Recreate Memberships in Kilo When Switching Systems

Laura Gibson - 2026-10-06 - Onboarding & New Users

When you move your gym to **Kilo Gym Management** from another provider, your athletes' membership packages need to be rebuilt in Kilo before you cancel them in your old system. Doing this in the right order keeps billing continuous, so nobody gets charged twice and nobody stops being charged at all. This article covers the order to work in, how to match your existing billing dates, and what to do when those dates do not line up neatly.

What You Can Do

- Recreate each athlete's membership package in Kilo with matching billing dates
- Move your revenue to Kilo without interrupting anyone's billing cycle
- Bridge staggered billing dates using $0 billing plans
- Cancel memberships in your former system safely, once Kilo is confirmed

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What Order Should I Work In?

Always recreate the package in Kilo and confirm the billing plan first, then cancel in your old system. Canceling first is the single most common way athletes end up double-charged or missed entirely, and it is much harder to unpick afterward than to avoid.

For each athlete, the sequence is:

1. Look up their current package and billing date in your old system.
2. Recreate that package in Kilo, with the start date and bill date set to their next bill date in your old system. If that date is more than a few days away and the athlete needs to be active in Kilo now, use a $0 billing plan to cover the gap, as described under "What if billing dates do not line up?"
3. Save it and confirm the billing schedule Kilo shows you is what you expect.
4. Cancel the membership in your old system.

Work athlete by athlete rather than doing all of Kilo first and all of the cancellations later. Finishing one person completely before moving to the next makes it obvious where you stopped if you get interrupted.

How Do I Set Up for This?

Open your old system and Kilo side by side before you start. Most gyms find two browser tabs or two screens is the difference between a smooth afternoon and a set of billing corrections.

In Kilo, go to **Users → Athletes** to see your athlete list along with the active packages applied to each one. Keep your old provider's athlete or membership list open alongside it so you can read each athlete's package details without switching back and forth.

If you have a long list, it helps to work in batches and note where you finished, rather than trying to complete everyone in one sitting.

How Do I Recreate an Athlete's Package?

Assign the package from the athlete's profile, then set the dates to the athlete's next bill date in your old system. The mechanics are the same as assigning any membership package, and the full step-by-step lives in Add Athlete Membership Packages.

The short version:

1. Click the athlete, then click **+ Package** in the Active Packages section.
2. Search for or browse to the package you want to apply, then select it.
3. Choose the billing plan you have agreed with the athlete. Kilo shows you the resulting billing schedule, including start dates, amounts, and frequency.
4. Set the package details on the left, then click **Save**.

The package then appears under Active Packages on the athlete's profile with its start date, end date, and renewal status.

Which Details Matter Most When Migrating?

Start Date and Bill Date are the two fields to get exactly right, because they are what prevent billing overlap. Set both to the athlete's next bill date in your old system, so their first charge in Kilo lands on the date their old billing would have. Setting them to a past bill date creates invoices for periods the athlete already paid for, so if you choose that approach, follow the backdated package steps under "What if billing dates do not line up?"

The other details on that screen:

Setting	What to consider when migrating
Start Date and Bill Date	Match the athlete's agreed start date and current bill date in your old system. This is the critical pair.
Membership Status	Defaults to the package setting, usually counted as a Member. Override only if this athlete is an exception.
End Status	What happens when the package ends: stay a Member, switch to Alumni, or no change.
Auto-Renew	On for ongoing memberships that should keep billing. Off for fixed-term packages like On-Ramp.

For payment collection, **Auto-Pay ON** charges the card on file automatically on the schedule shown. **Auto-Pay OFF** is required for athletes paying by cash or check, and Kilo prompts you to collect manually. The two are mutually exclusive, so setting the payment method to cash or check turns Auto-Pay off.

What If Billing Dates Do Not Line Up?

Use a $0 billing plan to bridge the gap between the day you move an athlete to Kilo and their next real bill date. This is the recommended approach when you want everyone moved over on the same day, but their billing dates are spread across the month, because the $0 plan never charges the athlete for a period they already paid for in your old system.

