



[Knowledge Base](#) > [Gym Management Software](#) > [Payroll](#) > [Include Late Cancellations and No Shows in Commission Pay](#)

Include Late Cancellations and No Shows in Commission Pay

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You can choose whether **late cancellations and no shows count toward a coach's commission** on a **Percentage-Based Pay Rate** in Kilo GMS. When you turn on **Include Late Cancellations** or **Include No Shows**, an athlete who late cancels or doesn't show up still contributes their session value to the coach's payout, as long as their credit was deducted. This lets you pay coaches for sessions you were paid for, even when the athlete didn't make it.

What you can do with late cancellations and no shows on commission pay

- Count late cancellations toward a coach's commission when the athlete's credit was deducted
- Count no shows toward a coach's commission when the athlete's credit was deducted
- Turn each option on or off separately, per pay rate
- Use a strict rule for some services and a lenient one for others, for example, group classes and personal training
- See exactly which athletes counted toward a payout, and why, in the payroll report

How do I include late cancellations and no shows in a percentage pay rate?

You can turn these options on when you create a percentage-based pay rate or at any time afterward by editing it.

1. Go to **Payroll → Pay Rates**.
2. Click **+ Pay Rate** to create a new rate, or click **Actions → Edit** next to an existing percentage-based rate.
3. Select **Percentage-Based Pay Rate**.
4. Enter the **Pay Rate Percentage** if you're creating a new rate.
5. Check **Include Late Cancellations**, **Include No Shows**, or both. The options sit directly below the **Pay Rate Percentage** field.



6. Click **Save**.

The change applies the next time a payroll report is generated.

Note

Both options are off by default on every percentage-based pay rate, including rates that already exist. Until you turn one on, only checked-in athletes count toward the payout.

Who counts toward a percentage-based payout?

An athlete counts when they checked in using a credit, or when they late canceled or no-showed, their credit was deducted, and the matching option is on. The payout itself is calculated the same way it always is: **Total Session Value × Pay Rate Percentage = Payout**. These options only change which athletes add their session value to that total.

Athlete's status	Credit	Option on the pay rate	Counts toward payout?
Checked in	Used	Not applicable	Yes
Checked in without a credit (a free class, for example)	None	Any	No
Late cancel	Deducted	Include Late Cancels on	Yes
Late cancel	Deducted	Include Late Cancels off	No
Late cancel	Returned to the athlete	Any	No
No show	Deducted	Include No Shows on	Yes
No show	Deducted	Include No Shows off	No
No show	Returned to the athlete	Any	No
Reserved, not checked in or marked	Any	Any	No

The credit condition exists because a percentage-based rate pays the coach a share of the revenue from the session. If the credit went back to the athlete, the session wasn't paid for, so there's no session value to share.

The session value used is the one on the athlete's package: the same pre-tax amount a check-in would have contributed. Classes and appointments follow the same rule.

For example, with a 40% pay rate and both options on:

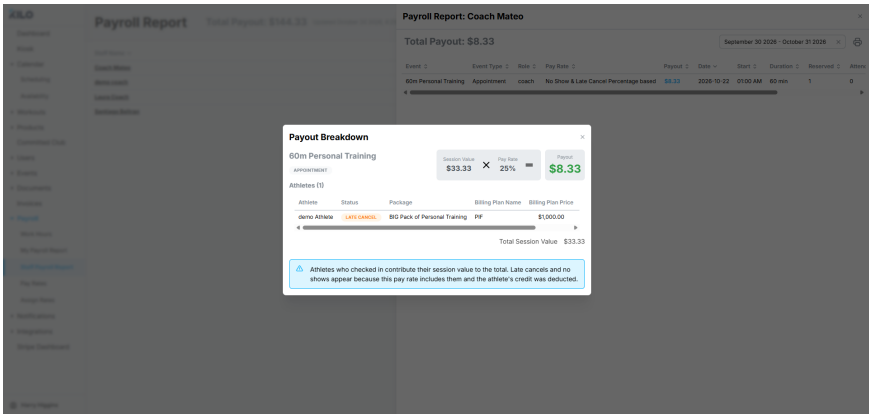
- 6 checked-in athletes with a combined session value of \$59.75
- 1 late cancel with credit deducted, worth \$6.25
- 1 no show with credit deducted, worth \$6.25
- **Total Session Value = \$72.25, payout = \$28.90**

The same class at a 40% rate with both options off has a Total Session Value of \$59.75 and a payout of \$23.90.

