

About Billing

Purchase Guide

Product Documentation



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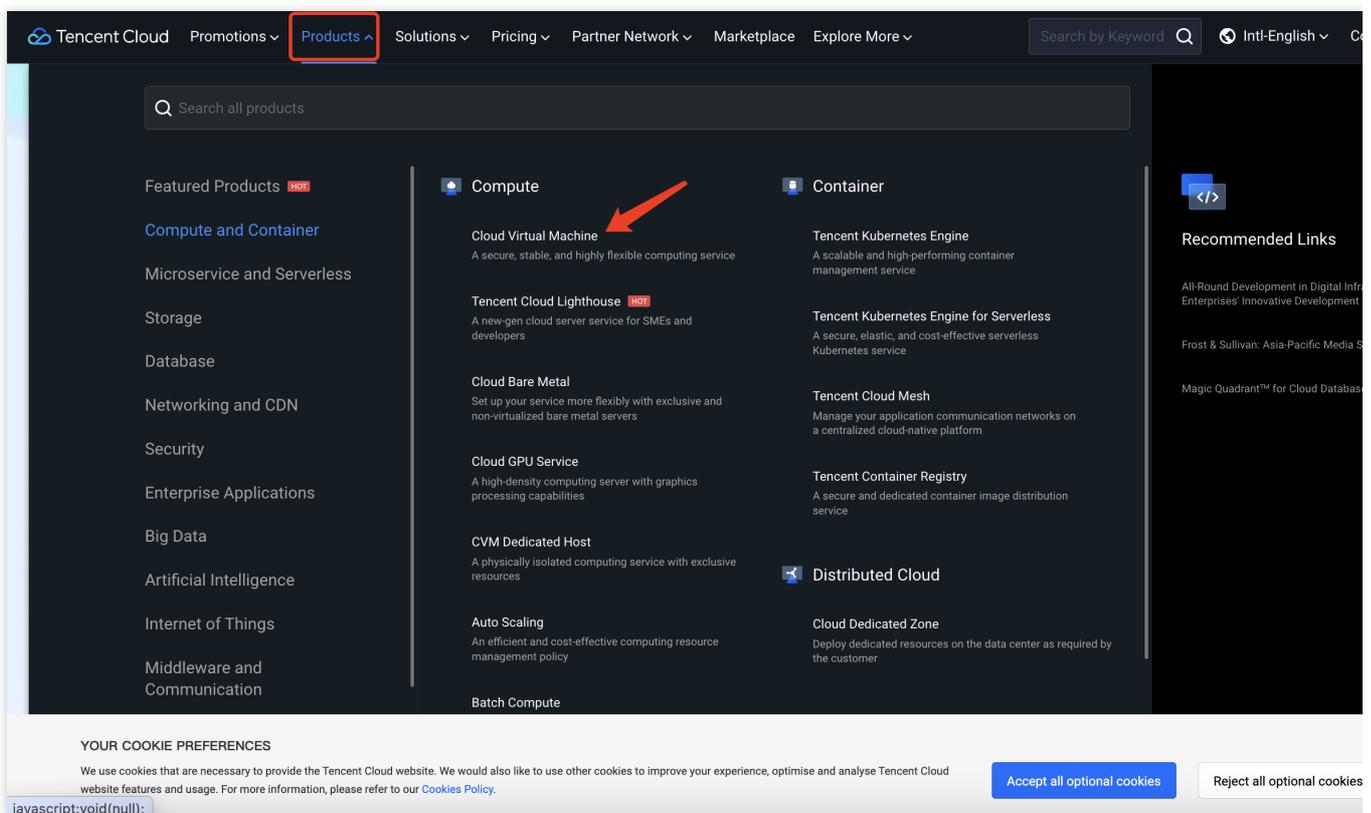
Purchase Guide

Purchasing Cloud Services

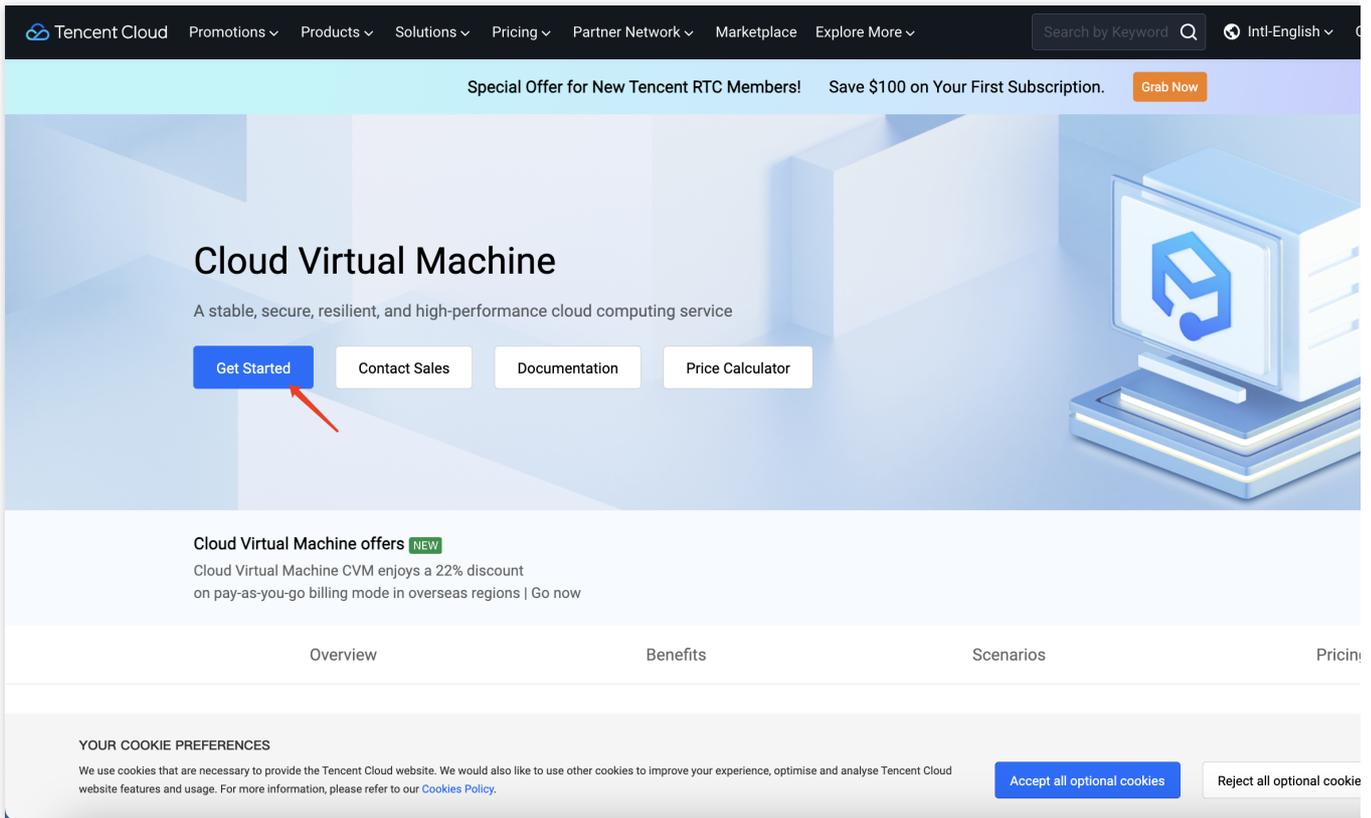
Last updated : 2024-01-02 14:24:15

This document describes the process of purchasing a service using CVM as an example.

1. Log in to the [Tencent Cloud official website](#) with your account ID.
2. On the product selection pane, select the product you want to purchase. CVM is selected here as an example.



3. After entering the product overview page, you can view the details of the product, and make a purchase.



4. Select the CVM configuration information based on your business needs.

Tencent Cloud Purchase other cloud products

Cloud Virtual Machine (CVM)

Produ

Custom configuration

1 **Select basic configurations**
2 Configure network and host
3 Confirm configuration

Instructions Tencent Cloud launches 2C2G configuration for standard CVM instances in some regions. The same price is applied to the same instance with either 1C2G or 2C2G configuration in the same AZ.

Basic configurations

Pay-as-you-go

22% off for regions outside the Chinese mainland

Applicable to scenarios where the demands are fluctuated significantly

Spot instances

Up to 95% off for Hong Kong (China) and other regions outside China

Up to 95% is saved compared to a pay-as-you-go instance, but the spot instance may be automatically repossessed by Tencent...

