Offer a Free Package in the Sales Portal

Laura Gibson - 2026-10-24 - Sales Portal

You can offer a **free package** in the Sales Portal, such as a free trial class or a community event, by adding a $0 billing plan and turning off its payment requirement. Buyers then sign up without entering a card, and checkout skips the **Payment** step.

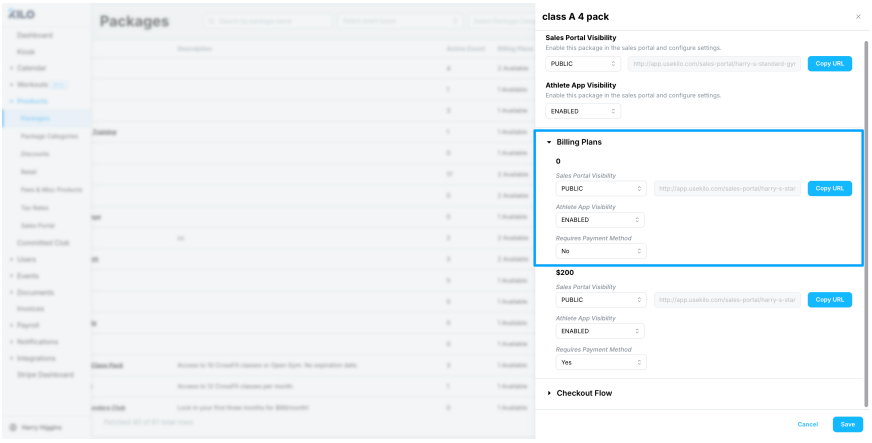
What you can do with free packages

- Offer free trials, intro classes, or community events online
- Let buyers sign up without entering payment details
- Share a free offer publicly or by private link
- Collect athlete details and a signed waiver from free signups

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Set up a free billing plan

1. Add a billing plan with a total price of $0 to the package. For billing plan steps, see Set Up Billing Plans for Packages.
2. Go to **Products → Packages**, click the action button to the far right of the package, then select **Sales Portal Options**.
3. Open the **Billing Plans** drop down.
4. Set the $0 billing plan's **Sales Portal Visibility** to **Public** or **Private**.
5. Set **Requires Payment Method** to **No**.



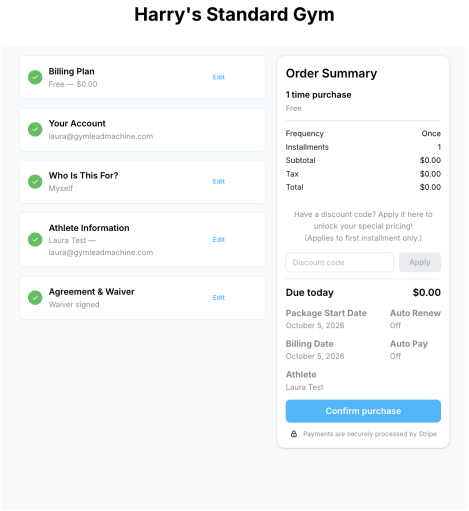
6. Click **Save**.

Note

If Requires Payment Method stays set to Yes, checkout includes a Payment step and asks the buyer for a card, even though nothing is charged.

What buyers experience

Checkout for a free billing plan runs in five steps: **Billing Plan**, **Your Account**, **Who Is This For?**, **Athlete Information**, and **Agreement & Waiver**. There's no **Payment** step. The **Order Summary** shows $0.00 due today, and the buyer clicks **Confirm purchase**.



For the full walkthrough, see Sales Portal Checkout in Kilo GMS.

Frequently asked questions

Why is my free offer asking buyers for a card?

The billing plan's Requires Payment Method setting is set to Yes. Change it to **No** in **Sales Portal Options**, and checkout skips the **Payment** step.

Does a free signup create an athlete in Kilo GMS?

Yes. A completed free checkout creates an athlete with an active package, the same as a paid purchase.

Can I delete a test signup after trying my free offer?

No. Athletes with a package can't be deleted, even when the package is free. Test your free offer in an incognito or guest window and stop before **Confirm purchase**.

Helpful tips

- Check the package's **Athlete Status Upon Start** before you share a free offer. If you use the Kilo GMS and Gym Lead Machine integration, a package that sets **Member** status marks the athlete as Won in Gym Lead Machine.
- Make a free billing plan **Private** when the offer is only for invited guests.
- Describe exactly what the free package includes, so buyers know what they can book after signing up.

When free packages are most helpful

- Offering a free first class or intro session to new leads
- Running a free community workout or open house
- Collecting waivers and contact details for a free event
- Giving partners or guests a complimentary visit through a private link

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

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