



[Knowledge Base](#) > [Gym Management Software](#) > [Packages & Memberships](#) > [Apply a Package to an Athlete](#)

Apply a Package to an Athlete

Laura Gibson - 2026-09-11 - [Packages & Memberships](#)

Applying a package is how an athlete gets their membership. You pick the package, choose which billing plan they agreed to, and **override any package settings that need to be different for this particular athlete** before you save. Start dates, statuses, Auto Renew, discounts, and payment method are all set per athlete at this point, so the same package can be applied differently to two people without touching the package itself.

Watch the video below for a walkthrough, or read on for the full guide.

What you can do when applying a package

- Apply any package in your catalog to an athlete
 - Choose which billing plan the athlete is on
 - Apply a discount, to the first invoice or to every installment
 - See every scheduled payment, with dates and amounts, before you save
 - Set the start date and bill date for this athlete
 - Override the status changes and Auto Renew setting from the package
 - Prorate the first payment on a monthly membership
 - Choose the payment method and decide whether to charge immediately
-

Apply a package to an athlete

1. Go to **Users → Athletes**.
2. Select the athlete.
3. Find **Active Packages** on their profile and click **+ Package**.
4. Search for the package and select it.

The screenshot shows the 'Add Package' modal for athlete Laura Test. The modal is divided into three main sections: Package Selection, Package Details, and Billing Plan.

Package Selection: A search bar shows 'classes weekly'. A list of packages is displayed, with 'Classes Weekly' selected. The description for 'Classes Weekly' is 'Mix-pack: class A, class B, CrossFit 12 sessions for 4 weeks'.

Billing Plan: A table shows the pricing for the selected package.

Billing Plan	Total Price	Installments	Session Value
Weekly	\$200.00	4	\$19.67
monthly	\$650.00	3	\$54.17

Package Details: Fields for Package Start Date (September 10, 2026), Billing Start Date (September 10, 2026), Athlete Status Open Start (Member), Athlete Status Open End (No status change), Payment Method (Select a payment method), AutoPay (OFF), and AutoRenew (OFF) are visible.

5. Choose a billing plan from the list on the right.
6. Select a discount from the discount dropdown if one applies.
7. Review the payment schedule below. It shows each scheduled payment with its date and amount, based on the billing plan, the discount, and the start date.
8. Set the **start date** and **bill date** for this athlete.
9. Confirm the athlete status settings for when the package starts and when it ends, and change either one if this athlete should be treated differently.
10. Set **Auto Renew** for this athlete.
11. Choose the payment method and set **AutoPay**.
12. Click **Save**.

The package now appears under Active Packages with its start date, end date, and whether it renews.

KILO

Dashboard
Kiosk
Calendar
Workouts **NEW**
Products
Committed Club
Users
Athletes
Staff
Events
Documents
Invoices
Payroll
Notifications
Integrations
Stripe Dashboard

Laura Test **Actions**

General Info Packages Documents Invoices Reservations Attendance Credits Notes Communications Uploaded files

General **MEMBER**

Email Address laura@gymleadmachine.com
Phone Number
Home Address
Gender
Date of Birth
Member Since 07/01/2025
Last Check In 08/04/2026

Medical Information

Emergency Contact
Phone Number

Connected Profiles

Name	Email	Profile type
Laura Test	laura@gymleadmachine.com	Primary
Kid Test	laura@gymleadmachine.com	Dependent

Gym Lead Machine **LIMITED**

Contact Laura Test

Payment Methods **Payment Method**

No results found

Payment methods added to a main account or any of its subaccounts will be shared across the entire account group.

Current Packages **Package**

Status	Name	Type	Validity	Renew
ACTIVE	Personal Training 4x Per Month		08/20/2026 - 08/16/2026	
ACTIVE	CrossFit 12x Per Month		08/04/2026 - 10/03/2026	

Status History **Add Status**

Status Duration	Status
06/05/2026 - Ongoing	MEMBER
02/05/2026 - 06/05/2026	TRIAL
02/01/2026 - 02/05/2026	MEMBER
03/05/2025 - 02/01/2026	PENDING

Notes **Note**

Date & Time	Title	Note	Pin	Created By
02/05/2026 10:32 AM	Test Note	Test test- visible to athlete? i don't think so.	On	Harry Higgins

Overrides available at the athlete level

Everything you set when you built the package is a default. These can be changed for a single athlete as you apply it, and changing them here does not affect the package or anyone else on it.

Start date and bill date. Specific to each athlete, based on when they signed up and when you agreed their billing would begin.

Status when the package starts. The package might set everyone to **Member** on day one. If this athlete should stay as they are, change it here.

Status when the package ends. Decide whether this athlete keeps their current status when the package finishes or moves to something else, such as **Alumni**. A front-end offer often leaves the status alone so the athlete keeps whatever their main membership gave them.

Auto Renew. A package built as a one-time offer has this off by default, and you can turn it on for an athlete who is continuing. The reverse works the same way.

