Create, Apply, and Redeem Discounts

Laura Gibson - 2026-10-28 - Packages & Memberships

Discounts apply to packages, retail products, and fees and miscellaneous products, all built from one place. Staff can apply a discount at the point of sale, and athletes and leads can redeem a code themselves during online checkout. This article covers building a discount, applying it across every sales channel, and what to expect from usage limits, pricing math, invoices, and reporting.

What you can do with discounts

- Create percentage-off or fixed-amount-off discounts from a single Discount Builder
- Map a discount to specific packages, retail products, or fees and miscellaneous products
- Apply a discount at the point of sale, or let athletes and leads redeem a code themselves
- Limit a discount to one use per athlete, or allow unlimited redemptions
- Turn a discount on or off without deleting it, and archive ones you no longer need
- See how much a discount has saved athletes and how often it has been used
- Show discounted pricing on invoices, email receipts, and revenue dashboards

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Create a discount

Where do I create and manage discounts?

Go to Products → Discounts to open the Discount Builder. This is the central hub for every discount in your gym.

The master list shows Name, Type, Value, Code, Limits, Usage, Status, and Actions. It defaults to Active discounts with the most recent at the top, and you can filter by Active, Inactive, or Archived, or search by name or code. Archived discounts always sit at the bottom of the list.

How do I create a new discount?

Click + Discount to open the Create Discount drawer, then fill in three sections: General Settings, Eligible Products, and Availability Settings.

1. Go to **Products → Discounts**.
2. Click **+ Discount**.
3. Under **General Settings**, enter a unique **Name** and a **Code** of 8 to 12 characters, letters and numbers

only. Click the wand icon to generate one.

4. Choose a **Value Type**, either Percentage or Fixed Amount.

5. Enter the **Value**. Percentages take whole numbers; fixed amounts allow decimals.

6. Under **Eligible Products**, select the Packages, Retail products, and Fees and Miscellaneous products the discount applies to.

7. Under **Availability Settings**, confirm the **Status** and **One-Time Use** toggles.

8. Click **Save**.

If the code is already in use, contains special characters, or falls outside 8 to 12 characters, you will see an error and need to adjust it before saving.

What products can I map a discount to?

Any combination of Packages, Retail, and Fees and Miscellaneous products. The discount only applies to what you select.

The Eligible Products step has three selectors, one per category, with everything pre-checked. Uncheck individual items to exclude them, use **Unselect All** to clear a category, or **Select All** to restore it.

Note

Discounts are hidden automatically on free items and free packages, even when the discount is active and would otherwise be eligible.

Does a discount turn on automatically once I create it?

Yes. As soon as you map the first product to a discount, it switches to Active and turns One-Time Use on. Change either setting afterward if you want the discount to be unlimited-use or to start out Inactive.

Apply a discount at the point of sale

How do I apply a discount to a package?

Select the discount from the dropdown on the package assignment screen. Staff can apply one discount per transaction.

1. Go to **Users → [Athlete Name] → Packages → + Package**.

2. On the **Package Details** screen, open the discount dropdown.

3. Select an Active discount that is eligible for this package.

4. Decide whether the discount applies to the first invoice only, or to every future installment on that billing plan.

5. Review the updated pricing summary, then submit.

Only Active, eligible discounts appear in the dropdown. A One-Time Use discount the athlete has already redeemed will not show at all. Kilo GMS re-checks that the discount is still Active when you submit, so you are notified if anything changed in the meantime.

What does Apply to All Invoices do?

By default a discount only affects the first invoice. Checking Apply to All Invoices extends it to every future installment on that billing plan.

The box is unchecked by default to protect long-term revenue from being discounted further than intended. This setting is staff-only and is not part of self-service checkout.

Note

A discount does not carry over on renewal. For a permanently reduced rate, create a billing plan at the discounted price instead.

How do I apply a discount to a retail or fees item?

Open the item in the cart, click the Available Discounts link below the item name, and toggle on the discount.

1. Add the item to the cart in the **Retail** or **Fees & Misc.** view.
2. Click the blue **Available Discounts** link under the item name. It only appears on items with an eligible discount.
3. Toggle on the discount you want.
4. Repeat for other items as needed.

Only one discount can be active per item. Toggling on a new one turns off the previous one. Retail and fees discounts always apply to that single charge and never recur.

Let athletes redeem a code themselves

Athletes and leads can enter a discount code during online checkout in the Kilo app or the Sales Portal, without any staff involvement. The price updates as soon as the code validates, and an invalid, expired, or ineligible code leaves the original price unchanged.

The Sales Portal is open to existing athletes and to new leads, so this is where prospects redeem a first-time or promotional code during sign-up. In both channels the code is re-checked at the moment of payment, in case anything changed since it was entered.

A code redeemed this way only applies to that purchase. Apply to All Invoices is a staff setting and is not offered in self-service checkout.

How does One-Time Use work?

A One-Time Use discount can be redeemed once per athlete. After that it is hidden from staff at the point of sale and rejected as an invalid code on self-service checkout.

