledge to build Industry Intelligent Twins solutions and jointly build City Intelligent Twins, Campus Intelligent Twins, Industrial Intelligent Twins, TrafficGo, and Vehicle Intelligent Twins.
- AI Technology Cooperation Alliance: Partners have technical capabilities, are deeply integrated with HUAWEI CLOUD EI in product and horizontal solutions, and sell their products and services during the promotion of HUAWEI CLOUD EI.
- AI Consulting Service Alliance: Partners have rich AI consulting service capabilities and can provide one-stop services, such as consulting, deployment, and O&M, for customers based on HUAWEI CLOUD EI.

8.2 What Are the Requirements for Joining the AI Partner Club Program?

Consulting and technology partners can join the AI partner club program. The requirements vary depending on the identity. For details, see the HCPN AI partner club program in the Partner Center on the HUAWEI CLOUD official website.

8.3 What Are AI Special Incentives?

Incentives are provided based on the sales volume of HUAWEI CLOUD EI products (under the EI directory). For details, contact the local HUAWEI CLOUD ecosystem manager.

9 Carrier Partners

9.1 How Can Carrier Partners Join the Carrier Partner Program?

Carrier partners must first apply for becoming a certified HCPN consulting partner and joining the solution partner program. After submitting the application, contact the local HUAWEI CLOUD ecosystem manager to confirm the application. The ecosystem manager then contacts the carrier partner program owner for approval. After the application is approved, the ecosystem manager invites carrier partners to join the carrier partner program.

9.2 How Can Carrier Partners Meet the Requirements for Strategic Consulting Partners?

After joining the carrier partner program, carrier partners can compare their current qualifications with the requirements for strategic consulting partners, promise the qualification fulfillment time, and reach the requirements within the promised time period.

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

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

9.4 How Can HCNP Help Carrier Partners Succeed?

HUAWEI CLOUD has designed comprehensive carrier partner support plans, which will support carrier partners in marketing, sales, services, and technologies. This helps carrier partners design and carry out their business and achieve business goals based on the cooperation framework.

9.5 What Support Can HUAWEI CLOUD Provide for Carrier Partners?

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

10 Partner Training and Certification

10.1 Some Role-based Training Courses for Partners Are Unavailable. What Should I do?

Among role-based training courses, some are exclusive to partners. However, partners are not automatically accessible to these courses (We are now developing this function). Currently, as a partner, you need to do the following to apply for the courses:

Send an email to the local HUAWEI CLOUD ecosystem manager or to zhaocaina@huawei.com.

Email subject: Application for HUAWEI CLOUD Partner Courses

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

10.2 What Is the Relationship Between the Professional Accreditation Required in the Partner Program and the Partner's Role-based Training Courses?

Training courses in HUAWEI CLOUD Business Professional, HUAWEI CLOUD Technical Professional, and HUAWEI CLOUD Professional Service correspond to the three professional accreditations.

HUAWEI CLOUD TCO and Cloud Economics is a course included in HUAWEI CLOUD Business Professional and HUAWEI CLOUD Technical Professional, but the exam is designed separately.

10.3 Where Are the Exams for Professional Accreditation Required in the Partner Program?

Entries of three exams corresponded to HUAWEI CLOUD Business Professional, HUAWEI CLOUD Technical Professional, and HUAWEI CLOUD Professional Service 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.

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

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

10.5 Should I Follow Certain Sequence in Career Certification?

No. Considering the career certification is designed with different levels of complexity, you are advised to start from the HUAWEI CLOUD Certified-Associate.

10.6 How Can I Participate in HUAWEI CLOUD Career Certification?

HUAWEI CLOUD career certification is entrusted to a third-party test organization to provide offline certification exams. You can schedule an exam with either of the following methods:

- Website: Visit [Pearson VUE](#) to make an exam appointment.
- Customer service: Visit [Pearson VUE customer service](#).
- Test center: Visit [test center](#).