Region

China
Asia Pacific
Europe and America

Guangzhou
Shanghai
Nanjing Promo
Beijing
Chengdu
Chongqing
Hong Kong (China)

Tencent Cloud products in different regions cannot communicate via a private network. The region cannot be changed after the creation. Please select the region closest to your customers to reduce access latency.

Availability zone

Random
Hong Kong Zone 2
Hong Kong Zone 3

Tencent Cloud products in different AZs in the same region can communicate via a private network.

Instance configurations

Instance

Filter: All CPU cores All MEMs All architectures Reset

Instance family

Standard
MEM-optimized
Compute
GPU-based
FPGA-based
High IO
Big Data

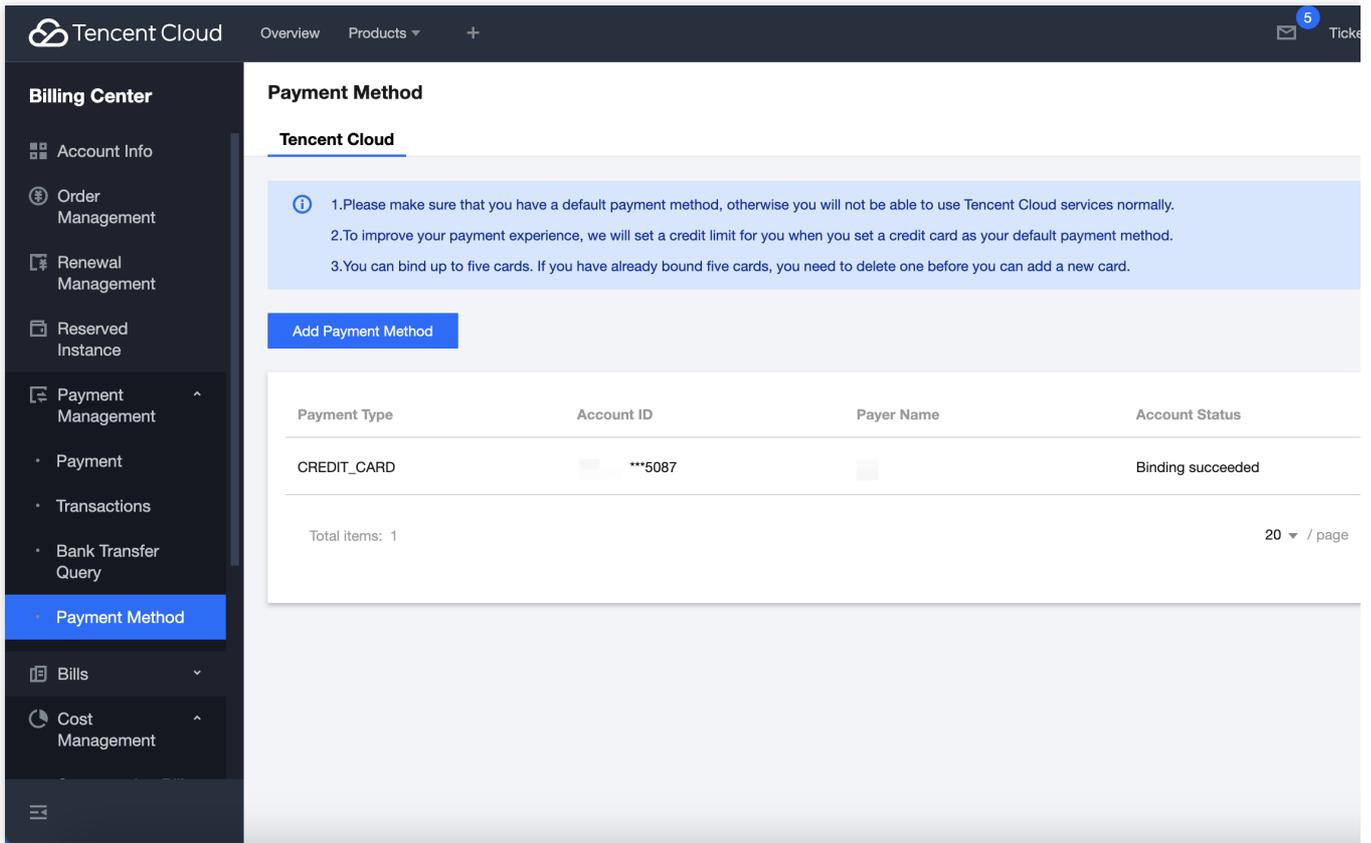
High-Performance Compute Cluster

Model

All models
Standard SA4
Standard S6
Standard SA3
Standard S5
Standard SA2
Show all

Selected S5.MEDIUM2 (Standard S5, 2C2G) Quantity - 1 +

5. Before you make a purchase, you need to set a credit card as your default payment method.



6. After selecting the configurations, check the CVM information and confirm it. Then click **Buy Now**.

Tencent Cloud | [Purchase other cloud products](#)

Cloud Virtual Machine (CVM) 📄

Custom configuration

✔ **Select basic configurations**
✔ **Configure network and host**
3 **Confirm configuration**

Selected configurations

Basic and instance configurations

CVM billing mode	Pay-as-you-go	Region	Hong Kong (China)	Availability zone	Hong Kong Zone 2
Instance	S5.MEDIUM2 (Standard S5, 2C2G)	Image	Public image OpenCloudOS img-j5e5hadz OpenCloudOS Server 9 20GB	System disk	Balanced SSD 50 GB
Data disk	Not set				

Network and security group

Network	vpc-4c3tgsf0 Default-VPC (default) 172.19.0.0/16	Subnet	Default-Subnet (Default)	Private IP	Not assigned
Public IP	Purchase	Bandwidth billing mode	Bill by traffic 5Mbps	Line type	BGP
Security group	sg-f5xt5msx 自定义模板-20231227101503595				

Other settings Reset password after creation

[Generate API Explorer best practice scripts](#)

Terms and Agreement I have read and agree to ["Tencent Cloud Service Terms"](#)

Selected S5.MEDIUM2 (Standard S5, 2C2G)
Quantity - 1 +

7. After the order is made, the CVM instance you just purchased will be shown in the Cloud Virtual Machine page of your Tencent Cloud Console. If the status of the instance is **Running**, you can use the instance.

The screenshot shows the Tencent Cloud console interface for the 'Instances' page. The left sidebar contains navigation options for 'Cloud Virtual Machine' such as 'Instances', 'HPC Cluster', 'Reserved Instance', 'Placement Group', 'Images', 'Auto Scaling', 'Cloud Block Storage', 'Snapshots', 'SSH Key', 'Security Groups', 'Public IP', 'Service Migration', 'Recycle Bin', and 'TencentCloud'. The main content area is titled 'Instances' and shows the region 'Hong Kong (China) 1'. At the top, there are action buttons: 'Create', 'Start up', 'Shutdown', 'Restart', 'Reset password', 'Terminate/Return', and 'More actions'. Below these is a search bar for 'Project:DEFAULT PROJ...'. A table lists the instances, with one instance named 'Unnamed' in a 'Running' state. The 'Status' column for this instance is highlighted with a red box. The instance details include 'Standard S5' instance type, '2-core 2GB 5Mbps' configuration, 'System disk:Balanced SSD', and 'Network:Default-VPC'. The instance is also marked as 'New' and 'Pay-as-Created'.

ID/Name	Monitoring	Status	Availability	Instance type	Instance configuration	Primary IPv4	Instance
Unnamed		Running		Standard S5	2-core 2GB 5Mbps System disk:Balanced SSD Network:Default-VPC	(Public) (Private)	Pay-as-Created 10:28:0

