

# About Billing

## FAQs

### Product Documentation



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# FAQs

## Bills

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### Why do I have a negative bill?

Charges are indicated by positive numbers, and refunds, including refunds for downgrading, are indicated by negative numbers. For some products or projects, your refund amount during a billing period may be more than the amount of charges, hence the negative bill.

### What is the precision difference for monthly billing?

Billing data allows eight decimal places, but the actual amount you are charged (deduction) is rounded to two decimal places. As a result, there may be a difference between the higher-precision billing amount and the lower-precision deduction. The system calculates the difference, for which there are two cases:

#### Case 1: Positive difference

If the higher-precision billing amount (a) is smaller than the lower-precision deduction (b), it indicates that you were overcharged by the amount of b minus a, in which case you can [submit a ticket](#) for compensation.

#### Case 2: Negative difference

If the higher-precision billing amount (a) is greater than the lower-precision deduction (b), it indicates that you were undercharged by the amount of a minus b. If this occurs, we will not request that you pay the undercharged amount.

### Do CVM expenses cover bandwidth costs?

- If you use a bandwidth package, your bandwidth costs are billed under BWP and are not included in your CVM expenses.
- If you use the pay-as-you-go mode (bill-by-bandwidth/traffic), your CVM expenses include bandwidth costs, which you can view in **L3: Bill Details**.

### How do I view the costs of IDC bandwidth packages, CDN, and COS by tag?

CDN tags are bound to domains, but the product is billed at the account level, so you cannot view CDN costs by tag in bills.

COS tags are bound to buckets, but the product is billed at the account level, so you cannot view COS costs by tag in bills.

To view the costs of IDC bandwidth packages, CDN, or COS by tag, please [download bill details](#).

### How do I view project-specific costs of IDC bandwidth packages, CDN, and COS?

IDC bandwidth packages, CDN, and COS do not support project-specific billing. Their costs are collectively treated as those of the default project in bills.

- To view the project-specific costs of IDC bandwidth packages and CDN, please [download bill details](#).
- To view the bucket-specific costs of COS, please [download bill details](#).

## How do I view the costs of live streaming products by tag?

The tags of live streaming products are bound to domains, but the products are billed at the application level, so you cannot view their costs by tag in bills.

## After tagging instances and setting cost allocation tags, when can I see the tags in my bills?

Tagging takes effect immediately, but bill data is updated only once every 24 hours, so you may not see your tags immediately.

## Why am I unable to find some of my billed instances in the console pages of the corresponding products?

If you can't find a billed instance in the corresponding console page, it's probably because the instance was returned or it was terminated after it expired.

Each instance in the bill has a transaction ID. If an instance is prepaid, it also has an order ID. You can go to the Order Management page to view the purchase time, purchaser, purchased duration, and start/end time of an instance.

## Are CBS and CVM instances in a bill associated with each other?

CVM and CBS are independent products. There are two cases for their presentation in bills:

- If you purchase cloud storage along with a CVM, the storage you purchase will be displayed as a component of the CVM in your bill. The CVM and storage will have the same instance name and project name.
- If you purchase a CVM and expand its storage space later, the new storage you purchase, which needs to be attached to the CVM manually, will not be associated with the CVM.

In your bill, the two will be presented as separate instances and will not be associated with each other.

## How will the costs of an instance be billed after I assign the instance to a new project or change the name of its current project?

If you assign an instance to a new project, the costs of the instance that are incurred after the change will belong to the new project.

In other words, the costs of an instance are billed under whichever project the instance belongs to at the time of cost deduction.

## When will data in Bill Overview and Bill by Instance be updated after a deduction occurs?

Data in **Bill Overview** and **Bill by Instance** is cached and is refreshed every 24 hours. You can view real-time billing data in **Bill Details**.

### **Why is “Instance Name” blank in my bills?**

Bills can display the instance names of only some products. For products whose instance names are not displayed in bills, you can use instance IDs to distinguish one from another. For more information, go the corresponding product page in the console or view the documentation of the product.

### **What should I do if my bill for a month is markedly higher than the previous month?**

1. Check if you purchased notably more instances than usual or renewed your instances more than once in the month.
2. Check if your discounts were applied successfully and whether there was a price increase.
3. If the higher billing amount is due to higher renewal costs, but you renewed your instances only once, check if you used “Same-Date Renewal”, which may result in increased renewal costs.

### **In what cases are “Component List Price”, “Original Cost”, and “Discount Rate” not displayed in bills?**

1. If you have signed a contract with Tencent Cloud and the price specified in the contract is applied, to avoid any confusion, we will not include “Component List Price”, “Original Cost”, or “Discount Rate” in your bills.
2. You can view list prices on our website.