10.7 Does the Certification Exam Incur Any Charges?

The HUAWEI CLOUD career certification exam charges \$200 per person. If you have joined the HUAWEI CLOUD Partner Network (HCPN), you can obtain exam coupons corresponding to your tier.

10.8 How Can I Obtain Exam Coupons?

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

11 Partner Market Development Fund

11.1 What Is the Maximum MDF Amount?

For reference:

- Consulting partners: The maximum amount is US\$ 8 thousand for the advanced partners, US\$ 15 thousand for the premier partners, and US\$ 30 thousand for the strategic partners.
- Technical partners: The maximum amount is US\$ 5 thousand for the advanced partners and US\$ 10 thousand for the premier partners.

The Global Partner Business Dept will approve the amount based on the actual situation. For details, see the partner rights described in the Huawei partner programs released on the official website of HUAWEI CLOUD.

11.2 Can I Start an Activity and then Submit the Application?

No. Approval must be obtained before the activity execution, and the activity must be accepted according to strict standards. Regional owner for MDF management manages the MDF applications and monitors the activity execution. All the MDF activities cannot be paid or reimbursed if they are not approved in advance or accepted according to the acceptance requirements.

If key information such as the time, location, object, and form changes, submit the activity application again before the activity is executed. If the activity budget changes, obtain the approval from the authorized approver and then submit the activity application again.

11.3 Which Activities of Partners Can Use MDF?

HUAWEI CLOUD partners need to plan marketing activities based on the MDF activity type if they plan to apply for MDF for hosting marketing activities. MDF cannot be applied for marketing activities which do not meet the MDF's definition or its application requirements.

Target Audience	Percentage	Activity Type
Customer	100%	Including technical and industry communications, and promotion conferences
		Digitization activities for joint marketing, including website, WeChat, EDM, webinars, advertisements, and social media activities
		Huawei's marketing activities sponsored by the partners
		Including joint solution launch events, vertical industry workshops, technical conferences, and promotion meetings
		Customers' CXO visiting Huawei
		Other marketing activities

11.4 What Are the MDF Declaration Materials?

Partners must strictly follow the acceptance requirements to provide proofs and summary materials to claim MDF for standardized management and closed-loop control.

Claiming Material Type		Description
Authenticity proof material	On-site photo	<ul style="list-style-type: none"> ● Photos should show the presentation topic, Huawei elements such as logos or banners, speakers, the number of attendees and so on; ● Photos should show all kinds of actual expenses (such as the site, advertisements, marketing materials, catering and so on) during an activity from different perspectives. For example, photos of gifts on site must be provided if there are expenses of gifts, and photos of award presentation or lottery should be provided if there are expenses of awards. <p>NOTE If relevant photos cannot be provided because of no physical goods delivery or other reasons, other authenticity proof materials also count, such as related contracts, screenshots showing the results, or original hotel bills.</p>

Claiming Material Type		Description
	Sealed receipt	<ul style="list-style-type: none"> ● Expense details should be completely the same as the actual expense types on the sealed receipts of the collection unit. For example, if the costs are generated on meals, the expense details must be all about meals and cannot be modified to accommodation or other types of expenses. If a mouse is purchased as a gift, then the details must include a mouse. ● If the actual expense types are inconsistent with the sealed receipts, partners should illustrate the reasons of the inconsistency, confirm with the ecosystem cooperation owner, and provide confirmation emails as the write-off materials.
	Scanned invoice	<ul style="list-style-type: none"> ● The header of the invoices should be the HUAWEI CLOUD partner who host the activity, that is the partner's name that was filled in the MDF application workflow. ● The amount on the invoices should be no less than the actual write-off amount of the claiming application.
	Summary of advertisement and media publicity	Partners should summarize the report and advertisements on media, websites, publication, Weibo, WeChat and so on with related contracts, screenshots, or photos attached.
Activity summary material	Summary of overall work	Partners should briefly introduce the time, location, participants and other items of the activity, summarize the activity, describe the activity and its outcomes comprehensively, and evaluate the overall effect and quality.
	Attendance sheet	Attendance sheet of actual on-site participants must be provided. (If the attendance sheet cannot be provided, partners should illustrate the reason, such as sign-in on WeChat.)
	Opportunity information	Partners need to record related opportunity information as required if the target audience of an activity includes the end customers.
	Sponsorship contract	Scanned copies of sponsoring contracts (sealed documents) must be provided when the sponsorship fee is written off. Equities listed in the sponsoring contracts must be shown and illustrated in proof materials such as related photos.
	Experience summary and improvement suggestion	Partners should summarize the preparation, meeting agenda and other work of a branding activity, describe the experience and lessons learned from this activity, and put forward improvement suggestions to guide future similar activities and provide a basis or reference for other brand activities.