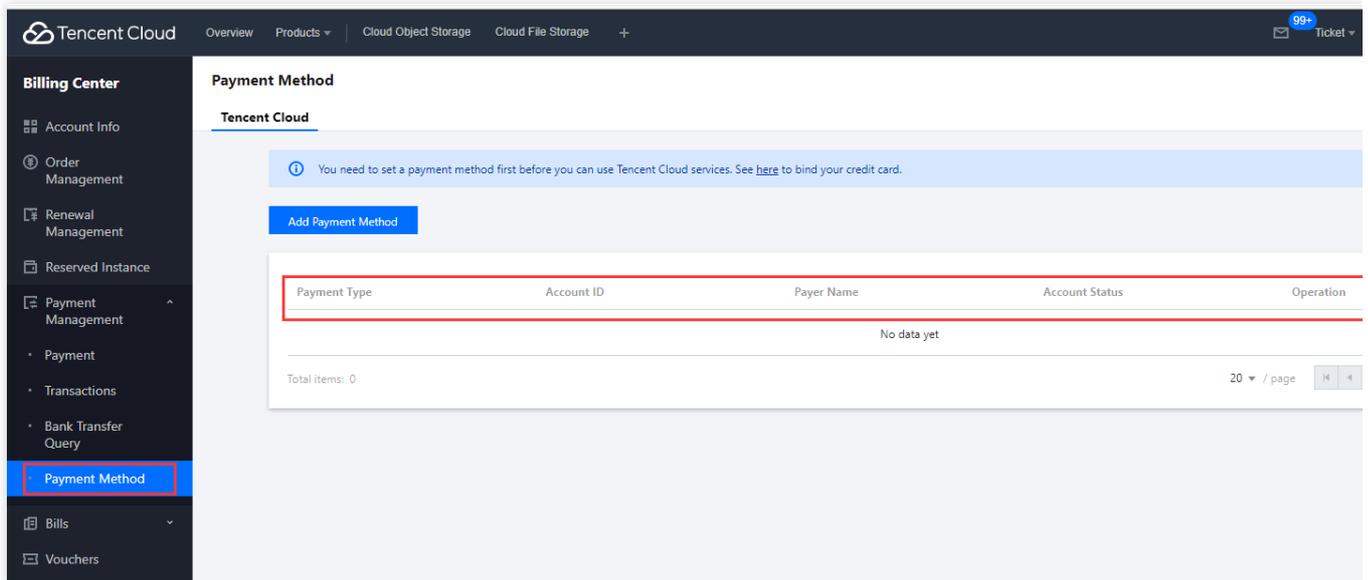
Payment Methods

Last updated : 2024-08-08 16:09:32

On the **Payment Method** page, you can query, add, delete, or set a default payment method. You need to add at least one payment method to your account.

Viewing Payment Methods

The [Payment Method](#) page displays details of your payment methods, including payment type, account ID, payer name, and account status, as well as available operations.



Note:

Click **Make Default** to mark a payment method as the default payment method.

There can only be one default payment method. The default payment method will be used for auto payments on the payment due date (the 10th of every month) or when your available credit is insufficient.

Adding a Payment Method

The screenshot displays the Tencent Cloud Billing Center interface. The left sidebar contains the 'Billing Center' menu with options like Account Info, Order Management, Renewal Management, Reserved Instance, Payment Management, Payment Method (highlighted), Transactions, Bank Transfer Query, Bills, Vouchers, Download Records, Savings Plan, and Cost Analysis. The main content area is titled 'Payment Method' and includes a notification: 'You need to set a payment method first before you can use Tencent Cloud services. See [here](#) to bind your credit card.' Below this is a blue 'Add Payment Method' button. A table with columns 'Payment Type', 'Account ID', 'Payer Name', 'Account Status', and 'Operation' is shown, containing the text 'No data yet'. The bottom of the table indicates 'Total items: 0' and '20 / page'.

Go to **Billing Center** > **Payment Management** > **Payment Method** in the console, click **Add Payment Method** to go to the payment method configuration page, and fill out the card information.

Card Info

Credit / Debit / Prepaid Card



Card No.

Expiration date Security Code

First Name Last Name

 Your Card Information is secured by PCI DSS compliant systems.

I confirm that I have read and acknowledge

Notes:

Only credit card and debit can
One credit card or debit card c
Tencent Cloud account.

After binding your card, we wi
authorization hold and cancel
availability.

Link your card

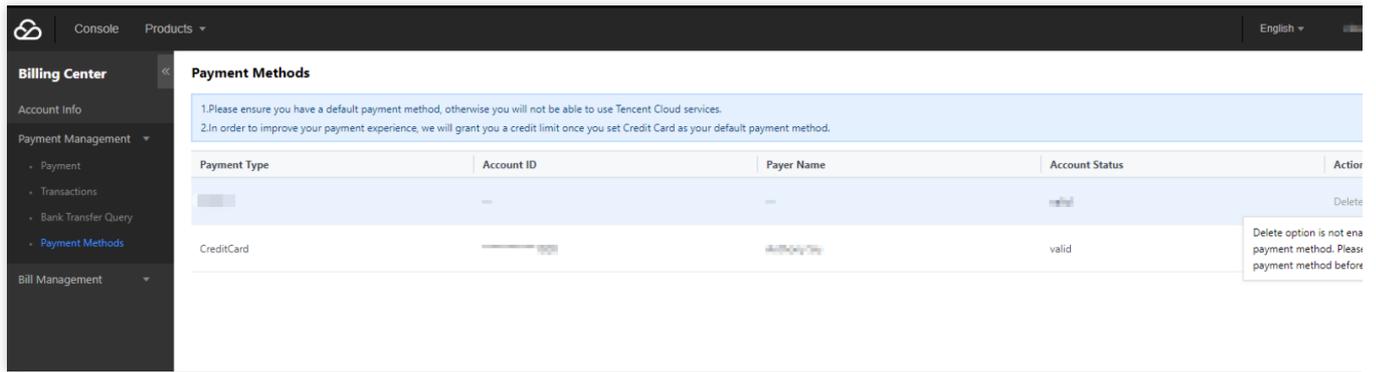
After a payment method is added, you can use it to top up and make payments.

Note:

NICEPAY payment service is available to users in South Korea. The supported types of cards include BC card, KB Kookmin card, KEB Bank card, SAMSUNG card, SHINHAN card, HYUNDAI card, LOTTE card, HANMI card, CITI card, NH card, SUHYUP card, SHINHYUP card, WOORI card, HANA SK card, KWANGJU card, JEONBUK card, JEJU card, KDB Capital card, Post card, Savings Bank card, MG card, KDB Bank card, Kakao Bank card, and KBank card.

Deleting Payment Methods

Click **Delete** to delete a selected payment method. The default payment method cannot be deleted. To delete your current default payment method, you will need to first add or select another payment method as the default method.



FAQs

How do I bind a credit/debit card?

You can add a credit/debit card on the [Payment Method](#) page.

How can I bind a credit/debit card if I have already bound a PayPal account?

Go to the [Payment Method](#) page to add a credit/debit card. After adding your card, click **Make Default** to make it your default payment method. Then find your PayPal account in the list and click **Delete**.

What payment methods does Tencent Cloud support?

Tencent Cloud supports two types of payment method: credit card and debit card.

How many payment methods can I add?

You can add up to five credit/debit cards. If you have already added five cards, you cannot add another until you remove one of the existing cards. Only one credit/debit card can be selected as your default payment method.

What credit card providers does Tencent Cloud support?

Tencent Cloud supports VISA, MasterCard, JCB, DISCOVER, AMEX, and UnionPay.

Why is there a need for customers with a Korean entity to rebind their payment card, and is pre-authorization verification required for rebinding?

From January 24, 2024, the payment capabilities for our Korean customers have been enhanced. It is required to add a payment account anew via the updated payment channel, which will subsequently be used for recharging and making payments. During the card-binding phase in the new payment channel, Korean customers are required to enter the information for card-binding without pre-authorization verification.

Will the pre-authorization fee for binding a band card be refunded?

Yes. After the pre-authorization fee of 1 USD is successfully deducted by the system, cancellation of pre-authorization will be automatically triggered. Generally, after 1 to 5 business days, the pre-authorization is cancelled, and the fee is refunded.

Why cannot my bank card be successfully bound?

There are many reasons why a bank card cannot be successfully bound. Please check the card you are trying to bind as follows:

Verify the information accuracy of the credit card to be bound, and check for any invalid or erroneous details. Check the expiration date of the credit card. If your credit card has expired, it is recommended to bind a new card or update your current card.

Check your card type. Tencent Cloud does not support prepaid cards, virtual cards, or gift cards, and does not allow to bind enterprise accounts. Please select a credit or debit card of VISA, Master, JCB, DISCOVER, AMEX, or UnionPay. Some card brands may not support debit cards. If binding fails, use a new card of another brand.

Check whether the online payment, authorized deduction, and cross-border payment features are enabled for your card, whether the payment limit is sufficient, and whether deduction by USD is supported. If these features are not enabled or the card does not support them, please contact the issuing bank to enable these features or use a new card of another brand.

Check whether the card you are trying to bind has been bound to another Tencent Cloud account. If so, use a card that has not been bound to any Tencent Cloud account.

Check whether your bank card balance is less than 1 USD. To bind a card, pre-authorization deduction of 1 USD is required. If the account balance is insufficient, the pre-authorization will fail, causing the binding failure.

If none of the above reasons matches, please contact us through a [ticket](#).

Beneficiary Account Bank Transfer

Last updated : 2024-07-30 17:55:57

With Tencent Cloud's beneficiary account bank transfer feature, you can apply for a unique Tencent Cloud bank transfer account to associate with your own account. The system will automatically send reports to the finance system based on your payment records and quickly top up your account. To enable bank transfers, go to **Billing Center** > **Payment Management** > **Payment** > **Bank Transfer**.

