How to Top Up Customer Credits

What Is This?

Credits are a digital wallet for your customers — like a stored-value card. Customers load money into their wallet and spend it when they visit. Credit top-ups let you add credits directly to a customer's wallet from your admin panel — whether they're paying at the counter, receiving a gift, or buying a prepaid bundle.

Real-Life Example

Farah runs a bubble tea shop in Petaling Jaya. Her regular customer, Ahmad, wants to load RM100 into his credit wallet so he can pay faster on future visits. Farah opens the **Top Up Credits** page, types Ahmad's phone number, enters RM100, and clicks **Create**. Ahmad instantly receives 100 credits in his wallet — plus 10 bonus credits from Farah's top-up promo. Ahmad loves the convenience, and Farah has locked in his next 10 visits.

How to Set It Up

1. Go to **Admin Panel → Wallet Management → Top Up Credits**.

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Forms

Wallet Management

Top Up Credits

Credit History

Credit Top-Ups

Top Up Configurations

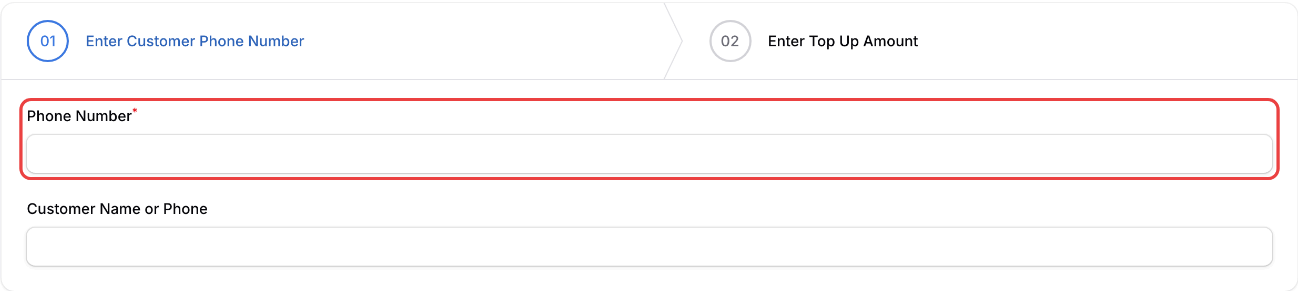
POS Credits

Reservation

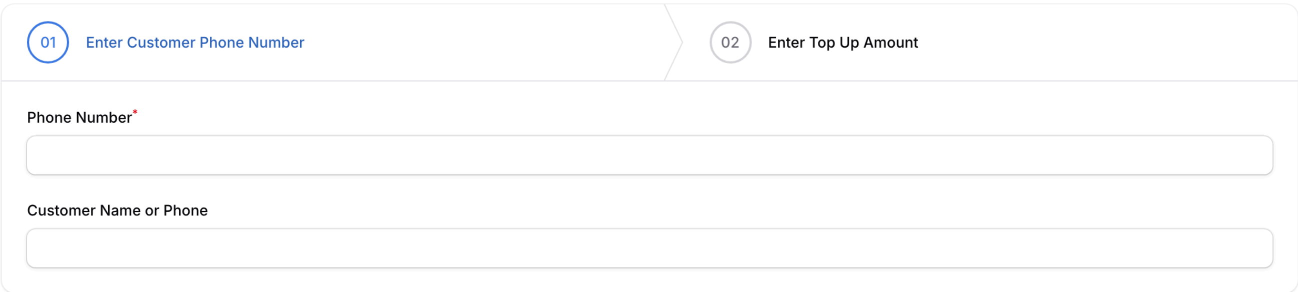
CRM

General

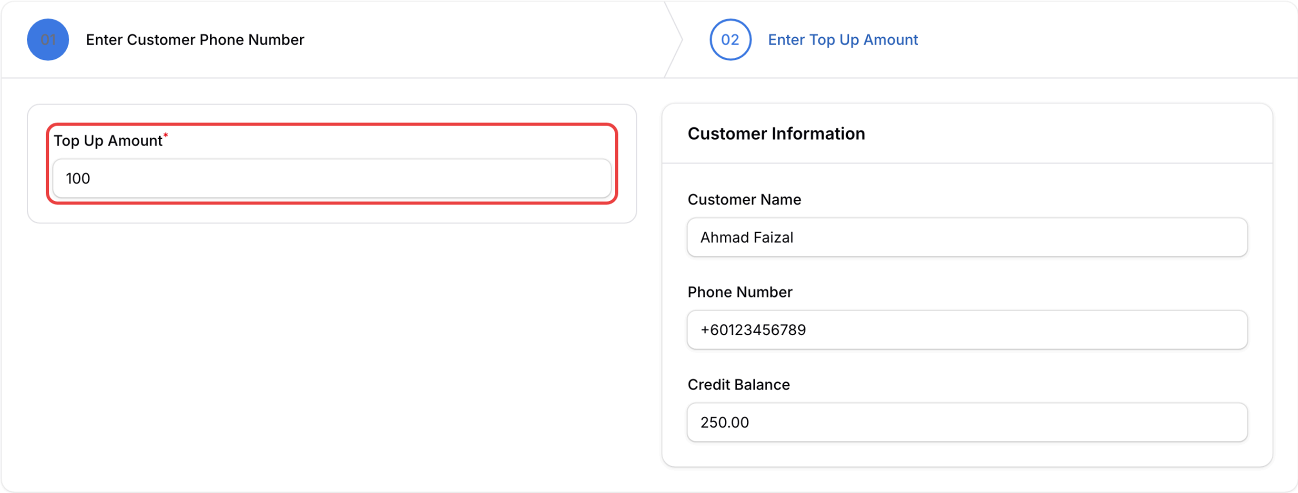
2. Enter the customer's phone number in the **Phone Number** field. The system will look up the customer automatically. If you've enabled name search, you can also search by name using the **Customer Name or Phone** field.



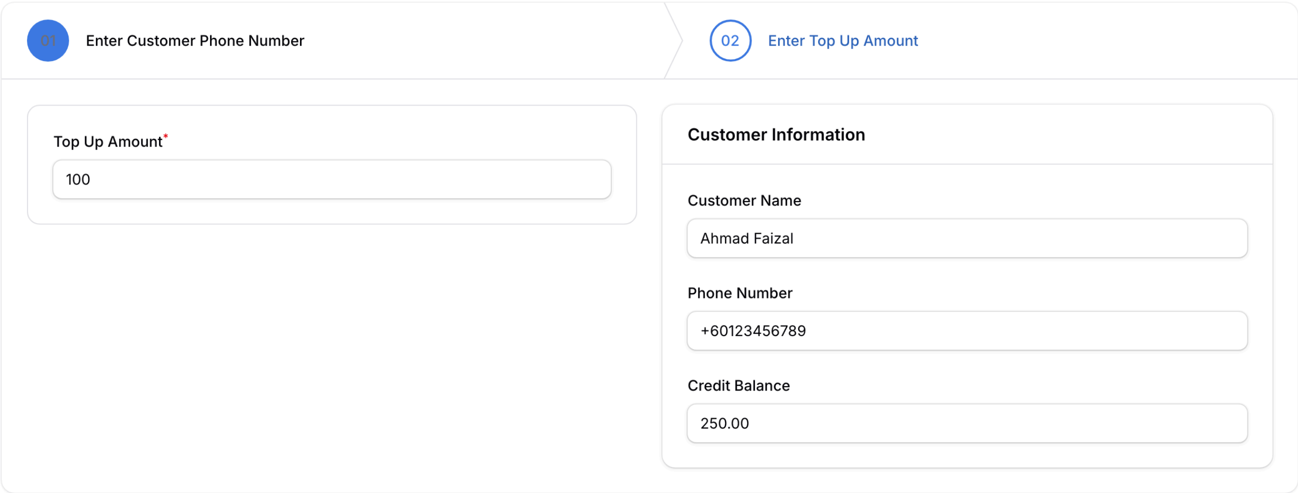
3. Click **Next** to move to the second step.

