Create a Time or Credit-based Package

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A **Time or Credit-based Package** is a third package type that renews when the time period ends or all credits are used, whichever happens first. It sits alongside Time-based and Credit-based packages, which keep their own renewal rules, so you can compare all three when you create a package.

A package's type can't be changed after it's created. To use this type for something you already sell, create a new package and move your athletes to it.

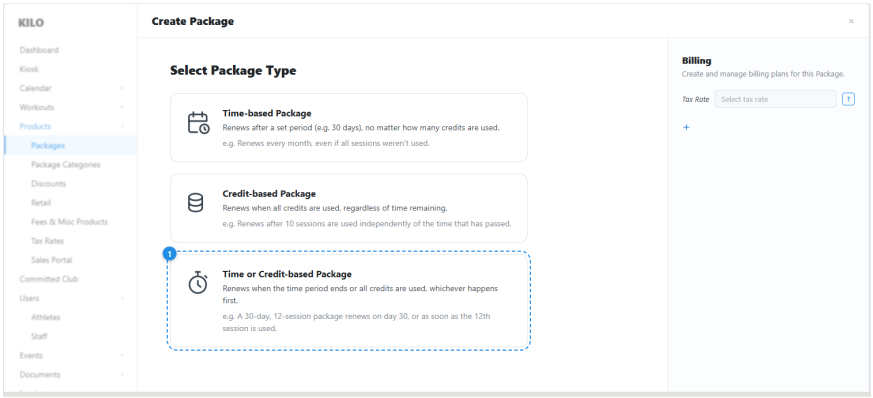
What you can do with Time or Credit-based packages

- Sell a package that renews on whichever condition, time or credits, is met first
- Let athletes keep booking when they use their credits early, without waiting for the time period to end
- Let athletes reserve classes past the current end date using the upcoming package's credits
- See a plain-language renewal summary while you build the package
- Sell a one-time intro offer that ends on whichever comes first: the time or the credits

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How do I create a Time or Credit-based package?

1. Go to **Products → Packages**.
2. Start a new package.
3. On the **Select Package Type** step, choose **Time or Credit-based Package**.



4. Fill in the package form. It uses the same fields as a Time-based package, with the differences described below.

5. Click **Save**.

In columns that show package type, such as the Packages list, this type appears as **Time or Credit**.

How does renewal work on a Time or Credit-based package?

The next package is created ahead of time, and it takes over when either the time period ends or the credits run out, whichever happens first. It appears as the **Upcoming Package** in the package Summary card, the same way it does for a Time-based package, and its credits are available for booking. Athletes can reserve classes past the current end date.

- If the time period ends first, the upcoming package takes over on the end date.

- If the credits run out first, the upcoming package moves forward to start that day. Its end date, credit validity, and invoice dates move by the same amount.

- If no upcoming package exists yet when the credits run out, one is created and dated from that day.

Two rules apply to every renewal of this type:

- **A credit counts as used when the class is attended, not when it's booked.** A no-show or late cancellation uses a credit only when your gym's settings deduct one.

- **The renewal is charged by the regular billing process, never at check-in.** The new package's payments stay scheduled, and they move with the package if it moves forward.

Configuring the package form

The Time or Credit-based form starts from the Time-based package form, since the two share most of their fields.

Fields you'll recognize:

- Total Package Length

- Per-rule Validity (required)

- Per-rule Delay Start

- The per / pack selector on each attendance rule

- Advanced Settings: rollover credits, limited quantity, **One-Time Purchase Limit**, **Set Specific Start Date**, and billing plan start date

  Note

  Set Specific Start Date is available only when Auto Renew is off, and it brings the billing plan start date and the option to charge the first invoice immediately with it. A package sold with a

specific start date never renews.