Transfer Process

Step 1. Query and enable the bank transfer beneficiary account.

Check whether bank transfers are enabled for your account. If enabled, you will see the bank transfer beneficiary account information, including the beneficiary account name and number, beneficiary bank, and SWIFT code.

Credit Card **Bank Transfer**

Note: If your account has outstanding fees, the system will automatically make the payment for you once receiving your bank transfer.

If you are unable to pay online, you can apply for payment via bank transfer.

- 1** Transfer money to your Tencent Cloud beneficiary account
Tencent Cloud provides you with a beneficiary account. Once Tencent Cloud received the funds, the system will automatically make the payment for your Tencent Cloud account. The development account.
Transfer method Online banking/Mobile banking/Wire transfer/Cheque/Over-the-counter cash deposit

Beneficiary name	ACEVILLE PTE.LTD.
Beneficiary Account Number	██████████
Beneficiary bank	HSBC, Singapore
SWIFT CODE	HSBCSGSG

- 2** Bank transfer result feedback
It generally takes one business day to complete the bank transfer, which is subject to the bank system. We will send the result to you via SMS, email or internal message. You can also check

Currently, the bank transfer feature is only available to users registered in regions listed in categories A and C in the [Region List and Beneficiary Address](#) section of this document.

Step 2. Use the Bank Transfer beneficiary account to make a Tencent Cloud payment offline.

You can transfer funds directly to your beneficiary account, and the system will automatically check for the transfer. Make sure you enter all the information correctly.

A bank transfer usually takes 3–5 business days to complete, depending on the specific bank's system.

Step 3. Query the payment information and progress.

To query the information and progress of a payment, go to **Billing Center** > **Payment Management** > **Bank Transfer Query**.

Bank Transfer Query

1. You can pay by Credit Card or Bank Transfer to add your credit balance.
 2. After the bank transfer is completed, you can go to the Bank Transfer Query page to check the process status.
 3. Bank transfer may incur bank charges. All bank charges will be borne by customers. If you have any questions, please submit a ticket.

Bank Account Name	Bank Account	Accounting Date ↓	Transfer Amount (USD)	Status ▾
[Redacted]	[Redacted]	[Redacted]	0.01	Success

Total items: 1 Records per p

Region List and Beneficiary Address

Some banks may require you to enter the beneficiary address for bank transfers. Beneficiary accounts differ by region. Refer to the lists below to find the beneficiary address you need.

A. Users in these regions use the bank information below	
United States	Guatemala
Trinidad and Tobago	Grenada
Saint Vincent and the Grenadines	El Salvador
Saint Lucia	Dominican Republic
Saint Kitts and Nevis	Dominica
Panama	Cuba
Nicaragua	Costa Rica
Mexico	Canada
Jamaica	Belize
Honduras	Barbados
Haiti	Bahamas
Antigua and Barbuda	

Beneficiary Name: Tencent Cloud, LLC

Beneficiary Bank: HSBC Bank USA, N.A.

Bank Address: 66 Hudson Boulevard E New York, NY 10001

SWIFT Code: MRMDUS33

Remarks: Cloud service fee + developer account (unique ID)

B. Users in these regions use the bank information below	
Switzerland	Latvia
Sweden	Italy
Spain	Ireland
Slovenia	Iceland
Slovakia	Hungary
Romania	Greece
Portugal	Germany
Poland	France
Norway	Finland
Netherlands	Estonia
Malta	Denmark
Luxembourg	Czech Republic
Lithuania	Cyprus
Liechtenstein	Croatia
Belgium	Bulgaria
Austria	

Beneficiary Name: TENCENT CLOUD EUROPE B.V.

Beneficiary Bank: HSBC BANK PLC, Amsterdam z.o. The Netherlands

Bank Address: De Entrée 236, 1101 EE Amsterdam Z.O. the Netherlands

SWIFT Code: HSBCNL2A

Remarks: Cloud service fee + developer account (unique ID)

Currently, bank transfers are not available to users in regions listed under category B. Please use the [Top-Up Process](#) instead.

C. Users in these regions use the bank information below	

Others	Philippines
Taiwan, China	Indonesia
Macau, China	Malaysia
Hong Kong, China	Singapore

The payment information for different contracting entities is as follows:

Contracting Entity : ACEVILLE PTE.LTD.

Beneficiary Name : ACEVILLE PTE.LTD.

Beneficiary Bank : The Hongkong and Shanghai Banking Corporation Limited, Singapore

Bank Address : 21 Collyer Quay #01-01 Singapore 049320

SWIFT Code : HSBCSGSG

Remarks : Cloud service fee + developer account (unique ID)

Contracting Entity : TENCENT CLOUD INTERNATIONAL PTE. LTD.

Beneficiary Name : TENCENT CLOUD INTERNATIONAL PTE. LTD.

Beneficiary Bank : JPMorgan Chase Bank N.A., Singapore Branch

Bank Address : 88 Market Street, CapitaSpring, #30-00, Singapore 048948

SWIFT Code : CHASSGSG

Remarks : Cloud service fee + developer account (unique ID)

Contracting Entity : TENCENT KOREA YUHAN HOESA

Beneficiary Name : TENCENT KOREA YUHAN HOESA

Beneficiary Bank : The Hongkong and Shanghai Banking Corporation Limited

Bank Address : 37, Chilpae-ro, Jung-gu, Seoul, South Korea

SWIFT Code : HSBCKRSE

Remarks : Cloud service fee + developer account (unique ID)

Top-up

Last updated : 2024-07-30 17:51:27

If your account has negative available credit, you need to top up before you can purchase new Tencent Cloud services. Most Tencent Cloud services are billed hourly. If your available credit remains negative, services may be suspended for your account. To avoid service suspension, we recommend you keep your available credit positive.

You can top up by **credit card** or via **bank transfer**.

For data security, only account creators and collaborators with financial permissions have access to the **Payment** page.

Top up by credit card

1. Log in to the console and go to [Billing Center](#) > **Payment Management** > **Payment**. Click **Credit Card** to input the recharge amount, then click **Pay Now** to proceed to the payment page.

The screenshot shows the Tencent Cloud Billing Center interface. The top navigation bar includes 'Overview', 'Products', and 'Tencent Cloud Organization'. The left sidebar lists various billing and account management options, with 'Payment' highlighted. The main content area is titled 'Payment' and features a blue information box with three instructions: 1. You can top-up your available credit via Credit Card or Bank Transfer. Please note that any added credit cannot be withdrawn. 2. After the bank transfer is completed, you can check the status on the Bank Transfer Query page. 3. Bank transfers may incur additional bank charges. Any additional charges will be borne by customers. If you have any queries, please submit a ticket. Below the information box, the 'Available Credit' is shown as 154,890.91 USD, along with a 'Balance alert' link. The 'Payment' section has two tabs: 'Credit Card' (selected) and 'Bank Transfer'. Under the 'Credit Card' tab, there is a 'Payment' input field followed by 'USD' and a yellow 'Pay Now' button.

2. The payment page supports the selection of an already linked card or the addition of a new payment account for recharging.

CARD PAYMENT
for TENCENT CLOUD

1 Shopping > 2 Review & Pay > 3 Verification > 4 Complete

Card Info

Credit / Debit / Prepaid Card

AMEX JCB Mastercard UnionPay Discover VISA

Card No.
Fill the blank

Expiration date MM/YY Security Code Fill the blank

First Name First Name Last Name Last Name

Card holder Expires

PCI Your Card Information is secured by PCI DSS compliant systems.

I confirm that I have read and acknowledge [Midaspay HK Privacy Policy](#)

Payment

ORDER SUMMARY

Tencent_Cloud

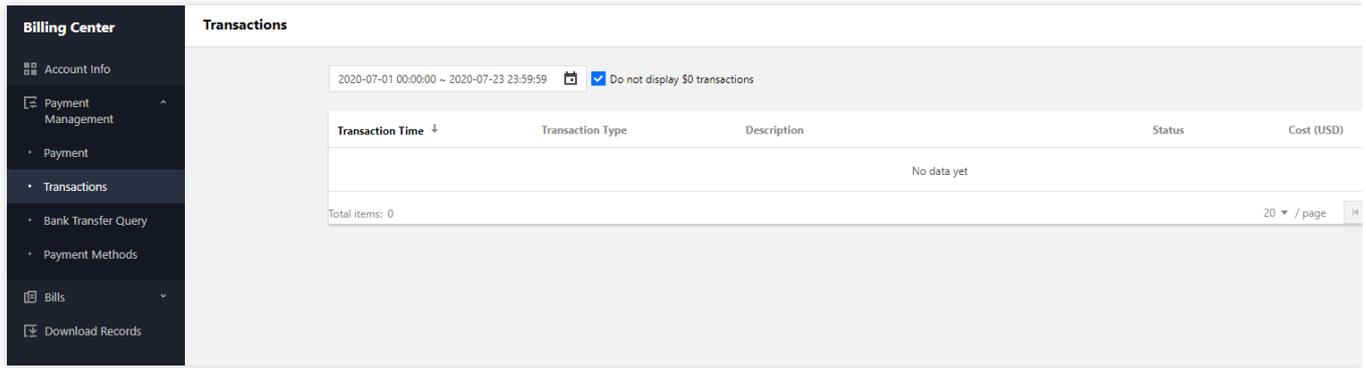
Total: 0

Note:

If a new payment card is added during the recharge process, this credit or debit card will only be used for the payment of this recharge order. The platform will not automatically bind this card as your payment card.