Claiming Material Type		Description
	Customer feedback and comment	Participants' comments on the activity must be provided.

11.5 What Are the Types of MDF Reimbursement?

Marketing activities for which MDF is granted shall be executed in strict accordance with the national laws and regulations. In case of any violations, partners and related personnel shall be held legally accountable.

- Types of expenses that can be reimbursed by MDF

Activity Type	Description
Event/ Activity	For end users: Exhibitions, workshops/on-site meetings of customers, industry forums held with third parties, exhibition halls, visits to Huawei, and tour exhibitions
Digital marketing	Including website, EDM, search, Apps, WeChat, and Weibo
Media	Advertisement including print advertisement and multimedia advertisements and media publicity including news, advertorial, and on-line special edition
Others	Other activities that are planned independently by HUAWEI CLOUD partners and comply with MDF use regulations

Type	Description
Event/ Activity	Normal and reasonable expense types arising from standardized marketing activities, including but not limited to site fees, sponsorship fees, fees for lecturers, service charges for conference service companies, catering fees, transportation expenses
Marketing materials	Product materials including product manuals and brochures, promotional pamphlets, and successful cases
Media	Including advertising expenses (for idea designing, printing and producing, and releasing), copywriting expenses, and direct mailing expenses

Type	Description
Gift	<p>The unit price of regular visiting gifts customized by HUAWEI CLOUD partners in a batch must not exceed CNY 200.</p> <p>A proper number of gifts are allowed for marketing activities and the gift expense per capita must not exceed CNY 200.</p>

- The expenses that cannot be reimbursed by MDF are listed as follows:
 - HUAWEI CLOUD products
 - HUAWEI CLOUD certification test coupons
 - Dance halls, karaoke, nightclubs, and cocktail parties
 - Entertainment industry (referring to cultural entertainment, such as artistic performance, concerts, and plays), fitness, invoices of clubs, scenic spot tickets, and guide fees
 - Bathing, foot bath, and beauty salon
 - Consumption cards and shopping cards
 - Products for mother and child care, and toys
 - Personnel invoices, including but not limited to the expenses such as enrollment (for example, MBA enrollment), nurseries, driving learning, and decoration
 - Gold and silver jewelry, cosmetics, clothes, belts, watches, glasses, sporting goods (equipment), petrol fees, transportation cards, and prepaid recharge cards
 - Health care products (such as ginseng and velvet) and medicine

11.6 Key Points for MDF Use

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

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

- Expenses incurred at the same time and for the same event and purpose are claimed through several times.
- Expenses incurred at the same time and for the same event and purpose are claimed by several employees.
- Expenses incurred during the same activity are claimed through several times based on the time stamped on invoices.
- Expenses incurred during the same activity are claimed through several times based on the expense type.

- Other scenarios that are identified as splitting orders.

12 Partner Brand Marketing

12.1 Can Partners Print the Huawei Logo on Their Business Cards?

No. However, certified partners can use the HCPN partner logo that meets the VI specifications.

