



[Knowledge Base](#) > [Gym Management Software](#) > [Retail, Fees & Misc.](#) > [Create and Charge for Retail Items](#)

Create and Charge for Retail Items

Laura Gibson - 2026-08-23 - [Retail, Fees & Misc.](#)

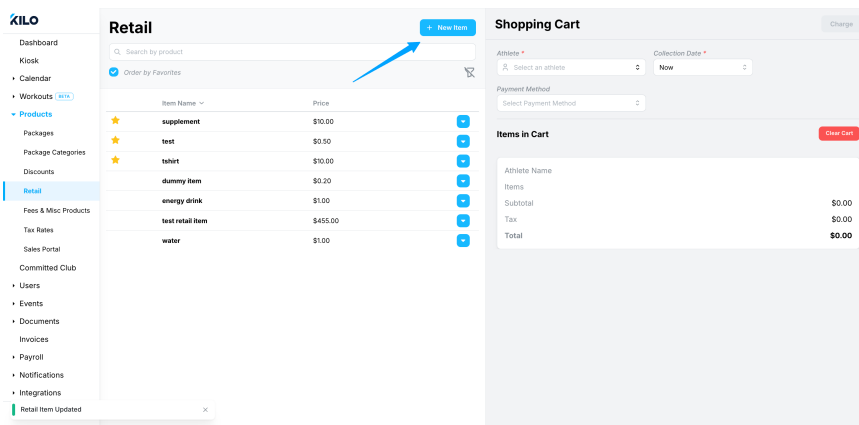
Retail in Kilo GMS is where you build your marketplace of physical items, such as drinks, apparel, and equipment, and charge athletes for them. You add each item once with its price and tax rate, then ring up a sale by adding items to a cart, choosing the athlete, and charging their payment method on file.

What you can do with retail

- Add items with a name, price, tax rate, and photo
- Mark your most-used items as favorites so they stay at the top of the list
- Edit an item's name, price, tax rate, or photo at any time
- Add several items to a cart and adjust quantities
- Charge an athlete's payment method on file
- Generate an invoice on the athlete's account automatically

How do I add a retail item?

1. Go to **Products** → **Retail Items**.
2. Click + **New Item** at the top of the page.



3. Enter the item's name.
4. Enter the price.
5. Select a tax rate if the item is taxed.
6. Add a photo of the item.
7. Add the item to your favorites if you want it pinned to the top of the list. This step is optional.
8. Save the item.

Favorited items are marked with a star and stay at the top of your item list, which keeps your best sellers within reach at the front desk.

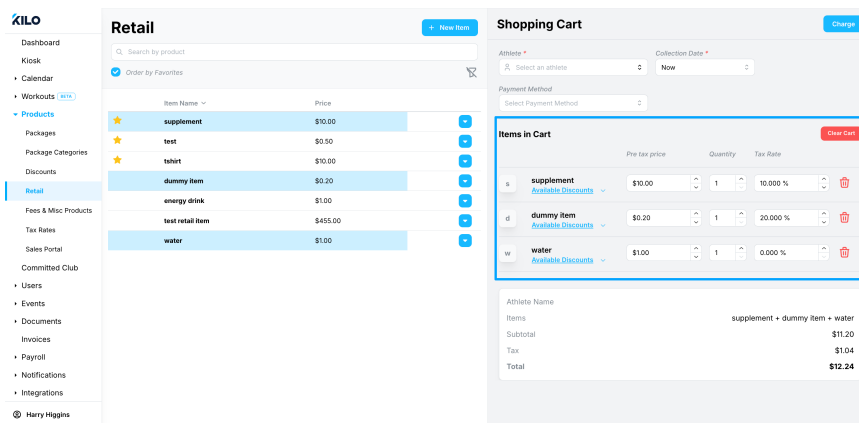
How do I edit a retail item?

You can change any detail of an item after you create it, including its price.

1. Go to **Products → Retail Items**.
2. Click the arrow button on the item you want to change.
3. Click **Edit**.
4. Update the name, price, tax rate, or image.
5. Save your changes.

How do I charge an athlete for retail items?

1. Go to **Products → Retail Items**.
2. Click each item the athlete is buying. The item is added to the cart on the right.



3. Adjust the quantity of any item in the cart.
4. Select the athlete.
5. Select the athlete's payment method.
6. Charge the athlete immediately, or schedule the charge for a future date.

The cart totals the sale as you build it, showing the subtotal, the sales tax calculated from the tax rates on the items in the cart, and the total.

Charging the athlete creates an invoice on their account, which also appears in your invoices reporting.

Frequently asked questions

Do I have to set a tax rate on a retail item?

Only if the item is taxed. The tax rate is applied per item, and the cart adds up sales tax from whatever rates are attached to the items in it. Leave it off for items you do not tax.

What does adding an item to favorites do?

It pins the item to the top of your item list and marks it with a star. Favorites are optional and exist to save time, so use them for the items you sell most often.

Can I change an item's price after I have created it?

Yes. Click the arrow button on the item, click **Edit**, and update the price, along with the name, tax rate, or image if you need to.

Can I sell more than one of the same item at once?

Yes. Add the item to the cart, then adjust its quantity before charging.

Where does the charge show up after I take payment?

As an invoice on the athlete's account, and in your invoices reporting. The athlete is charged against the payment method you selected.

Helpful tips

- Set the tax rate as you create each item, so the cart calculates sales tax correctly at the point of sale

- Favorite the items you sell every day, so staff are not scrolling for them mid-transaction
 - Add a photo to every item, so whoever is working the desk can pick the right one by sight
 - Check the subtotal and total in the cart before charging
 - Update prices through the item editor rather than creating a duplicate item at the new price
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When retail is most helpful

- Selling drinks, snacks, and supplements at the front desk
 - Charging an athlete for apparel or gear
 - Ringing up several items in one transaction
 - Keeping your best sellers a single click away during busy hours
 - Tracking retail revenue alongside memberships in your invoices
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If you have questions about retail in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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