Due to the minimum payment amount limit of the payment channel, customers with a Korean entity have a minimum recharge amount of 0.1 USD.

3. After the payment is complete, you can go to the [Transactions](#) page to view the payment details.



Top up via bank transfer

1. To top up via a bank transfer, you need to transfer or deposit the top-up amount to our bank account and provide your Tencent Cloud account ID by adding a note. Make sure to send your bank transfer to the correct Tencent Cloud bank account according to your account's location.

Note:

If you top up via bank transfer, please make sure the payment is in USD.

A. Users in these regions use the bank information below	
United States	Guatemala
Trinidad and Tobago	Grenada
Saint Vincent and the Grenadines	El Salvador
Saint Lucia	Dominican Republic
Saint Kitts and Nevis	Dominica
Panama	Cuba
Nicaragua	Costa Rica
Mexico	Canada
Jamaica	Belize
Honduras	Barbados
Haiti	Bahamas
Antigua and Barbuda	

Beneficiary Name: Tencent Cloud, LLC

Bank Account Number: 000271829 (USD account)
 Beneficiary Bank: HSBC Bank USA, N.A.
 Bank Address: 66 Hudson Boulevard E New York, NY 10001
 SWIFT Code: MRMDUS33
 Remarks: Cloud service fee + developer account (unique ID)

B. Users in these regions use the bank information below	
Switzerland	Latvia
Sweden	Italy
Spain	Ireland
Slovenia	Iceland
Slovakia	Hungary
Romania	Greece
Portugal	Germany
Poland	France
Norway	Finland
Netherlands	Estonia
Malta	Denmark
Luxembourg	Czech Republic
Lithuania	Cyprus
Liechtenstein	Croatia
Belgium	Bulgaria
Austria	

Beneficiary Name: TENCENT CLOUD EUROPE B.V.
 Bank Account Number:
 EUR account: NL71HSBC2031728148
 USD account: NL49HSBC2031728156
 Beneficiary Bank: HSBC BANK PLC, Amsterdam z.o. The Netherlands
 Bank Address: De Entrée 236, 1101 EE Amsterdam Z.O. the Netherlands

SWIFT Code: HSBCNL2A

Remarks: Cloud service fee + developer account (unique ID)

C. Users in these regions use the bank information below	
Others	Philippines
Taiwan, China	Indonesia
Macau, China	Malaysia
Hong Kong, China	Singapore

The payment information for different contracting entities is as follows:

Contracting Entity: ACEVILLE PTE.LTD.

Bank details:

Beneficiary Name: ACEVILLE PTE.LTD.

Beneficiary Account Number: 260-737366-178 (USD account)

Beneficiary Bank: The Hongkong and Shanghai Banking Corporation Limited, Singapore

Bank Address: 21 Collyer Quay #01-01 Singapore 049320

SWIFT Code: HSBCSGSG

Remarks: Cloud service fee + developer account (unique ID)

Contracting Entity: TENCENT CLOUD INTERNATIONAL PTE. LTD.

Bank details:

Beneficiary Name: TENCENT CLOUD INTERNATIONAL PTE. LTD.

Beneficiary Account Number: 8830061242 (USD account)

Beneficiary Bank: JPMorgan Chase Bank N.A., Singapore Branch

Bank Address: 88 Market Street, CapitaSpring, #30-00, Singapore 048948

SWIFT Code: CHASSGSG

Remarks: Cloud service fee + developer account (unique ID)

Contracting Entity: TENCENT KOREA YUHAN HOESA

Bank details:

Beneficiary Name: TENCENT KOREA YUHAN HOESA

Beneficiary Account Number:

KRW account: 002-192383-297

USD account: 002-192383-298

Beneficiary Bank: The Hongkong and Shanghai Banking Corporation Limited

Bank Address: 37, Chilpae-ro, Jung-gu, Seoul, South Korea

SWIFT Code: HSBCKRSE

Remarks: Cloud service fee + developer account (unique ID)

2. Bank transfers typically take 3-5 business days. Cross-border bank transfers may take longer to complete. After your transfer is successfully sent, please submit a ticket to confirm the transfer information so that we can top up your account. If you have any questions, please upload your payment document in the console.
3. You will be responsible for any additional service fees incurred for topup via bank transfer.

Payment methods for prepaid products

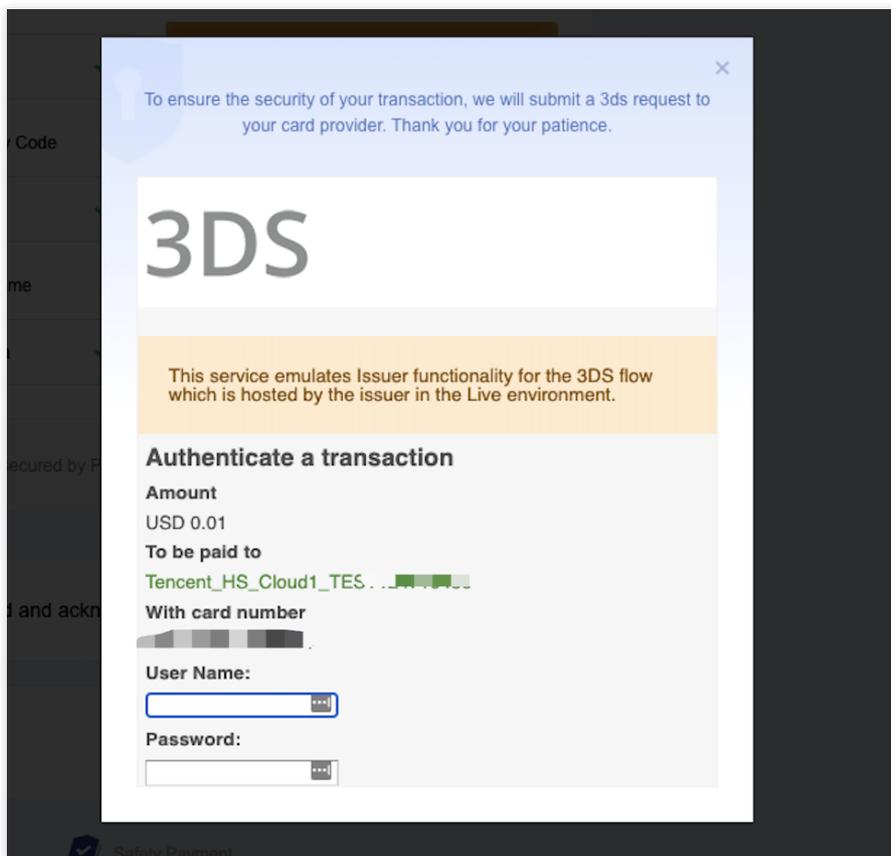
Last updated : 2024-01-02 14:24:15

You can make payments for prepaid products (monthly subscriptions) by using a credit/debit card or by deducting the payment amount from your Tencent Cloud account's available credit.

Payment by Credit/Debit Card

After placing an order, you can make the payment using a credit/debit card that is already bound to your account, or you can bind a new payment card. The specific steps are as follows:

1. Click **Payment card** to go to the payment page, and select the **Bound payment card**.
2. On the payment page, you can also bind a new payment card. The card you bind will only be used to pay for the current order. No automatic payments will be deducted from the card.
3. During the payment, 3D verification is required for some accounts. If the verification fails or is not completed, the payment will fail.



4. After the payment is complete, you can go to the [Transactions](#) page to view the payment details.

Payment with Tencent Cloud credit

If your account's available credit is sufficient, you can use your credit to pay for an order. After the payment is successful, the order amount will be deducted from your available credit.

