


Request for credits

 HCP Billing Team only - #team-cloud-billing - Do not make changes to customer balance unless you are part of cloud billing and have obtained appropriate Finance and Product approvals!

As of July 2021, the change credit input field in Admin UI has a limit of \$200 credit. Finance has specified this as the acceptable limit for Support to grant without approval. This limit is enforced via the UI form validations.

Via curling the API directly, the maximum value of credits that can be allocated is \$3,000. This implementation prevents engineers having to change the database directly while also giving reasonable confidence that this capability will not be accidentally stumbled upon upon by employees outside the billing engineering team. This is a temporary solution until front-end RBAC support is available and additional roles have been created.

1. Obtain the ACCESS_TOKEN

Obtain the ACCESS_TOKEN from the Header section of the Network tab of the Chrome DevTools when on Admin UI.

2. Find the Billing Account Internal ID

When a Support ticket to change credits is received, it typically contains either an OrgID or a user email. Use the User Search tab of Admin UI to search for the user's email. From there select the Billing Account tab to find the `billing_account_internal_id` required for the curl below.

3. Determine the new credit balance

The balance set, either through the UI or through curling the API, will be the new total credits. It is *not* additive. The balance set will overwrite the previous balance. The Jira ticket directing the addition of credits will generally state the credits to be added (for example to reimburse the customer for a breach of SLA). If the customer has \$11 in credits and the tickets indicates the customer should receive \$150 in credits, then the balance should be set to \$161. Please double check the intention with the ticket creator if there is any ambiguity.

4. Validate the change

The curl should return a 200 success code. The new balance will also be visible in Admin UI immediately. Customers will see the new balance reflected immediately as well.

```
curl -X PUT -H "Authorization: Bearer $ACCESS_TOKEN" -H "Content-Type: application/json" 'https://api.hcp.to/billing/1970-01-01/.internal/accounts/<billing_account_internal_id>/balance' -d '{"balance": "<desired_balance>"}
```