# Promo Vouchers

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This document answers frequently asked questions about promo vouchers. To learn more about promo vouchers, see [Promo vouchers](#).

## How do I view my promo vouchers?

To view your promo vouchers, log in to the Tencent Cloud console and go to **Billing Center** > [Vouchers](#).

## What can I do if a promo voucher is claimed by the wrong account?

A promo voucher can only be used by the account that claimed it and cannot be transferred between accounts.

## In what cases are promo vouchers not applicable?

- Promo vouchers have use limits. Payments that do not meet the requirements (applicable products, billing modes, scenarios, etc.) cannot use promo vouchers.
- Only the account creator and collaborators/sub-users with finance management permissions can use and manage vouchers.
- Vouchers whose status is "used" or "expired" cannot be used.
- Vouchers cannot be used to offset overdue payments.
- You cannot use vouchers to take the place of frozen funds when enabling the pay-as-you-go billing mode.
- You may not be able to use vouchers for orders that were purchased through a promotional campaign. Please check the rules of the specific promotion for details.
- Resellers' vouchers cannot be used on orders paid on behalf of customers.

## What are the use limits of a promo voucher?

Promo vouchers have use limits. If you find that you can't use a promo voucher when making a certain payment, check to make sure the payment meets all the requirements of the voucher.

### 1. Applicable products

Depending on their applicable products, promo vouchers are classified into product vouchers and general vouchers.

- i. Product vouchers can only be used to pay for specific products.
  - A product voucher may be applicable to payments for multiple specific products. For example, if a voucher has a face value of 100 USD and is applicable to CVM and TencentDB for MySQL, then it can deduct at most 100 USD from payments that contains orders for CVM and/or TencentDB for MySQL.

- Minimum-spend vouchers can be used only if the amount of a payment exceeds a certain threshold. For example, suppose you have a 50-USD voucher whose minimum spending requirement is 100 USD and the applicable products are CVM and TencentDB for MySQL. You can use the voucher only if your order is for CVM or/and TencentDB and the total payment amount exceeds 100 USD.
- ii. General vouchers can be used to pay for any product (excluding some products which cannot be paid for with general vouchers).

## 2. Payment scenarios

### i. Billing mode

Prepaid: The voucher **is only** applicable **to** monthly subscriptions.

Pay-**as-you-go**: The voucher **is only** applicable **to** pay-**as-you-go** payments.

### ii. Application scenario

Prepaid: Purchase, renewal, **or** upgrade

Pay-**as-you-go**: Pay-**as-you-go** payments

## 3. Voucher status

A promo voucher may be in one of three statuses: "Unused", "Used", or "Expired".

- Unused: The voucher is valid and has not been fully exhausted. Unused vouchers can be applied to your payments, but they cannot be used as frozen funds when you enable the pay-as-you-go billing mode.
- Used: The voucher has already been fully exhausted. Used vouchers cannot be used to deduct any amount from your payments.
- Expired: The voucher has expired. Expired vouchers cannot be used to deduct any amount from your payments.

## 4. Time limits

For a voucher to be applied to a monthly subscription order, the duration purchased cannot be longer than the time limit of the voucher. For example, suppose the time limit of a promo voucher is 0-3 months. If you want to use the voucher with a monthly subscription order, the duration purchased must be 0-3 months.

## 5. Minimum spend

To use a minimum-spend voucher, your payment amount must exceed a certain threshold.

Based on their minimum spend requirements, vouchers are classified into the following types:

- i. No minimum spend: The voucher can be used for orders that contain the applicable products regardless of the payment amount.



For example, if a voucher has a face value of 100 USD and is applicable to CVM and TencentDB for MySQL, then it can deduct at most 100 USD from a payment that contains orders for CVM and/or TencentDB for MySQL.

ii. Minimum spend voucher: The voucher can only be used if the total amount for the payment exceeds a certain threshold.

For example, suppose you have a 50-USD voucher whose minimum spending requirement is 100 USD and the applicable products are CVM and TencentDB for MySQL. You can use the voucher only if your order is for CVM or/and TencentDB and the total payment amount exceeds 100 USD.

## 6. Validity period

A promo voucher can be used only within its validity period, which cannot be extended.

## 7. Number of uses

i. One-time: A one-time voucher can be used only once (after which its status will become **Used**), regardless of whether its balance has been fully exhausted.

ii. Reusable: A reusable voucher can be used multiple times until it expires or its balance becomes zero.

## What is the time limit of a promo voucher?

A promo voucher has a time limit only when it is applied to prepaid payments. The duration purchased cannot be longer than the time limit.

