



[Knowledge Base](#) > [Gym Management Software](#) > [Invoices & Payments](#) > [Make Sure a New Payment Method Is Used](#)

Make Sure a New Payment Method Is Used

Mavilyn Carlos - 2026-08-19 - [Invoices & Payments](#)

When an athlete adds a new payment method in Kilo Gym Management, gym owners sometimes expect it to automatically apply to upcoming packages and invoices.

In most cases, the new payment method **does not automatically apply**, even if it becomes the default because the setting to do so is often missed by the athlete.

A quick update is required to ensure upcoming invoices charge the correct payment method.

This guide walks you through the easiest ways to apply a new payment method and avoid failed payments.

When You Should Use This Guide

This is helpful if:

- An athlete added a new card or bank account
- A payment failed and you added a new payment method
- You want future invoices to charge a different card
- The default payment method was updated but invoices are still charging the old one

Option 1: Apply the New Payment Method to All Upcoming Invoices

This is the fastest and most reliable method.

Step 1: Go to the Athlete Profile

1. Navigate to **Users** → **Athletes**
2. Search for and select the athlete
3. Go to the **Payment Methods** section

Step 2: Apply the New Payment Method

1. Locate the **new payment method**
2. Click the **blue arrow action button** next to it
3. Check the box: **Apply to all upcoming invoices**
4. Save

This will update all upcoming invoices and packages to use the new payment method.

☐Athletes can also make this selection in the athlete app when adding the payment method, but they often miss the option within Edit.

Option 2: Update the Payment Method Inside Packages

You can also update payment methods directly inside packages.

Step 1: Open the Athlete's Packages

1. Go to **Users → Athletes**
2. Select the athlete
3. Click the **Packages** tab

Step 2: Update the Active Package

1. Click the **Active package**
2. Select **Actions**
3. Click **Change Default Payment Method**
4. Choose the new payment method
5. Save

Step 3: Update the Upcoming Package (If One Exists)

If the athlete has an **Upcoming package**, repeat the same steps.

Important:

- Changing the **Active package** does **not automatically update the Upcoming package**

- Each package must be updated separately

Step 4: Make Sure Auto Pay Is Turned On

To ensure invoices process automatically:

1. Open the package
2. Click **Actions**
3. Select **Turn Auto Pay On**
4. Confirm Auto Pay is enabled (blue indicator)

Repeat this for:

- Active package
- Upcoming package (if applicable)

Important Notes

- Adding a new payment method does **not automatically apply it to invoices**
- Updating a payment method on a single invoice only changes that invoice
- Upcoming packages must be updated separately
- Past invoices cannot be changed
- Applying the new payment method helps prevent future failed payments

Best Practice

Whenever a new payment method is added:

1. Click the **blue arrow** next to the new payment method
2. Select
Edit
3. Select **Apply to all upcoming invoices**
4. Check Active and Upcoming packages

5. Confirm Auto Pay is on

This ensures future payments process correctly and reduces billing issues.

If you need help updating payment methods, our team is happy to assist.

Email **hello@usekilo.com** for assistance.