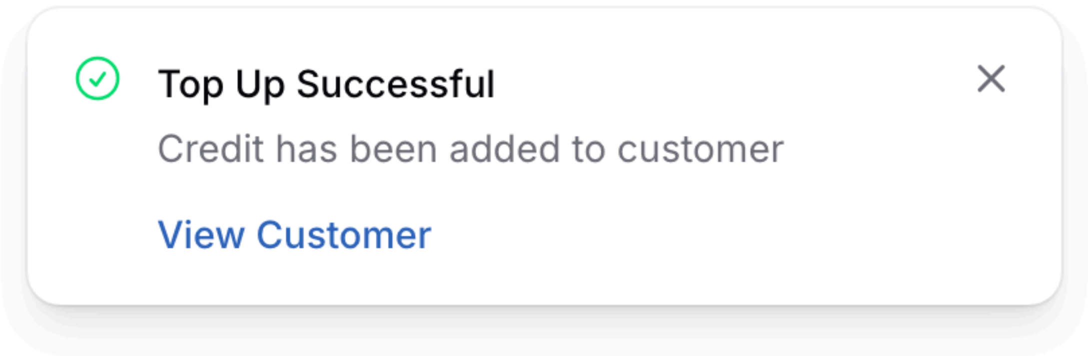


4. Enter the amount in the **Top Up Amount** field. This is the monetary amount (in RM) the customer is paying — it will be converted to credits in their wallet.
   - A **Customer Information** panel appears on the right showing the customer's name, phone number, and current credit balance
   - If your business has set up quick top-up buttons (e.g. 10, 50, 100), click those to quickly add to the amount



5. Click **Create** to complete the top-up. You'll see a success message confirming the credits have been added.





Bonus promo: If your business has top-up bonus amounts set up, bonus credits are added automatically. For example, top up RM100 and get 10 bonus credits — the customer ends up with 110 credits total. You'll see a separate "Promo Applied" message showing the bonus amount.

Promo Applied

Bonus credit of 10.00 has been added to the customer

What Your Customers Will See

After you top up credits, the customer's wallet balance updates instantly on their customer portal. Customers can check their credit balance, view their transaction history, and — if you've enabled payment gateway top-up — add credits themselves through online payment. If you've turned on credit notifications, the customer also receives a message letting them know credits were added.

How to View Top-Up History

The **Credit Top-Ups** page shows all online top-up transactions (from the customer portal payment gateway). Go to **Admin Panel → Wallet Management → Credit Top-Ups**.

Credit Top-Ups

Created At	Customer	Name	Amount Paid	Bonus	Total Credits	Status
2 minutes ago	+60123456789	Ahmad Faizal	RM100.00	+10.00 credits	**110.00 credits**	Completed
15 minutes ago	+60187654321	Nurul Aisyah	RM50.00	-	**50.00 credits**	Completed
1 hour ago	+60112223344	Lee Wei Ming	RM200.00	+25.00 credits	**225.00 credits**	Pending
3 hours ago	+60198765432	Siti Aminah	RM30.00	-	**30.00 credits**	Failed
1 day ago	+60145556677	Rajesh Kumar	RM75.00	+5.00 credits	**80.00 credits**	Completed

The page has tabs to filter by status:

- **All** — every top-up record, including cancelled ones
- **Completed** (green) — payment received and credits added
- **Pending** (amber) — waiting for payment confirmation
- **Failed** (red) — payment did not go through
  Cancelled top-ups (gray) do not have a dedicated tab — they only appear when viewing the **All** tab.

You can also filter by date range or outlet using the filter options above the table. Click the eye icon on any row to see full details — payment information appears when a payment record exists.

Good to Know

- Credits added through the **Top Up Credits** page are instant — the customer's balance updates right away
- The **Credit Top-Ups** list only shows online top-ups. For manual top-ups, check **Admin Panel → Wallet Management → Credit History** instead
- If you have multiple outlets, select a **Space** before entering the phone number
- The password security limit, quick top-up buttons, and bonus promo minimums are all managed in **Top Up Configurations**

What's Next?

- How to Earn Points from Credit Payments — reward customers who pay with credits
- Eats365 Credit Deduction & Refund — How It Works & Troubleshooting — accept credit payments at your POS