What's different for this package type:

- **Rollover credits** apply only when the package renews because the time period ended. If the credits run out first, there is nothing left to roll over.
- **The multiple-installments billing warning** appears on this package type, the same as it does on Credit-based packages, since this type can also renew before every installment is collected.
- **Proration is not available.** A prorated charge can't be calculated for a renewal whose date isn't known at the time of purchase.
- **Include Follow-up Package is not available.** This type can end before its end date when the credits run out, so a follow-up can't be lined up for that date. A Time-based package can still use a Time or Credit-based package as its follow-up.

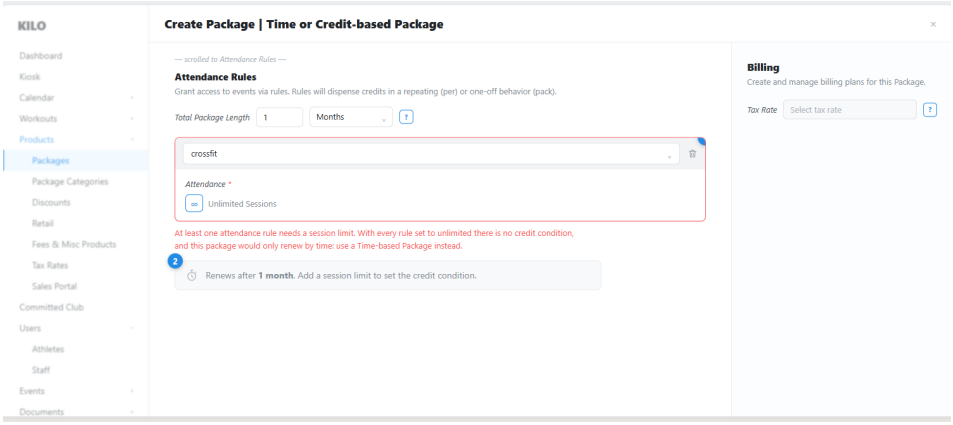
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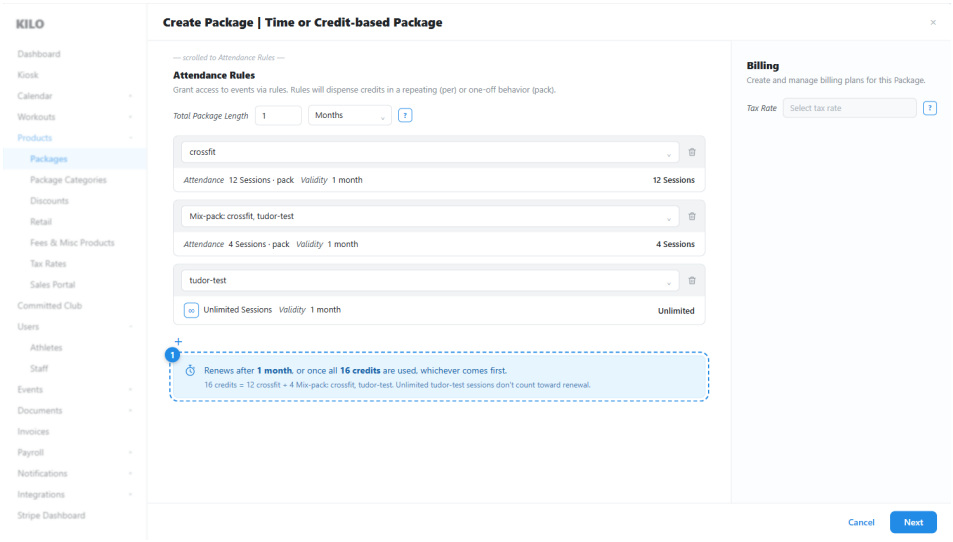
The Rollover Credits section includes helper text explaining that rollover applies only when the package renews by time.

Warning

If you set up a package with multiple installments, renewal may happen before all payments are complete. Remaining installments are still collected on their original dates, alongside the new package's payments.

Validation: At least one attendance rule must have a credit count of one or more. Unlimited rules are allowed, but they're ignored as a renewal trigger. If every rule on the package is unlimited, or no limited rule has at least one credit, the package has no credit condition and can't be saved.





