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Build Credit-Based Package

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A **credit-based package** sells a block of sessions that an athlete works through at their own pace. It has no time component at all: no validity period, no package length, and no expiry date. What happens when the last credit is checked in depends on Auto Renew. With it on, the package renews. With it off, the package ends. You choose between credit-based and time-based before the builder opens, and you create your Events (Classes and Appointments) before either, since a package is built around the Events it grants access to.

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

What you can do with credit-based packages

- Sell a block of sessions with no expiration date
 - Renew the package automatically once the last credit is checked in
 - Grant access to several event types in the same attendance rule
 - Set a fixed number of sessions, or unlimited
 - Notify the athlete by email when they use their last credit
 - Change an athlete's status when the package starts, when it ends, or both
 - Attach a contract and let athletes cancel from the Kilo app
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Credit-based vs. time-based: which should you use?

Both types are offered on the same screen when you create a package. The difference is what causes the package to renew, and that difference changes which settings are available to you.

Question	Credit-based Package	Time-based Package
What triggers renewal	Every credit has been checked in	A set period of time passes
Unused sessions at renewal	The package stays open until the credits are used	The package renews anyway
Has a validity period	No, none at all	Yes
Settings available	Package Category, Auto Renew, Click-to-Cancel, Contract, and Athlete Status	All of those, plus Proration, Include Follow-up Package, Total Package Length, Validity, Delay Start, and Advanced Settings
Best for	Packs athletes work through at their own pace	Recurring memberships and offers with a fixed length

Choose **Credit-based Package** when usage should control the package. Choose **Time-based Package** when the calendar should control it.

A package's type is set when you create it. To move a package from one type to the other, build a new one.

How a credit-based package renews

Everything turns on the last credit being checked in, not on a date and not on when a reservation was made. An athlete can book every remaining session in advance without triggering anything. The count only moves as they actually attend and get checked in.

What happens at that point depends on Auto Renew:

- **Auto Renew on:** the package renews. Kilo processes this during its nightly updates, so the renewal appears the following day rather than the instant the athlete checks in.
- **Auto Renew off:** the package ends.

When an athlete uses their last credit:

- A notification appears at check-in
- The athlete receives an email letting them know their last credit was used

← Back to classes

CrossFit

Starts in 5'

Monday - 10:00AM to 11:00am / James Gordon

Reserved Checked In Eligible

Search for athletes

Mateo Lopez



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Mateo Lopez



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Mateo Lopez

Mateo Lopez

Mateo, your package will renew tonight!

You've used all the credits in your current package. A new package will be generated tonight.

If you don't want this package to renew, please cancel it directly from your Athlete App or contact gym staff.

Got It

Check In

Check In

Check In

Check In



Your Package Will Renew Tonight!

[athlete name],

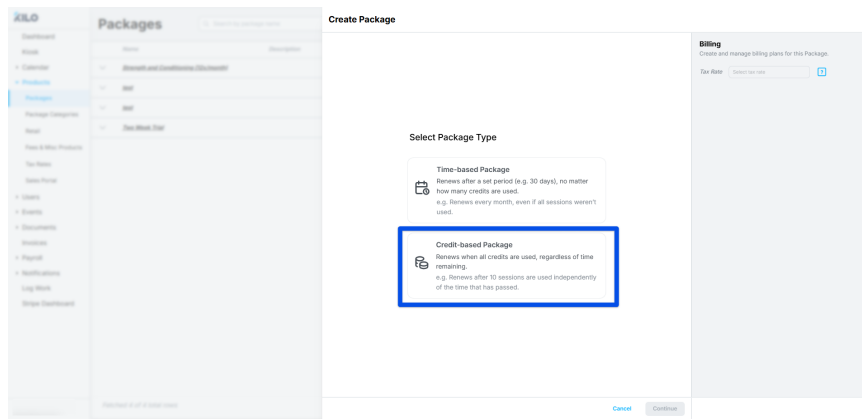
You've used all the credits in your current package. A new package will be generated tonight.

If you don't want this package to renew, please cancel it directly from your Athlete App.

[Go to athlete app](#)

Build a credit-based package

1. Go to **Products → Packages**.
2. Click **+ Package**.
3. Select **Credit-based Package**, then click **Continue**.



4. Enter a **Name**. This is what athletes see, so name it the way you would describe it at the front desk.
5. Add a **Description** if you want more detail to appear alongside the name.
6. Select a **Package Category**. This is required, so set up at least one category before you build your first package.
7. Set **Auto Renew** to On if the package should renew once the credits run out, or leave it Off to have it end at that point.
8. Set **Allow Athlete Click-to-Cancel in the Athlete App** to control whether athletes can cancel this package themselves.
9. Attach a **Contract** if this package requires one, and turn on **Generate new contract upon package renew** if a fresh contract should be issued at each renewal.
10. Set **Athlete Status** for **Upon Start** and **Upon End**. Both default to **No status change** and are set independently.

