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Record Offline and Alternative Payments

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Additional Payment Types let you record a payment in Kilo GMS that was processed somewhere else, so your invoices and reporting match how the money actually arrived. E-transfers, gift card redemptions, and sales run through an outside terminal all get recorded as what they are, rather than being filed under Cash or Check because there was nowhere else to put them.

What you can do with additional payment types

- Record payments that were processed outside Kilo GMS
 - Track how athletes actually paid for memberships, services, and retail
 - Keep invoice and payment history consistent with your bookkeeping
 - Report on payment methods without cash and check standing in for everything
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Which payment types can I record?

Three types cover payments taken outside Kilo GMS, alongside the Cash or Check option you already have.

Payment type	Use it when
E-Transfer	An athlete sends payment by electronic transfer
POS	A sale is processed in person on a terminal or point-of-sale system outside Kilo GMS
Gift Card	An athlete redeems a gift card toward a membership, a service, or retail

The **POS** option records that a sale was processed on an outside terminal. Kilo GMS does not connect to point-of-sale systems, so the money movement happens entirely in that system and the record of it lives here.

How do I record an offline or alternative payment?

1. Add the package, retail item, fee, or manual charge.
2. Open the invoice or payment screen.
3. Select the **Payment Type**.
4. Choose **E-Transfer**, **POS**, or **Gift Card**.
5. Save the payment.

The payment is recorded against the invoice and included in your reporting.

How these payment types work

All three follow the same logic as **Cash or Check**:

- Payments are recorded manually by you or your staff
- Refunds follow the same behavior as a Cash or Check refund
- Transactions are logged for reporting
- Athletes can see the payment type on their own invoices and payment history
- Athletes cannot select these payment types themselves

Once recorded, the payment type appears in invoice details, invoice summaries, athlete payment history, and your financial records, across desktop and the mobile apps.

Frequently asked questions

Can athletes pay by e-transfer or gift card through their own account?

No. Only you and your staff can apply these payment types. The money arrives outside Kilo GMS, so someone on staff records it after the fact. Athletes see the result on their invoice but cannot choose E-Transfer, POS, or Gift Card themselves.

Does Kilo GMS connect to my point-of-sale system?

No. The POS payment type is a record, not an integration. Choosing it tells everyone looking at the invoice that the sale went through an outside terminal. The transaction itself stays in that system.

How do refunds work on an offline or alternative payment?

The same way a Cash or Check refund works. Since no card or bank account was charged through Kilo GMS, returning the money is something you handle outside the system, and the refund in Kilo GMS records that it happened.

Will athletes see how their payment was recorded?

Yes. The payment type shows on the athlete's invoice and in their payment history, so an athlete who paid by e-transfer sees E-Transfer rather than something generic.

Helpful tips

- Choose the type that matches how the money actually arrived. Reporting is only as accurate as the selection you make at the moment of recording.
- Record the payment when the transaction happens. Invoice history that matches your bank deposits is far easier to reconcile at month end than one reconstructed later.
- Payments taken through Kilo GMS itself, including card payments and Tap to Pay, are not offline payments and do not need a payment type applied.

- Decide as a team which type covers which situation before you turn this on for staff. Consistency across your front desk matters more than which choice you make.

When this feature is most helpful

- An athlete sends an e-transfer for a membership renewal
- A gift card is redeemed toward a package or a retail purchase
- A sale runs through a terminal that has nothing to do with Kilo GMS
- You are reconciling a month where several payments never touched your connected Stripe account
- You want reporting that shows how athletes pay, not just that they paid

If you have questions about recording offline and alternative payments in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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