12.2 How Press Releases Involving HUAWEI CLOUD Are Evaluated?

If partners need to organize press releases, media interviews, and joint news conferences involving HUAWEI CLOUD, they must report to Huawei for review. For details, see the *Guide to Evaluating Press Releases Involving HUAWEI CLOUD* (V03.00).

12.3 How Can the Compliance Be Assured When Using Partners' Cases in Marketing Activities?

We can use partners' cases only after obtaining authorization from their customers. Sometimes, we cannot obtain authorization because we are not sure about the details. This affects the marketing effect and partners' relationship with customers. For how to obtain customer authorization, see the *Case Authorization Guide*.

12.4 Can Partners Use the Huawei HCPN Logo for Marketing Promotion?

In the visual exposure of brand communication, including advertisements, websites, and social media, equity elements, such as Huawei logo, product promotion name, font, advertisement design, and color shall be consistent with the VI regulations released by Huawei. For details, see the HUAWEI CLOUD Brand VI Specifications.

Materials used in activities and brand advertisements, including outdoor advertisements (such as subway advertisements and outdoor billboards), airport advertisements, print

advertisements, and TV advertisements, must be submitted to Huawei headquarters for review.

13 Partner Incentive Settlement

13.1 When Does Huawei Start Reconciliation and Settle Incentives After Customers Purchase Cloud Services?

HUAWEI CLOUD provides incentives for partners by month, quarter, or year according to partner policies. Take the monthly rebate as an example. The performance incentive reconciliation with partners is initiated within five work days of the next month after the subscription. Partners are notified of issuing invoices to Huawei within five work days after the reconciliation if partners choose **Transfer to back account** or **Top up HUAWEI CLOUD account**. Huawei completes the payment within 30 calendar days after receiving the invoices. If partners choose **Exchange for a coupon**, Huawei completes the payment within five work days after the reconciliation.

13.2 Where Can I View My Incentive Data?

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

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

According to HUAWEI CLOUD partner incentive policies, incentives from referral customers can be paid by month or quarter, and incentives from reseller customers can be paid by quarter only. Partners can check the performance from reseller customers of each month, but the incentives are 0. The quarterly performance data from reseller customers will be displayed if the data reaches the quarterly rebate threshold, and the according incentives will be paid to the partners.

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

- Confirming incentives from referral customers: Check the rebate type in the **Details** pane (rebate for list-price products or rebate for discounted products) and determine the formula used to calculate the rebate. Then, check the list price in the **Incentive Details** pane and calculate the rebate percentage based on the customer discount. The rebate amount is equal to the list price multiplied by the customer discount. Partners can check whether the displayed data is correct.
- Confirming incentives from reseller customers: The monthly performance data is provided for check. The quarterly rebate data is generated only when the quarterly performance reaches the threshold. The monthly performance is equal to the list price multiplied by the settlement discount for reseller customers (excluding the consumptions paid by coupons), that is, the actual billed amount for reseller customers.
- After HUAWEI CLOUD notifies partners of reconciliation, partners can view detailed performance and incentive data in the partner center. If partners find that the data is incorrect before the reconciliation deadline, they can reject the reconciliation request, and the operations manager will follow up this rejected request. If partners have no doubt, the bill confirmation is automatically completed when the reconciliation period ends. If partners have any questions, they can contact the customer service or the channel manager. If the operation is rejected, the settlement may be delayed.

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

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

- Transfer to bank account: Incentive earnings (including the tax) will be transferred to your bank account.
- Top up HUAWEI CLOUD account: Incentive earnings (including the tax) will be credited into your top-up account instead of your bank account.
- Exchange for a coupon: Incentive earnings (not including the tax) can be exchanged for coupons and added to your coupon balance.

13.6 When Do Partners Need to Issue Invoices to HUAWEI CLOUD?

Partners must issue invoices to HUAWEI CLOUD if they choose **Transfer to bank account** or **Top up HUAWEI CLOUD account**.