Include Follow-up Package. On a package with Auto Renew off, you can choose the package the athlete rolls into when this one finishes, along with the billing plan for it. The follow-up is added to their account straight away in an Upcoming state, with its start date set to the day the current package ends.

Proration. On a monthly membership built with proration enabled, a toggle here decides whether this athlete gets a prorated first payment. Leave it on and their first invoice and first batch of credits cover only the remainder of the current month, with normal billing starting on the first. Turn it off and they pay in full and bill on their sign-up date each month.

Applying a discount

Select an Active discount from the dropdown on the package details screen. Only discounts that are eligible for this package appear, and a One-Time Use discount an athlete has already redeemed will not show at all.

You then choose whether the discount applies to the first invoice only or to every installment on that billing plan. The default is first invoice only, which protects long-term revenue from being discounted further than intended.

Note

A discount applied here does not carry over when the package renews. For a permanently reduced rate, create a billing plan at the discounted price instead.

Auto Renew vs. AutoPay: which is which?

These two get mixed up constantly. Auto Renew is about the package. AutoPay is about the money.

Question	Auto Renew	AutoPay
What it controls	Whether the package recurs when it reaches its end	Whether the invoice charges automatically on the bill date
When it is on	The package renews into a new term	The selected payment method is charged on the bill date
When it is off	The package ends	An open invoice is generated for you to collect manually
Where it is set	On the package, and overridable for each athlete	On each athlete as you apply the package
Usual setting	On for recurring memberships, off for one-time offers	On for most athletes

Turn Auto Renew off for anything an athlete does once before moving into a recurring membership, such as an On Ramp or a 6-week kickstart. Leave it on for ongoing memberships.

Turn AutoPay off in two situations. Cash payers need it off, so you can collect the money in person and mark the invoice as collected once it is in hand. Large lump sums, such as an annual payment, are also worth leaving off, so the next year's charge does not go through before you have spoken to the athlete. When that open invoice appears, you can void it if they want to switch to a different billing cycle, or collect it manually if they are happy to continue.

Payment method and AutoPay

The payment method and AutoPay work together, and one combination is not allowed.

Cash or check requires AutoPay to be off. The two are mutually exclusive. If you select cash or check and leave AutoPay on, you will see an alert when you try to save, and the package will not be applied until you turn AutoPay off.

AutoPay on charges the card as soon as you save. Use this when you have a card on file and the athlete is paying now.

AutoPay off waits for you. The invoice is created but nothing is charged. Collect the payment manually from the athlete's profile or from the **Invoices** report when you are ready.

Warning

With AutoPay on, saving triggers the charge immediately. Confirm the billing plan, the discount, the start date, and the payment schedule preview before you save, because the first payment goes through the moment you do.

Frequently asked questions

What is the difference between Auto Renew and AutoPay?

Auto Renew decides whether the package comes back; AutoPay decides whether the payment happens on its own. A package can renew without charging automatically, and it can charge automatically without renewing. The two settings are independent.

Can I see what the athlete will be charged before I save?

Yes. The payment schedule appears below the billing plan as soon as you select one. It lists every scheduled payment with its date and amount, so a plan with three installments shows all three. Changing the billing plan, the discount, or the start date updates the preview.

Why can't I save the package?

Check whether the payment method is cash or check while AutoPay is still on. Those two cannot be used together, and the alert you are seeing is that combination being blocked. Turn AutoPay off and save again.

Will the discount still apply when the package renews?

No. A discount applied at the point of sale does not carry over on renewal. If the athlete should keep the lower rate permanently, put them on a billing plan priced at that rate instead.

Does changing a setting here change the package for everyone?

No. Overrides apply to this athlete only. The package keeps its own defaults for everyone else and for anyone who gets it in future.

Can I set a different package to start when this one finishes?

Yes, if Auto Renew is off. Use Include Follow-up Package and choose the next package and its billing plan. The follow-up is added to the athlete's account immediately in an Upcoming state and activates when the current package ends.

What happens if AutoPay is off?

The invoice is created but no payment is taken. Collect it manually from the athlete's profile or from the Invoices report. This is the right setup for anyone paying by cash or check.

Where can I see which packages an athlete has?

Under Active Packages on their profile. The athlete list at **Users → Athletes** also shows active packages for everyone at a glance, which is faster when you are checking several people.

Helpful tips

- Confirm the billing plan and any discount with the athlete before you open their profile. Switching after saving is more work than getting it right the first time.
- Read the payment schedule preview every time. It is the fastest way to catch a wrong start date, the wrong plan, or a discount that did not apply.
- Set the payment method before touching AutoPay. Doing it in that order avoids the alert entirely.
- Override the end status deliberately on add-on packages, so finishing an extra program does not change an athlete's main membership status.
- Check the start date against the athlete's first session. Applying a package dated today when they start next week bills them early.
- Leave AutoPay off on annual payments so you can talk to the athlete before the next year's charge goes through.

If you have questions about applying packages in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

- Tags
- [Gym Management](#)