If your available credit is insufficient, you can restore your credit by topping up, or you can pay for your order with a bound credit/debit card. For specific information about how to restore your credit limit, see [Top-up](#).

Post-paid Account Payment

Last updated : 2024-06-25 17:11:54

Note:

All the dates and time for settlements and transactions under your Tencent Cloud account are based on Beijing Time (UTC + 08:00).

There are three ways to make a repayment for your Tencent Cloud post-paid account. To check the repayment records, go to **Billing Center** > [Transactions](#).

Automatic repayment of the unpaid bill amount

Tencent Cloud services are billed based on your billing cycle. The system will automatically deduct the unpaid bill amount from your default payment account bound with your Tencent Cloud post-paid account on the due date (10th of each month).

Suppose your credit limit is 30 USD and your billing cycle is one month. You spent 20 USD on Tencent Cloud services in August, during which your available credit was deducted to 10 USD. The system will automatically deduct 20 USD on September 10, and after that your available credit will be restored to 30 USD.

Automatic repayment will be made when the available credit is less than 0 USD (credit control)

Suppose a sum of cost is newly incurred before the due date (10th of each month). If the available credit in your account is equal to 0 USD or less than the newly incurred cost. The system will automatically deduct the sum of the outstanding amount plus the newly incurred cost.

Take two accounts for example to see how the above two kinds of repayments are made.

For account A, the bill amount of August is 30 USD and the due date is September 10. If the available credit is always no less than 0 USD before September 10, no automatic repayment will be made. The unpaid bill amount of USD 30 will be deducted on September 10.

For account B, the credit limit is 30 USD, the bill amount for August is 25 USD and its due date is September 10th. At 9:00 on September 5, the available credit is 0 USD and the outstanding amount is 30 USD. Suppose a Tencent Cloud service that costs 10 USD is purchased at this time point. Automatic repayment of 40 USD will be made as the available credit is less than 0 USD (credit control) and the deduction amount equals to the outstanding amount plus the newly incurred cost. As the outstanding amount has already been paid on September 5, no automatic repayment will be made on September 10.

Self-service repayment via credit card or bank transfer

If your account is in arrears, you can make a payment on the Billing Center manually to avoid service suspension:

Log in to Tencent Cloud Billing Center, click **Pay Now** on the [Account Info](#) page to pay off the outstanding amount if there is enough surplus amount in your account. You cannot make a payment this way if the outstanding amount is not less than 0 USD.

Account Info

Outstanding Amount 131622.38 USD Pay Now Auto-payment Monthly Expense Alert

Due Amount 109082.23USD + Amount Overdue 22540.15USD

Vouchers 0 vouchers (0 vouchers will expire in 7 c)

0.00000000USD

You can also go to the [Payment](#) page to make a payment via credit card or bank transfer. If the payment amount is larger than the current outstanding amount, the surplus amount will be counted as available credit and cannot be withdrawn later on.

Payment

1. You can top-up your available credit via Credit Card or Bank Transfer. Please note that any added credit cannot be withdrawn.
2. After the bank transfer is completed, you can check the status on the Bank Transfer Query page.
3. Bank transfers may incur additional bank charges. Any additional charges will be borne by customers. If you have any queries, please submit a ticket.

Available Credit 154,890.91 USD | [Balance alert](#)

Credit Card Bank Transfer

Payment USD

Pay Now

Auto-payment

Last updated : 2024-06-25 17:11:54

Note:

All billing and payment dates and times on Tencent Cloud International are Beijing time (UTC+8).

Pay-as-you-go accounts of Tencent Cloud International are given a credit limit that allows them to use resources first and pay later. The credit limit varies with customer type and payment frequency (billing cycle).

Customers without sales reps

Starting June 08, 2023 at 00:00 (UTC+8), a credit limit will no longer be provided to newly registered Tencent Cloud customers that do not have a sales representative. For existing customers without sales representatives, Tencent Cloud reserves the right to adjust or cancel the credit limit at its own discretion based on the risk status of each account.

About auto-payment frequency:

The system deducts the payable amount from your default payment method (credit card) at a certain frequency. This frequency is determined by the billing cycle (hourly, daily, or monthly) of the pay-as-you-go products you use. If a pay-as-you-go product is billed hourly, the system will check on an hourly basis whether your account has sufficient available credit. If not, auto-payment will be triggered.

Note:

For Korean customers, the payment channel deducts in KRW with a minimum payment amount of 100 KRW. The billing currency for the international site is in USD, and the system will convert between USD and KRW at an agreed exchange rate.

If the amount to be deducted on your payment due date is less than 100 KRW, the system will deduct based on the minimum of 100 KRW. The surplus amount will be credited to your account balance in the form of a recharge, which can be used for subsequent resource consumption.

Customers with sales reps

For customers with sales reps, auto-payment is disabled by default. To enable it, log in to the console and go to

Billing Center > [Account Info](#).

After you enable auto-payment:

1. On the 10th of the payment month, the system will deduct the amount of all due and unpaid payments from your default payment method.
2. Your payment month depends on the month in which a bill is generated and your payment period.

For example, if your payment cycle is one month, your bill for May will be generated in early June, and payments will be collected on July 10. If your payment cycle is two months, your bill for May will be generated in early June, and payments will be collected on August 10.

3. To avoid cases where services are suspended for your account due to overdue payments, we will deduct payments from your default payment method on the payment day even if you haven't confirmed your past bills.

Account Info

In order to provide you with a better experience, we will give you a certain credit limit, allowing you to spend within the credit limit for any Tencent Cloud services. We will automatically deduct the payment for each month from your default payment method bound to your account based on your billing cycle. You can also make an early payment. Once the bill is paid successfully, your available credit will be restored.

Outstanding amount ⓘ	=	Due amount	+	Overdue Amount
17740.24 USD		14032.42 USD ⓘ		3707.82 USD

Pay Now
Auto-payment

Outstanding Amount 473589.71 USD

Auto Payment ✕

When the auto-payment feature is enabled, your payment for each month will be automatically deducted from your default payment method on the payment due date (the 10th day).

Are you sure you want to enable?

Confirm
Cancel

FAQs

1. Why are payments not collected as frequently as they were before?

When you go from not having a sales rep to having one, the frequency of auto-payment will change for your account. Without a sales rep, the frequency of auto-payment for your account depends on the billing cycle of the pay-as-you-go products you use (the shortest auto-payment interval is one hour). If you have a sales rep, your sales rep will determine your payment period (the shortest of which is one month). If your current credit limit is low compared with your monthly consumption, pay attention to your available credit and top up in a timely manner. You can also contact your sales rep to increase your credit limit.

Transactions

Last updated : 2024-06-25 17:11:54

What is Transactions?

Transactions is used to record all account top-ups. For expenditure details, please refer to [Bill Introduction](#).

Go to "Transactions" Page

Go to Tencent Cloud's "Console" page, and click "[Transactions](#)" at the upper right corner to enter the "Transactions" page.

How do I check Transactions?

Filtering by Time: You can specify a time range to view Transactions for the specified time range.

Viewing transaction times in forward order or backward order: Click Transaction Time in the header to switch between displaying transaction times in forward order or backward order.

Downloading Transactions: Click the Download icon at the upper right corner to download Transactions for the specified time range. The details for a maximum of 3 months are allowed to be downloaded at a time. The details for a period beyond 3 months can be exported in batches.

The screenshot shows the 'Transactions' page in the Tencent Cloud console. At the top, there is a header 'Transactions'. Below it, a date range selector is set to '2024-02-01 00:00:00 ~ 2024-02-27 23:59:59' with a calendar icon. To the right of the date range is a checkbox labeled 'Do not display \$0 transactions' which is checked. Further right is a 'Download' button with a download icon. Below the date range and checkbox is a 'Repayment:' section. Under 'Repayment:', there is a 'Transaction Time' dropdown menu with a downward arrow. Below this is a table with columns: 'Transaction Type', 'Description', 'Status', 'Cost (USD)', and 'Operation'. The table currently displays 'No data yet'. At the bottom left, it says 'Total items: 0'. At the bottom right, there is a pagination control showing '20 / page', a page number '1', and a total of '1 / 1 page'.

Promo Vouchers

Last updated : 2024-06-25 10:42:55

Promo vouchers can be used to deduct certain amounts from the fees you incur with Tencent Cloud. You can view your promo vouchers in **Billing Center** > [Vouchers](#). You cannot transfer promo vouchers to other accounts, exchange them for cash, or request invoices for them.

If you have questions, see [FAQs > Promo Vouchers](#).

Use Limits

Use limits for promo vouchers

1. 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.

2. Applicable products

Depending on their applicable products, promo vouchers are classified as product vouchers or general vouchers.

