



[Knowledge Base](#) > [Gym Management Software](#) > [Packages & Memberships](#) > [Manage Package Credits](#)

Manage Package Credits

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Any package that grants sessions dispenses **credits**, which control how many sessions an athlete can attend during a set period. You can adjust those dispensations by hand for make-up sessions and missed appointments, let Kilo GMS assign available credits to reservations on its own, and turn on **rollover** so unused credits carry forward instead of expiring. This article covers how credits are dispensed and assigned, how to adjust them, and how rollover works.

What you can do with package credits

- Add or deduct credits on an athlete's active or upcoming package
 - Extend the validity date on a set of credits so athletes have longer to use them
 - Let Kilo GMS assign available credits to uncredited reservations automatically
 - Assign or reassign credits to reservations by hand
 - Turn on rollover so unused credits carry into a new dispensation period
 - Check an athlete's available credits in the Credits tab
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How credits are dispensed and assigned

Credits move in three ways.

Manual dispensation. You can adjust Active and Upcoming packages by adding credits, deducting them, or extending the validity date on a set. A hand symbol marks any dispensation that has been adjusted by hand.

Automatic assignment. When a reservation is uncredited and a valid credit is available, Kilo GMS assigns it nightly, in chronological order, for reservations within the next 30 days.

Manual assignment. You can assign or reassign credits to uncredited reservations at any time from the athlete's profile. This matters most when athletes are booked into recurring appointments or several classes in bulk, when you adjust reservations or class availability, or when credits become available after the reservation was made.

Single class reservations and single appointments are credited immediately when booked.

Adjust a credit dispensation

1. Open the athlete's profile.
2. Click the package name under **Active Packages**, or open it from the **Packages** tab.

3. In the package sidebar, click the arrow below **Dispensations** to see the breakdown across the validity period. A package with only one set of credits has no arrow.
4. Click the blue arrow **Action** button beside the set you want to change, then select **Edit**.
5. Update the number of credits, the end date of the validity period, or both.
6. Save.

A hand symbol appears on the dispensation to show it was edited.

A package granting 2 personal training sessions per week for 4 weeks shows four sets of credits, one per week. A package granting 16 classes in 1 month shows a single set.

What extending validity does and does not do

- It **does not** change the start date or billing dates on upcoming packages. The athlete gets the extended credits in addition to the credits in their upcoming package.
- It **does not** change the package status. The package still becomes **Ended** on its end date, and the extended credits stay visible in the **Credits** tab.
- It **cannot** be done on a cancelled package. Cancelling makes credits invalid past the cancellation date.
- It **cannot** be done once rollover credits have been initiated for that dispensation period.

Tip

When an athlete is finishing out a package they will not renew, turn off Auto Renew rather than cancelling. Cancelling invalidates their remaining credits; turning off Auto Renew leaves them usable.

Adding credits to a renewal that does not exist yet

Open **Manage package** and select the renew option. The Packages tab then shows both the Active and Upcoming packages, and you can adjust the upcoming one using the steps above.

Turn on rollover credits

When a dispensation period expires with credits unused, rollover creates a new dispensation for the remainder, starting directly after the original expiration date.

On a new package, set **Enable Rollover Credits** to On under Advanced Settings in the package builder.

On an existing package, open the package, click **Edit Package**, and turn rollover on.

Warning

Turning rollover on for an existing package deletes and reapplies its upcoming packages, which removes every reservation linked to them. Packages in the Ended, Cancelled, Active, or Hold states are not affected. Upcoming packages where billing events have already occurred, meaning invoices that are Paid, Pending, Refunded, or Refund Pending, are also left alone. Enable rollover at creation time wherever you can.

Two more fields appear once rollover is on:

- **Expiration** sets whether the rolled-over credits expire, and controls the expiration date on the new dispensation.

- **Credit limit** sets how many credits can roll over. Choose Unlimited to carry all unused credits, or enter a number that matches your gym's policy.

Manual adjustment vs. rollover: which should you use?

	Manual adjustment	Rollover credits
How it works	Staff edit a specific dispensation	The system carries unused credits forward
Scope	One athlete, one dispensation at a time	Every athlete on the package, every cycle
Best for	Make-up sessions, missed appointments, goodwill credits	A standing policy that unused credits do not expire
Setup	None, edit as needed	Enabled per package
Indicator	Hand symbol on the dispensation	Rollover symbol on the carried credits

Use a manual adjustment for one athlete needing an exception. Use rollover when carrying credits forward is gym policy. The two work together, with one caveat: once rollover has been initiated for a dispensation period, that period can no longer be edited by hand.

Check an athlete's credits

Each athlete's profile has a **Credits** tab showing credits from active packages plus ended packages that had rollover enabled, covering both standard and rollover credits.

- Credits that came from a rollover show the rollover symbol.
- Rollover credits with an expiration show it as the end of their validity period. Credits that never expire show **None**.
- The blue arrow **Action** button edits or deletes any dispensation, from the Credits tab or the package sidebar.
- On rollover credits that never expire you can change the credit count, but you cannot add an end date afterward.

Frequently asked questions

How do I give an athlete extra credits for a make-up session?

Edit the dispensation and raise the credit count. Open their profile, click the package, expand Dispensations, click the blue Action button on the relevant set, select Edit, and increase the number. A hand symbol marks the adjustment.

How do I give an athlete more time to use their credits?

Extend the end date on the credit dispensation. The credits stay available past the original period, and nothing changes about the start date or billing dates of any upcoming package.

What happens to unused credits when a dispensation period ends?

They expire, unless rollover is enabled on the package. With rollover on, a new dispensation is created for the remaining credits starting right after the original expiration date, subject to the expiration and credit limit you set.

Can I extend credits on a cancelled package?

No. Cancelling makes credits invalid past the cancellation date. If the athlete is finishing out a package

they will not renew, turn off Auto Renew instead so their credits stay usable.

Do rollover credits expire?

That depends on the package's rollover settings. Credits with no expiration show None as their validity end date, and you cannot add an end date later, though you can still change the credit count.

Why did an athlete's reservations disappear after I turned on rollover?

Enabling rollover on an existing package deletes and reapplies upcoming packages, which removes their linked reservations. The exception is upcoming packages with billing events already recorded. Rebook the affected reservations after the package is reapplied.

Why does a reservation show as uncredited when the athlete has credits?

Automatic assignment runs nightly, in chronological order, for reservations within the next 30 days. Assign the credit manually from the athlete's profile if you do not want to wait.

Where can I see all of an athlete's available credits?

In the Credits tab of their profile. It covers standard and rollover credits from active packages, plus credits from ended packages that had rollover enabled, with each set's validity period.

Helpful tips

- Watch for the hand symbol when reviewing a dispensation. It tells you at a glance that someone made a manual edit.
- Turn off Auto Renew rather than cancelling when an athlete is winding down a package, so their remaining and rollover credits stay usable.
- Enable rollover when you build the package. Turning it on later deletes and reapplies upcoming packages and wipes their reservations.
- Set a rollover credit limit that matches your written policy, so the system enforces what you actually promise.
- Use the renew option when you need to load credits onto a renewal that has not been generated yet.

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

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