The usage counter only increments once a transaction is marked Paid. A failed payment, such as a declined card, does not count against the limit, so the athlete or staff member can try again.

Turn One-Time Use off in Availability Settings if you want the discount to be reusable without limit.

Staff-applied vs. self-service: which should you use?

	Staff-applied	Self-service
Who applies it	Staff, during in-person or phone checkout	Athletes or leads, during online checkout
Where	Package assignment screen, or the Retail and Fees cart	Kilo app or Sales Portal checkout
How	Selected from a dropdown or toggle	Entered as a code

Best for	In-person sales, phone enrollments, adjusting an existing invoice	Online sign-ups, promo campaigns, first-time offers for leads
Recurring installments	Available via Apply to All Invoices	Initial purchase only

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How pricing and totals work

How does pricing recalculate when a discount is applied?

The discount comes off the pre-tax price, then tax is recalculated on the reduced amount. The original price appears crossed out with the discounted price and updated total below it.

Two things worth knowing. A fixed-amount discount larger than the item price floors the total at $0.00 rather than going negative. And if you pay staff commission as a percentage of sales, commission is calculated on the original pre-discount price, so discounts do not reduce payouts.

What happens if a discount brings the total to $0.00?

The invoice is marked Paid at $0.00 the moment it is created, and no charge is attempted. A payment method is requested only when something on the purchase will be charged later, such as a following installment, a renewal, or a follow-up package. At the point of sale, a note confirms the invoice will be marked Paid before you save. For what buyers see at checkout, which notifications are sent, and how these invoices appear in reports, see Invoices That Total $0.00 After a Discount.

Leftover discount value is not carried to another invoice or package. A failed payment on a discounted transaction does not count as a completed redemption, so the code stays available.

Edit, pause, and archive discounts

What can and cannot be changed after a discount is created?

Eligible products, Status, and One-Time Use can be updated at any time. Name, Code, Value Type, and Value are locked. Those four are locked so billing history stays accurate, since changing a discount's value after it has been used would make past invoices inconsistent with its current settings.

1. Go to **Products → Discounts**.
2. Find the discount and click **Actions → Edit**.
3. Update the eligible products, Status, or One-Time Use setting.
4. Click **Save**.

Changes sync in real time across Kilo GMS, the Kilo app, and the Sales Portal. Anything already applied to an existing invoice stays as it was, and edits only affect future redemptions.

What happens if I turn a discount Inactive while athletes are still using it?

Inactive blocks new redemptions only. Athletes with the discount already applied to a recurring package keep receiving it on their existing installments. It is never pulled retroactively.

What happens if eligibility changes mid-checkout?

The discount is re-validated at the moment payment is submitted. If it no longer applies by then, the transaction is blocked and the person is notified before anything is charged. This holds across all three channels.

How do I archive or restore a discount?

Use Actions → Archive to retire a discount, and Actions → Unarchive to bring it back. Discounts cannot be permanently deleted, since that would break the billing history on past invoices. Archived discounts sit at the

bottom of the master list and are unavailable at checkout until unarchived.

Reporting and invoices

Where can I see how a discount has been used?

Click Usage Report from the discount's row in the master list.

The drawer shows Total Uses, Athletes, and Total Saved, with Total Saved counting Paid invoices only. Below that, a Redemption History table lists the athlete, date, product, and where it was redeemed. A date range selector defaults to activity since creation for discounts under 30 days old, and to the last 30 days for established ones. An **Export** button downloads the filtered results as a CSV.

Will discounts show on invoices and receipts?

Yes. Everywhere pricing appears, the discount is broken out as its own line with the original price crossed out. That covers invoices in Kilo GMS and the Invoice drawer, athlete invoice details and email receipts, and the revenue and payment dashboards, which all reflect discounted totals.

From the Invoice drawer, staff can add or remove a discount after an invoice has been created. Select a discount from the line item's dropdown and click **Apply Discount**, or click **Remove Discount** to restore the original price. If the price or tax rate on that line changes afterward, the discount recalculates against the new value.

Helpful tips

- Check the Name, Code, Value Type, and Value before saving. Those four are locked once the discount exists.
- Review the Usage Report regularly. A discount created but rarely redeemed usually means athletes do not know the code exists.
- Archive discounts you are no longer running rather than leaving them Active. It keeps the master list and the point-of-sale dropdowns easy to scan.
- Create a billing plan at the discounted rate when a lower price should continue past the current plan, since discounts do not survive renewal.
- Know the boundaries before your team promises something: discounts do not support expiration dates, bulk code generation, automatic triggers such as buy-one-get-one, or third-party coupon and loyalty platforms.

When discounts are most helpful

- Running a limited-time promotion and tracking exactly who redeemed it
- Offering a sign-up discount to new leads through the Sales Portal
- Giving staff a consistent way to apply a discount during an in-person sale
- Letting athletes self-serve a promo code without calling the front desk
- Reviewing how much revenue was discounted, and by whom, during a reconciliation

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

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