A. Product vouchers:

Product vouchers can only be used to pay for specific products or groups of products.

B. General vouchers:

General vouchers can be used to pay for any products (excluding some products that cannot be paid for with general vouchers).

3. Payment scenarios

A. Depending on the payment scenario, vouchers are classified into the following types:

Prepaid: The voucher is only applicable to monthly subscriptions.

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

B. The application scenarios of prepaid and pay-as-you-go vouchers are also different.

Prepaid: Vouchers can be used for purchase, renewal, or upgrade.

Pay-as-you-go: Vouchers can be used for pay-as-you-go payments.

4. Time limits

For a voucher to be applied to a monthly subscription order, the duration of the subscription 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 to pay for a monthly subscription order, the duration of the subscription must also be within 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:

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.

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

7. Number of uses

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.

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

8. Other limits

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.

Orders paid on behalf of other users cannot be paid with vouchers.

Examples

Take the promo voucher in the screenshot below as an example. It has the following use limits.

Unused(4)	Used(181)	Expired(35)						
Applicable Products	Payment Scenario	Auto deduction	Remaining/Value (USD)	Use Limit	Validity Period			
Applicable to certain products, excluding Intl Market, Customer product training, Savin...	Prepaid and pay-as-you-go: All scenarios	<input checked="" type="checkbox"/> Enabled	1,00000000 / 1,00000000 No minimum spend	Reusable Limited conditions	2024-05-16 to 2024-06-16			

Unused: The voucher is unused (has a positive balance remaining).

Applicable products: This voucher can be used in certain products except purchasing the Intl Market, Customer product training, and Savings Plan.

Scenario: The voucher can be applied to both prepaid and pay-as-you-go payments.

Minimum spend: The voucher does not have a minimum spend requirement.

Validity period: The voucher is valid from 2024-05-16 00:00:00 to 2024-06-16 23:59:59.

Number of uses: The voucher is reusable and can be used multiple times until it expires or its balance becomes zero.

Using Promo Vouchers

Vouchers are applied differently to prepaid and pay-as-you-go payments.

Prepaid payments

When purchasing, manually renewing, or upgrading a subscription plan, you can apply a promo voucher on the **payment page**.

Please confirm the following product information

Order [Redacted]

[Redacted]

[Redacted]

950.00 USD

套餐包内容: 基础套餐 A1_00

Unit Price: 950.00USD/month

Quantity: 1

Payment Mode: Prepaid

Term: 1month

Discounts and Vouchers

Promo voucher

Use promo voucher

Voucher deduction -25.00 USD

You have 4 Promo voucher vouchers, There are 1 vouchers available. Privileged customers can use up to 10 promo vouchers, including at most one minimum-spend voucher. [Hide Inapplicable Coupons\(3\)](#)

<p>\$ 25.00 No limit on order amount</p> <p>Applicable Products Payment Scenarios</p> <p>2024/01/15 - 2026/01/15</p>	<p>\$ 1.00 No limit on order amount</p> <p>Applicable Products Payment Scenarios Restrictions</p> <p>2024/05/16 - 2024/06/16</p>
<p>\$ 1.00 No limit on order amount</p> <p>Applicable Products Payment Scenarios Restrictions</p> <p>2024/05/16 - 2024/06/16</p>	<p>\$ 15.00 No limit on order amount</p> <p>Applicable Products Payment Scenarios Restrictions</p> <p>2024/01/10 - 2026/01/10</p>

Check the Fees

[Redacted]

Upfront Payment:

Voucher Deduction:

Tax:

Total

Pay No

Note:

The system will match promo vouchers with the order, taking into account the applicable products, billing mode, order amount, and other use limits. Only vouchers that meet all the conditions can be applied to the order.

For auto-renewal, the system will apply a promo voucher first before deducting the remaining amount from your account balance. For details, see [Auto-application](#Auto application). To learn about how to enable auto-renewal, see [Renewal Management](#).

You can use only one promo voucher for each payment. If there are multiple applicable vouchers for an order, you need to choose one to use. If you do not want to use a voucher, unselect **Use promo voucher**.

You can pay for multiple orders together on the **Order Management** page (select the orders you want to pay and click **Consolidated Payment**) and apply a promo voucher to the payment.

If you refund a prepaid order, the promo voucher applied will not be returned.

Pay-as-you-go payments

The system will automatically apply vouchers when deducting fees (hourly/daily/monthly) under the pay-as-you-go mode.

Only one promo voucher can be used for each payment. The system will apply a promo voucher first before deducting the remaining amount from your account balance. For details, see [Auto-application](#).

You cannot use vouchers to take the place of frozen funds when enabling the pay-as-you-go billing mode.

You can view the usage of automatically applied promo vouchers on the [Bill Details](#) page.

Enabling Auto-Deduction

You can enable auto-deduction for each of your promo vouchers so that they will be automatically applied to auto-renewal, pay-as-you-go, or other applicable payments. To enable it, go to [Billing Center](#) > [Promo voucher](#).

By default, auto-deduction is enabled for each voucher (i.e., promo vouchers will be automatically applied). To disable it, click the toggle and confirm in the pop-up window. To enable auto-deduction again, click the toggle again.

Promo voucher						
<p>Unused(4) Used(181) Expired(35)</p> <p><small>Vouchers cannot be used to offset overdue payments or frozen funds. Nor can you extend their validity period, transfer them to other accounts, exchange them for cash, or request invoices for them. For details, see Promo Vouchers. Vouchers cannot be refunded. For details, see Refunds.</small></p>						
Applicable Products	Payment Scenario	Auto deduction	Remaining/Value (USD)	Use Limit	Validity Period	
Applicable to certain products, excluding Intl Market, Customer product training, Savin...	Prepaid and pay-as-you-go: All scenarios	<input checked="" type="checkbox"/> Enabled	1.00000000 / 1.00000000 No minimum spend	Reusable Limited conditions	2024-05-16 to 2024-06-16	
Applicable to certain products, excluding Intl Market, Customer product training, Savin...	Prepaid and pay-as-you-go: All scenarios	<input checked="" type="checkbox"/> Enabled	1.00000000 / 1.00000000 No minimum spend	Reusable Limited conditions	2024-05-16 to 2024-06-16	
Applicable to certain products, excluding Intl Market, Customer product training, Savin...	Prepaid and pay-as-you-go: All scenarios	<input type="checkbox"/> Disabled	15.00000000 / 15.00000000 No minimum spend	Reusable Limited conditions	2024-01-10 to 2026-01-10	

Note:

After your promo vouchers are used up or expire, the toggle status will not be changed.

Voucher Application Rules

Auto-application

The system matches promo vouchers with a payment (taking into account the applicable products, billing modes, scenarios, and other use limits) and **sorts the applicable vouchers by expiration time from the soonest to the latest. If multiple vouchers have the same expiration time, they will be sorted by deductible amount from the highest to the lowest. If multiple vouchers have the same expiration time and deductible amount, they will be sorted by remaining balance from the lowest to the highest.**

The highest priority is given to the one that expires the soonest among vouchers that can cover the whole payment amount.

If no voucher can cover the whole payment amount, the promo voucher that expires the soonest will be applied.

If there are multiple vouchers that expire at the same time, the voucher that can deduct the highest amount from the payment will be used. If the deductible amount is the same, the voucher with the lowest balance will be used.

Example 1:

On March 1, 2019, a customer was billed for CVM in the hourly pay-as-you-go mode. The fee incurred was 10 USD. Four promo vouchers were eligible:

Voucher A: Face value: 10 USD; balance: 5 USD; expiration time: March 9, 2019; deductible amount: 5 USD.

Voucher B: Face value: 10 USD; balance: 8 USD; expiration time: March 9, 2019; deductible amount: 8 USD.

Voucher C: Face value: 20 USD; balance: 10 USD; expiration time: March 10, 2019; deductible amount: 10 USD.

Voucher D: Face value: 20 USD; balance: 12 USD; expiration time: March 11, 2019; deductible amount: 10 USD.

The system would automatically apply voucher C because it expires the soonest among the vouchers that can cover the whole payment amount.

Example 2:

On March 1, 2019, a customer was billed for CVM in the hourly pay-as-you-go mode. The fee incurred was 20 USD. Four vouchers were eligible.

Voucher A: Face value: 10 USD; balance: 5 USD; expiration time: March 9, 2019; deductible amount: 5 USD.

Voucher B: Face value: 10 USD; balance: 8 USD; expiration time: March 9, 2019; deductible amount: 8 USD.

Voucher C: Face value: 20 USD; balance: 10 USD; expiration time: March 10, 2019; deductible amount: 10 USD.

