

Wallets: managing records

“ **You need:** *Wallet manager* — *edit* to create or change records. Browsing needs only the view permission. Importing credit needs *Wallet codes* — *import*, separate again.

A wallet record is one movement of credit. The customer's balance is the net of their records — so you never edit a balance directly, you add or adjust the records behind it.

Adding credit

Create a record against the customer with its amount and the dates it is valid between. This is the manual path: service recovery, a goodwill gesture, a correction.

For many customers at once, import a phone list — see [Importing from a CSV](#).

“ **Set an end date deliberately.** Credit with an unnecessarily long life is a liability that sits on the books; credit that expires sooner than the customer expects becomes a complaint. Pick the date on purpose rather than accepting a default.

Adjusting a record

An existing record's **end date and amount** can be updated.

Use this to correct a genuine data-entry error. For anything a customer has already seen, prefer adding a correcting record instead: editing the original rewrites what the customer was told, and leaves nobody able to see what happened.

Expiring records

Expiring ends one or more records immediately. The credit stops being spendable from now on, and the record stays visible.

This is the right tool for credit issued in error, or for closing out a promotion. It is gentler than deletion and it preserves the explanation.

Bulk changes

Wallets follow the standard pattern — read [How bulk changes work](#) first.

The criteria are **starting date, ending date, amount and, optionally, a comment**.

Operation	Effect
Check	Counts non-redeemed records matching the criteria
Bulk update	Updates every matching non-redeemed record
Bulk delete	Removes every matching non-redeemed record

“ **The comment is the most useful criterion you have.** If you tag a batch with a distinctive comment when you create it, you can later act on exactly that batch and nothing else. Without it you are matching on dates and amount, which will eventually catch records from a different campaign that happen to share them.

Credit already spent is never affected, whatever you do here.

Deciding what to do

Situation	Action
Customer owed compensation	Create a record
Credit issued at the wrong amount	Create a correcting record; don't edit the original
Credit issued to the wrong customer	Expire it, then create it on the right customer
A whole batch issued with the wrong dates	Bulk update, matched on the batch's comment
A batch that should never have gone out	Bulk delete — removes only what nobody has spent

Before any bulk operation

1. Run the check and read the count.
2. If it isn't what you expected, your criteria are wrong — especially if you are matching without a comment.
3. Apply, then track to completion.
4. Spot-check a customer from the batch on [Wallets: finding a customer](#).

Related pages

- [Wallets: finding a customer](#) — lookup, balance and records
- [How bulk changes work](#) — the shared pattern
- [Importing from a CSV](#) — issuing credit in bulk
- [Vouchers](#) — a fixed single-use amount instead of a balance

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