Request for credits

> ℹ️ 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 folks outside the billing engineering team. This is a temporary solution until front-end RBAC support is available and additional roles have been created.

One can obtain the ACCESS_TOKEN from the header section of the Developer Tools tab of Chome browser when on Admin UI.

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.

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.

Customers will see the new balance reflected immediately. The new balance will also be visible in Admin UI immediately.

```
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>\"}"
```