How do I see which athletes counted toward a payout?

The **Total Session Value Breakdown** lists every athlete who contributed to the payout, with their status.

1. Go to **Payroll → Staff Payroll Report**.
2. Select a pay period and generate the report if you haven't already.
3. Find the session and click its **Total Session Value**.



4. Review the **Athletes** list and the **Status** column.

Each athlete shows one of three statuses: **Checked-in**, **Late Cancel**, or **No Show**. Only athletes who contributed to the total appear, so the athlete count, the list, and the total always match. The note at the bottom of the breakdown explains why any late cancels or no shows are included.

Coaches see the same breakdown in **My Payroll Reports**, so they can check why an athlete counted toward their pay.

Note

The **Late Cancel** and **No Show** columns in the payroll report count attendance for the event. They don't change based on your pay rate options and don't reflect who counted toward the payout. Use the breakdown for that.

Percentage-based vs. per-head rates: how late cancels and no shows work

Both rate types use the same **Include Late Cancels** and **Include No Shows** options, but they treat a returned credit differently.

Situation	Percentage-based pay rate	Per-head pay rate
Where the options appear	Below Pay Rate Percentage	Under Add Per Head , once it's checked
Late cancel or no show, credit deducted, option on	Counts	Counts

Late cancel or no show, credit returned, option on	Doesn't count	Counts
What the rate pays for	A share of session revenue	Each athlete in the session

If two coaches are assigned to the same class on different rates, each payout follows its own pay rate.

Frequently asked questions

Why wasn't my coach paid for a late cancel when Include Late Cancells is on?

The athlete's credit was most likely returned to them. On a percentage-based rate, a late cancel or no show only counts when the credit was deducted. Open the Total Session Value Breakdown for the session to see which athletes counted.

Does a late cancel or no-show fee count toward commission?

No. Charging or waiving a late cancel or no-show fee has no effect on the payout. Fees aren't part of the Total Session Value. Only the deducted credit's session value counts.

Will turning these options on change payroll I've already run?

No. Closed payroll periods are never recalculated. Open periods pick up the change the next time the payroll report is generated, and every period after that uses the new setting.

What happens if staff mark a no show or late cancel by mistake?

Correct the athlete's status before the payroll report is generated, and the payout follows the corrected status. An athlete changed back to checked in counts once as checked in. If the correction happens after the payroll period is closed, that period isn't changed.

Does this work for appointments as well as classes?

Yes. Classes and appointments follow the same rule. For example, if a personal training client no-shows, their credit is deducted, and Include No Shows is on, their session value counts toward the coach's payout for that appointment.

Is anyone notified when I change these options?

No. Turning an option on or off doesn't send a message to coaches or athletes, and athletes don't see anything different in their accounts.

What if an athlete late cancels one class and attends another the same day?

Each event is paid on its own. If the credit was deducted for both, the athlete contributes their session value once to each class, depending on each coach's pay rate options.

Helpful tips

- Turn on only the option that matches your cancellation policy; you can include no shows without including late cancels
- Deduct the athlete's credit on a late cancel or no show if you want it to count toward commission
- Open the Total Session Value Breakdown whenever a coach asks why their payout changed
- Generate the payroll report again after correcting attendance in an open period
- Create separate percentage-based rates if you want different rules for group classes and personal training

When this feature is most helpful

- Paying personal trainers for clients who no-show when you keep the session
- Keeping a strict policy for group classes while paying for late cancels on one-on-one sessions
- Making sure coaches on commission aren't paid less for sessions your gym was still paid for
- Answering a coach's question about which athletes counted toward their pay

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

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