For example, suppose the time limit of a promo voucher is 0-3 months. If you want to use the voucher when purchasing or renewing a monthly subscription, the duration purchased or renewed must be 0-3 months.

## Why can't I use a promo voucher with my order?

Promo vouchers have use limits. To use a voucher, your order must meet the voucher's application requirements (see the highlighted parts in the figure below).

Please confirm the following product information | [Go Back to Modify Configuration](#)

Product List

Unit Price: USD/month  
 Quantity: 1  
 Payment Mode: Prepaid  
 Term: 1month

Discounts and Vouchers

Use promo voucher

Voucher deduction USD

You have 1 promo voucher applicable to the products in this order, of which 1 is available.

**Voucher**  
 \$27.38879439  
 No limit on order amount  
 Cloud Virtual Machin... (3 products)  
 For: Prepaid and postpaid: Purchase/R...  
 2022/06/23 - 2022/08/22

Check the Fees

cbs x1 USD  
 Subtotal: USD  
 Voucher Deduction: USD  
 Tax: USD  
**Total 0.00 USD**  
 Submit Order

**How do I pay multiple orders together and apply a promo voucher to the payment?**

Go to [Order Management](#), select the orders you want to pay, and click **Consolidated Payment**. On the payment page, select **Use promo voucher**.

**Order Management**

Prepaid Order | Postpaid Order

For orders purchased with a promo voucher, the voucher value will not be refunded if you request a refund.

**Consolidated Payment** | Cancel | 2022-03-30 ~ 2022-06-30

Order No.	Product	Subproduct	Type	Creation Date(UTC+ 8)	Status	Order Amount (...)	Operation
<input checked="" type="checkbox"/> 20220...	cloud block st...	Premium cloud block storage	Purchase	2022-06-30 16:01:04 2022-07-15 16:01:04 (Expiry)	Pending payment		Cancel Details
<input checked="" type="checkbox"/> 20220...	cloud block st...	SSD cloud block storage	Purchase	2022-06-30 15:34:54 2022-07-15 15:34:54 (Expiry)	Pending payment		Cancel Details

**Can I use promo vouchers on orders that are part of a promotional campaign?**

In most cases, orders that are already part of a promotional campaign cannot be paid for using promo vouchers.

**After I refund an order, will the promo voucher be returned to my account?**

No, the used portion of a promo voucher is non-refundable.

**Can I use promo vouchers as frozen funds when enabling the pay-as-you-go billing mode?**

No. Promo vouchers can be applied to pay-as-you-go payments, but cannot be used as frozen funds.

**Can I extend the validity period of a promo voucher?**

A promo voucher can be used only within its validity period. The validity period cannot be extended.

**Can I transfer a promo voucher to another account, exchange it for cash, or reload it?**

No, a promo voucher can only be used by the account which claimed it, and the voucher amount can't be topped-up or exchanged for cash.

**Can orders paid on behalf of other users be paid for using promo vouchers?**

No, promo vouchers cannot be applied to a payment made on another user's behalf.

**Can I use promo vouchers when my account has overdue payments?**

You cannot use promo vouchers to purchase new resources if your account has overdue payments. Promo vouchers cannot be used to offset overdue payments.

# Renewal

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## What is auto-renewal?

You can enable auto-renewal for a resource if you intend to use it in the long term. You can manage resources set to auto-renewal under the **Auto-renewal** tab on the renewal management page.

- Resources set to auto-renewal are renewed automatically on the expiration date, but the exact renewal time may be later than the expiration time. Please do not change the auto-renewal setting for resources that are about to expire or be repossessed.
- If your account has insufficient balance to cover the cost of renewal on the expiration date, we will check your account balance daily during the following 6 days, and once there is sufficient balance, we will renew the resources set to auto-renewal.
- During the 7 days before expiration, if your account has sufficient balance for renewal, we will not send you reminders and will renew your resources on the expiration day; if not, we will remind you to top up. During the 6 days after expiration, we will remind you to top up until your account has sufficient balance for renewal.
- If you cancel auto-renewal for your resources, we will resume the notify-before-expiration practice for them.

## How do I renew resources to the same expiration date?

See [Same-Date Renewal](#) for detailed directions.

## How do I modify the unified expiration date?

See [Same-Date Renewal](#) for detailed directions.

## How do I renew a resource not on the renewal management page?

The renewal management page displays some of your prepaid resources, but not pay-as-you-go resources.

If you cannot find the resource you want to renew on the renewal management page, you can renew it via the [console](#) of the corresponding Tencent Cloud product.

## How do I restore a suspended resource?

Suspended resources are not displayed on the renewal management page.

If you want to restore a suspended resource, see [Restoring Suspended Resource](#).