13.7 Why Cannot I View the Billing List Page?

The **Billing List** page can be viewed only after your payment information is authenticated and your payment application is successfully submitted to Huawei's payment system. Some

partners submit payment information authentication after they are notified of incentives earnings, and apply for incentive earning distribution after their payment information is authenticated. The payment application fails because the payment system needs time to synchronize data and cannot identify that the authentication is successful. Partners can see view the **Billing List** page on the next day after the payment information passes the authentication.

13.8 Where Do I Mail the Invoices? What Else Is Required in Addition to the Invoices?

You can obtain the mail address in the billing notification email or on the **Billing List** page. In addition to the invoices, you need to also mail the billing list.

13.9 What Are the Incentive Invoice Requirements?

HUAWEI CLOUD provides an invoice template for reference. The format can be modified, but the items listed in the following table must be contained, including the company name, amount-related information, invoice-related information, settlement period, and payment requisition form number.

Item	Description
Company Name.	Company name
Company No.	Business license
Account No.	Partner account number
Bank Name	Bank name
Bank Address	Bank address
Invoice No.	Invoice number
Invoice Date	Invoice issuing date
Invoice Currency	Invoice currency
Registered address	Registration address of the partner's company
To	Huawei's payment entity. Configure the parameter based on the entity specified in your contract.
Payment Requisition Form No.	InTouch No. value in the billing notification email
Service Item	Technical service
Settlement Period	Settlement Period value in the billing notification email
Unit Price	Unit prices of the cloud services (excluding the tax)
Subtotal	Total of the unit prices for the cloud services (excluding the tax)

VAT	VAT rate and amount. Fill in the information according to the local tax laws.
INVOICE AMOUNT	Invoice amount
INVOICE AMOUNT TOTAL	Sum of the invoice amount plus the tax amount, usually equal to the payment amount
VAT No.	Tax registration number
Remarks	Remarks

13.10 What Is the Settlement Currency Used If I Choose Transfer to bank account?

Currently, the only supported settlement currency is USD. If other currencies are supported, a notification will be sent to partners.

13.11 What Tax Should Be Deducted When the Incentives Are Paid?

The tax is deducted according to the tax laws of the country or region involved in the payment, including but not limited to the withholding tax (WHT).

13.12 When Can I Get the Coupons When I Choose Exchange for a coupon?

The coupons distributed as incentive earnings are automatically distributed to the partner's coupon account when the payment application is submitted.

13.13 When Can I Get the Incentive Earnings After I Mail the Invoices?

The financial department of Huawei will submit the incentive earning transfer application to your bank or top up your HUAWEI CLOUD account within 30 calendar days after receiving your qualified invoices. After Huawei submits the incentive earning transfer application to your bank, normally your bank account will receive your incentive earnings 1 to 3 working days, which depends on your account processing efficiency.

14 Partner Commercial Information Certification

14.1 What Is the Relationship Between the Country/Region Specified When the Partner Account Is Registered and the Registered Country/Region of the Partner Legal Entity? Can They Be Different?

They must be consistent. For example, if a company is registered as a legal entity in Hong Kong, you must specify the registered country/region to Hong Kong. This parameter associates with the tax and bank information, and therefor must be consistent. If not, errors may occur.

14.2 Can I Enter My Company Name in a Language Other Than Chinese or English During Business Information Certification?

HUAWEI CLOUD supports company names only in Chinese or English in business information certification. If you enter a Chinese company name and want to settle your incentives in US dollars, ensure that your bank account is in English.

14.3 Do All Solution Partners Need Business Information Certification?

Solution partners who involve customers of the referral mode must perform business information certification because this certification verifies the bank and tax information for incentive payment, such as transferring incentives to a bank account or topping up a HUAWEI CLOUD account.