Create Package | Credit-based Package

Package Details

Name *

Enter name

Description

Enter description

Package Category

Select package category

?

Auto Renew

Off

?

Allow Athlete Click-to-Cancel in the Athlete App

Off

Contract

Select contract

Generate new contract upon package renew

?

Athlete Status

Upon Start

No status change

Upon End

No status change

?

Set your attendance rules

Attendance Rules are where you grant access to Events and decide how many credits the athlete gets. All credits dispense at once when the package starts. There is no repeating cycle and no per-rule validity, so each rule is a

straightforward count of sessions.

For each rule:

1. Select the event types this rule covers. The field holds more than one, so a mixed pack can draw on several event types from a single rule.
2. Set **Attendance** to a number of **Sessions**, or click the infinity button for unlimited.

Use the **+** button to add another rule when a package needs separate counts for different event types.

Attendance Rules
Grant access to events via rules. Credits in this pack will dispense when the package starts.

Select Event Type

Attendance *

∞ 1 Sessions pack

1 Sessions ?

+

When your rules are set, click **Next** to move on to billing.

Billing on a credit-based package

Billing plans are added in the **Billing** panel on the right, alongside the **Tax Rate**. Each plan has a **Plan Name**, a **Total Price**, and a **# of Installments**.

Warning

Adding installments to a billing plan could cause invoices to remain after all credits are used. You will note this warning in the Billing Plan: This plan includes multiple installments; keep in mind that renewal may happen before all payments are complete.

Session Value is calculated for you from those two numbers and cannot be edited directly. A \$15.00 plan on a 1-session pack shows a session value of \$15.00. This is the figure commission-based pay rates are calculated from, so it matters if you pay any coach a percentage of session revenue.

A package can carry more than one billing plan, which is how you offer the same pack at different prices.

Frequently asked questions

What is the difference between a credit-based and a time-based package?

A **credit-based package renews once every credit has been checked in, and a time-based package renews after a set period of time**. A time-based package renews on schedule even if the athlete did not use all of their sessions. A credit-based package has no time component at all, so it stays open until the sessions are used.

Do credits expire?

No. A credit-based package has no validity period, so credits do not expire. The package stays active until the athlete has checked in for every session in it. If you need sessions to expire on a date, build a time-based package instead.

Does booking a session use up a credit?

No. A credit is consumed at check-in, not at reservation. An athlete can reserve every remaining session in advance and the package will not renew until they have actually attended them.

An athlete used their last credit. Why hasn't the package renewed yet?

Renewals on credit-based packages are processed during Kilo's nightly updates. The renewal appears the following day rather than the moment the athlete checks in.

What happens if Auto Renew is off?

The package ends once the last credit is checked in. Use this for trial packs, guest passes, and anything you intend to sell once.

Can one attendance rule cover more than one type of Event?

Yes. The event field on each rule holds several event types at once. That is how a mixed pack works, where the athlete draws from one pool of credits across a few different events. Use separate rules when each event type needs its own count.

Can I set a start date or a package length on a credit-based package?

No. Total Package Length, Validity, Delay Start, and Set Specific Start Date are time-based settings only. A credit-based package begins when the athlete gets it and runs until the credits are gone.

Can I use proration or a follow-up package with a credit-based package?

No. Proration and Include Follow-up Package are available on time-based packages only.

How can I tell whether a package is credit-based or time-based?

The Sales Portal shows the package type. This is worth checking when you have both types in your catalog and the names alone do not make the difference obvious.

Package Title...

Category

This package includes a tailored mix of sessions designed to support your training goals. Details about the specific program, schedule, and benefits will appear here once confi...

 Single Billing Plan

 Auto-renews

 Credit-based

\$0.00

View Details >

Helpful tips

- Create your package categories before you build your first package. The field is required and the list starts empty.
- Build your Events first. Every attendance rule points back to an Event type.
- Name credit-based packages so the count is in the name, such as a 10-session pack. It saves the front desk from checking the Sales Portal.

- Leave Auto Renew off on anything you intend to sell once, such as a trial pack or a guest pass.
 - Use one rule with several event types for a mixed pack, and separate rules when each event needs its own count.
 - Check Session Value before you save if you pay commission. It is derived from the total price and the session count, so changing either one changes what coaches earn.
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When credit-based packages are most helpful

- Selling personal training in blocks of sessions
 - Offering a punch-card style pack for drop-in athletes
 - Serving members whose schedules vary week to week
 - Running a mixed pack that spans several event types from one pool of credits
 - Avoiding the manual work of extending or renewing packages early when athletes finish their sessions ahead of schedule
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If you have questions about credit-based packages in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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