Voucher D: Face value: 20 USD; balance: 12 USD; expiration time: March 11, 2019; deductible amount: 12 USD.

None of the four vouchers can cover the whole payment amount. Therefore, among vouchers that expire the soonest, the one with the highest deductible amount would be used, which is voucher B.

Example 3:

On March 1, 2019, a customer was billed for CVM in the hourly pay-as-you-go mode. The fee incurred was 4 USD. Four vouchers were eligible.

Voucher A: Face value: 10 USD; balance: 5 USD; expiration time: March 9, 2019; deductible amount: 4 USD.

Voucher B: Face value: 10 USD; balance: 8 USD; expiration time: March 9, 2019; deductible amount: 4 USD.

Voucher C: Face value: 20 USD; balance: 10 USD; expiration time: March 10, 2019; deductible amount: 4 USD.

Voucher D: Face value: 20 USD; balance: 12 USD; expiration time: March 11, 2019; deductible amount: 4 USD.

All four vouchers have the same deductible amount. Therefore, among the vouchers that expire the soonest, the one with the lowest balance will be used, which is voucher A.

Spread over multiple orders

If a voucher is applied to a payment that contains multiple orders, and it cannot cover the whole payment amount, the deduction will be spread over the orders as follows:

Prepaid

When you renew multiple subscription plans together, the system will spread the deduction amount of a voucher according to the renewal fee of each plan.

Example: A customer renewed two plans together. The renewal fee of plan 1 was 100 USD and that of plan 2 was 200 USD. Suppose the customer had a promo voucher with a balance of 90 USD. 30 USD would be deducted from the renewal fee of plan 1 and 60 USD would be deducted from the renewal fee of plan 2. The remainder would be paid out of the customer's account balance.

Pay-as-you-go

If there are multiple pay-as-you-go orders for a billing period, the deduction amount of a voucher will be spread over the orders according to the amount of each order.

Example: A customer had two pay-as-you-go orders for a billing period. The amount of order 1 was 100 USD and that of order 2 was 200 USD. Suppose the customer had a promo voucher with a balance of 90 USD. 30 USD would be deducted from the fee of order 1 and 60 USD would be deducted from the fee of order 2. The remainder would be paid out of the customer's account balance.

Renewal Management

Last updated : 2024-01-02 14:24:15

Single-Resource Renewal

You can renew a monthly subscription resource via two methods:

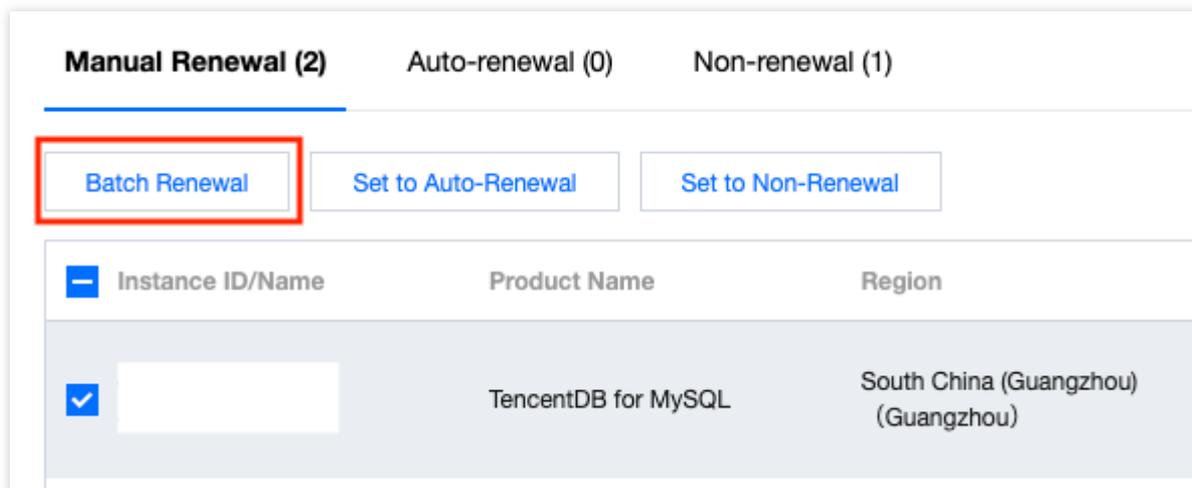
[Log in](#) and renew the resource in the corresponding console.

Go to **Billing Center** > **Renewal Management** to renew the resource.

You can filter your resources by expiration time, product type, region, etc.

Batch Renewal

Go to **Billing Center** > **Renewal Management**, select the resources you want to renew, and click **Batch Renewal**.

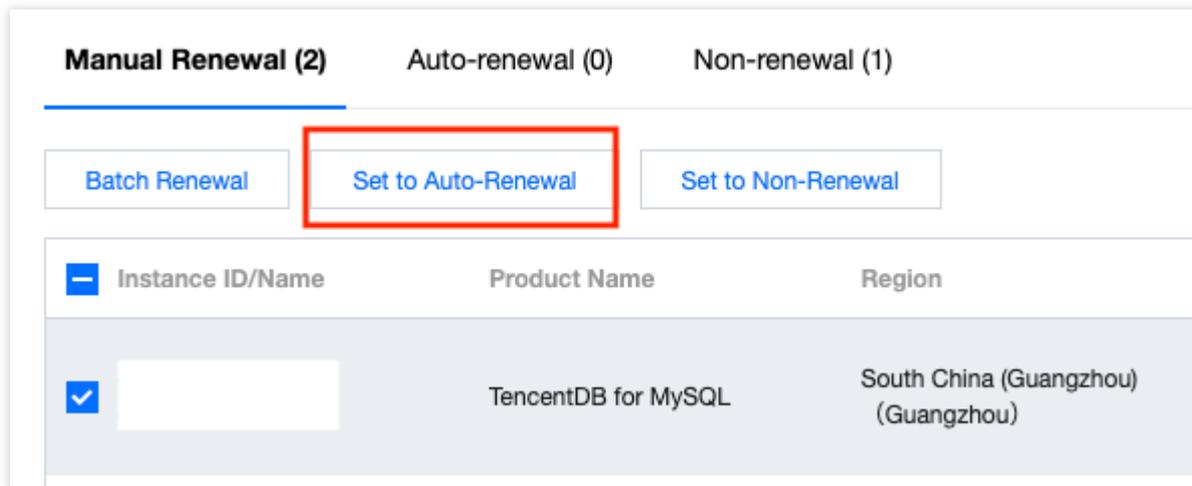


You can select all resources across pages.

If you want to use vouchers, make sure the number of resources you select for renewal does not exceed 100. You cannot use vouchers if you select over 100 resources.

Auto-renewal

If you intend to use a resource in the long term, you can set it to **auto-renewal**. You can manage resources set to auto-renewal under the **Auto-renewal** tab.



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, before service suspension, we will check your account balance on a daily basis, and once there is sufficient balance, we will renew the resources set to auto-renewal. For more information on service suspension, see [Prepaid Billing](#).

Applicable vouchers will be used automatically during auto-renewal.

Suspended resources will not be renewed automatically or appear on the renewal management page. To restore a suspended resource, see [Restoring Suspended Resource](#).

If you cancel auto-renewal for your resources, we will resume the notify-before-expiration practice for them.

No Renewal upon Expiration

If you intend to stop using a resource after it expires, you can set it to **non-renewal**. You can manage resources set to non-renewal under the **Non-renewal** tab.

Manual Renewal (2) Auto-renewal (0) Non-renewal (1)

[Batch Renewal](#) [Set to Auto-Renewal](#) [Set to Non-Renewal](#)

<input type="checkbox"/>	Instance ID/Name	Product Name	Region
<input checked="" type="checkbox"/>		TencentDB for MySQL	South China (Guangzhou) (Guangzhou)

We will not send notifications prior to the expiration of resources set to non-renewal.

If you switch your resources from non-renewal to manual renewal or auto-renewal, we will implement the notify-before-expiration practice for them.

Renewal Reminder

You can customize when to receive renewal reminders. This may be helpful if your budget application process is time-consuming.

Depending on your configuration, the system can send you reminders 7 days to 3 months before the date of expiration or auto-renewal.

The system can send you reminders via Message Center, SMS, and email if an auto-renewal resource of yours is about to expire and there is insufficient balance in your account to cover the renewal fee. You can customize the channels to receive the reminders.

If you don't select any channel, we will not send you reminders.

These settings take effect only for the logged in account, not for other collaborators.

You can change the mobile number or email address for your account on the [User List](#) page.

If you have questions, please refer to [FAQs > Renewal](#).