How do I sell an intro offer of this type?

Use the One-Time Purchase Limit. With the limit on, an athlete can buy the package once and it never renews. For example, an intro offer of 10 classes or 30 days, whichever comes first, can be bought once per athlete.

Time-based vs. Credit-based vs. Time or Credit-based: which should you use?

Situation	Use Time-based	Use Credit-based	Use Time or Credit-based
Renews on a fixed schedule regardless of usage	Yes	No	No
Renews only once all credits are used, however long that takes	No	Yes	No
Should renew on whichever happens first: the period ending or the credits running out	No	No	Yes
Package needs an end date so it can be paused	Yes	No	Yes

Frequently asked questions

Why can't I set proration on a Time or Credit-based package?

Proration isn't available for this package type. A prorated charge is calculated against a known renewal date, and this package type can renew early if credits run out before the time period ends. Since the renewal date isn't fixed, there's no reliable amount to prorate.

Why do I have to add a session limit to at least one attendance rule?

Time or Credit-based packages need at least one attendance rule with a credit count of one or more. This is what gives the package its credit condition. If every rule on the package is unlimited, there's no credit condition for the renewal to check, and the package doesn't save until you add one.

Do rollover credits work the same way on this package type?

Only when the package renews by time. If the package renews because its credits ran out, there's nothing left to roll over into the next cycle. Rollover behaves the same as it does on a Time-based package whenever the time period ending is what triggers the renewal.

Why am I seeing a multiple-installments warning on this package type?

Because this package can renew before every installment is collected. If you set up multiple installments

on a package that renews early due to credit usage, the remaining installments are still collected on their original dates, alongside the new package's payments.

What happens to bookings after the package's new end date?

They stay on the schedule but lose their credit, unless a later package covers them. When the credits run out early, the upcoming package moves forward and its end date moves with it, and every reservation already made against it is checked again against the new dates. If another package in the athlete's chain covers the date, usually the next package after the one that moved forward, the reservation is credited to it. If none does, the reservation stays uncredited. It appears in the Uncredited Reservations report and with an alert on the class, and you can credit it by hand.

What happens if I pause a Time or Credit-based package?

The pause stays on its dates. A pause is set on calendar dates and doesn't move when the package renews early or moves forward. It applies to whichever package is active on those dates. While a package is paused, its credits can't be used, and its end date moves forward by the length of the pause. If the credits run out on the same day a pause starts, the pause applies first: the package ends and renews once the pause is over.

How does Renew Package work on this package type?

Renew Package works the same way as it does on a Time-based package. In the **Manage Package** menu, it's available while the package is active or paused and has no upcoming package yet. Once an upcoming package exists, whether it was created ahead of time or by hand, the option is grayed out to prevent a double charge. It isn't offered on a package that has already ended. The new package is linked to the one it replaces, starts when the current one ends, and has its payments scheduled rather than charged on the spot.

What happens when I turn Auto Renew off?

Turning Auto Renew off removes the upcoming package and its scheduled invoice, so nothing is charged. The package then ends on whichever condition is met first, and the athlete has no further access to it. If the upcoming package has already moved forward and started, it is a normal active package, and you cancel it the way you cancel any other package.

Helpful tips

- Choose the package type carefully, since it can't be changed after the package is created.
- Add at least one attendance rule with a session limit before saving; a package with only unlimited rules won't pass validation.
- Use the One-Time Purchase Limit for intro offers that each athlete should buy only once.
- If you want credits to roll over between cycles, remember that a renewal triggered by credits never rolls over.
- Review the multiple-installments warning carefully if you're setting up a payment plan on this package type.

When this feature is most helpful

- Selling a package like "12 sessions over 30 days" without making athletes wait out the full period once they've used their sessions
- Selling an intro offer, such as 10 classes or 30 days, whichever comes first, that each athlete can buy only once

- Following a Time-based trial period with a package that renews on time or credits

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

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