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

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

14.5 How Can I Choose the Tax Rate for Payment Information Authentication in the HUAWEI CLOUD Partner Center?

Partners can choose the tax rate based on the tax regulations in their country. Specifically, the tax rate must be the value-added tax (VAT) rate that the partners use in applying for the service invoices from HUAWEI CLOUD. The service invoices are used for HUAWEI CLOUD distribute the partners' incentive earnings. The initial incentive data does not include the tax. After the partner selects the correct tax rate, HUAWEI CLOUD will calculate the total (original incentives plus tax) and pays it to the partner.

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

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

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

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

14.8 Why Is the Associated Information Questionnaire Is Required During Accreditation?

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

14.9 Why Is Payment Information Authentication Delayed?

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

15 Partner Test Cash Coupon

15.1 What Is Test Coupon? What Are the Application Scenarios?

Test coupons are the discounts offered to partners and customers of HUAWEI CLOUD. They can be used to deduct payments when purchasing HUAWEI CLOUD services. Partners and customers can use test coupons to pay for experience and evaluation on HUAWEI CLOUD products in their first purchase and for PoC tests before service deployment.

15.2 What Type of Partners Can Apply for Test Coupons?

Both HUAWEI CLOUD Partner Network (HCPN) Consulting Partners and Technology Partners can apply for test coupons. Partners joining the HCPN Solution Partner Program can not only obtain test coupons offered to the HCPN Consulting Partners, but also certain coupons for their customers based on projects.

15.3 What Are the Usage Principles?

1. Test coupons cannot be used together with promotion discounts, discount coupons, commercial authorization discounts, and partner discounts. Cloud service fees are paid based on prices on the official website.
2. Test coupons can be used for pay-per-use instances and are not applicable to reserved instances, spot instances, support services, or trainings. In transition periods, test coupons can be used to buy pay-per-use resources or monthly packages, and cannot be used to buy cloud resource packages with one-year or longer validity period. No reserved instances or cloud service packages with one year or more can be purchased.
3. Test coupons are valid for no more than three months and become invalid automatically upon expiration.

15.4 Is the Consumption Generated by Test Coupons Counted into Partner Revenue?

No. Test coupons can only be used for function and service tests.

15.5 Can Test Coupons Be Used to Purchase Marketplace Products and Services?

No.

15.6 How Can Partners Apply for Test Coupons?

After a partner joins the HCPN, the ecosystem manager of the representative office submits a test coupon application based on the partner tier. After the application is approved, the coupon is issued to the partner's account.

15.7 How Can Solution Partners Apply for Test Coupons?

In addition to test coupons included in the benefits for the HCPN Consulting Partners, solution partners can submit applications to ecosystem managers of the representative offices based on specific projects. The ecosystem managers will apply for test coupons for them. Solution partners need to provide the following information to the ecosystem manager: project background, cloud resource configuration, test duration, and expected order date and amount.

15.8 What Are the Differences Between Test Coupons Provided for Solution Partners and Those for Customers?

1. Test coupons for solution partners are included in the benefits for the HCPN Consulting Partners. They are mainly for self-operated business tests and evaluation as well as personnel learning and experiencing.
2. Test coupons applied by partners for specific projects are used for their customers to experience services. Test coupons for customers can be issued directly by HUAWEI CLOUD or through partners.

15.9 Can Solution Partners Apply for Test Coupons for the Same Customer Multiple Times?

Generally, partners can apply for test coupons for a customer only once, unless the customer develops new service platforms or systems on the cloud.

15.10 How Can Carrier Partners Apply for Test Coupons?

Carrier partners can obtain test coupons included in the benefits for the HCPN Consulting Partners. As carrier partners are also certified as solution partners, they can submit applications to ecosystem managers of the representative offices based on projects to apply for test coupons.

15.11 Is There Any Limit on the Test Coupon Amount?

The test coupon amount is defined in the HCPN partner benefits based on different tiers. Solution partners can apply for extra amount if it is required in customer projects.