If assigning two packages per athlete does not suit your gym, you can recreate the package with a backdated start date instead. Both approaches work, and the table below shows the trade-offs.

Consideration	$0 billing plan	Backdated package
Packages per athlete	Two, plus a scheduled early cancellation	One
Risk of double-charging	None	Yes, if Auto-Pay is on when you save
Cleanup afterward	None	Void every invoice the athlete already paid in your old system
Best for	The default for every migration	Gyms that prefer not to assign two packages per athlete

Option 1: Bridge the gap with a $0 billing plan (recommended)

This approach uses two packages: a $0 package that makes the athlete active in Kilo today, and their real membership package, scheduled to start on their next bill date.

1. Assign a package with a $0 billing plan to the athlete, starting today.
2. Assign their real membership package, with the start date and bill date set to their next bill date in your old system.
3. Schedule an early cancellation of the $0 package so it ends when the real package starts. Without this, both packages are active at the same time, and the athlete has double credits until the $0 package ends on its own.

The athlete is active in Kilo and appears on your schedule right away, and their first charge in Kilo lands on their normal bill date. For setting up the $0 plan itself, see Use $0 Billing Plans.

Option 2: Recreate the package with a backdated start date

This approach uses a single package, with the start date and bill date matched to the athlete's last bill date in your old system. It takes fewer steps, but Kilo creates invoices for the periods the athlete already paid for in your old system, and those need to be cleared.

1. Assign the athlete's membership package with the start date and bill date matched to their last bill date in your old system.
2. Turn **Auto-Pay** off before you click **Save**.
3. Open the package from the athlete’s Active packages list.
4. Click **Payments / Invoices**. Void each invoice for a period the athlete already paid for in your old system.
5. Click **Manage Package** and select Enable Auto-Pay.

Warning

If Auto-Pay is on when you save a backdated package, Kilo charges the athlete immediately for periods they

already paid for in your old system. Check that Auto-Pay is off before saving.

Frequently Asked Questions

Why can't I cancel in my old system first?

Canceling first creates a gap where the athlete has no active membership in either system. Depending on your old provider's billing cycle, that can mean a missed charge, a duplicate charge when you rebuild the package with a wrong date, or an athlete who cannot reserve classes. Recreating in Kilo first means you can confirm the exact billing schedule before anything changes on their end.

What if I already canceled in my old system?

Recreate the package in Kilo with the bill date the athlete was on, then check whether a charge was missed in the gap. If you are not sure what their previous bill date was, your old provider's billing history usually shows it. Contact your Success Manager or email success@usekilo.com if you need help working out the right date.

Do I need to recreate packages for athletes paying by cash or check?

Yes, and set Auto-Pay to off for them. Their package still needs to exist in Kilo so they count as a member and can reserve classes. Kilo will prompt you to collect their payments manually rather than charging a card.

What about athletes whose payment methods did not migrate?

Recreate their package as normal, then have them add a payment method themselves in Kilo. Bank account payments cannot be transferred between providers, so those athletes will always need to add their details directly. See Add a Payment Method for the steps you can pass along to them.

Can I do this before my launch date?

Yes, and many gyms do. Recreating packages ahead of your launch date spreads the work out and lets you check your billing schedules before anything goes live. Just remember that canceling in your old system is the step that actually moves the money, so time that with your launch rather than doing it early.

Helpful Tips

- Double-check the bill date in Kilo against your old system for every athlete, not just the first few.
- Finish one athlete completely, Kilo first and then the cancellation, before starting the next one.
- Keep both systems open side by side to avoid transcription mistakes.
- Note where you stopped if you are working through a long list across several sittings.
- Reach out to your Success Manager if a package structure in your old system does not map cleanly onto a Kilo package. They can help you work out the closest equivalent.

When This Feature Is Most Helpful

This process applies whenever you are moving an existing member base from another gym management system into Kilo, whether or not your athletes' payment methods migrated with them. It matters most in the weeks around your launch date, when both systems are briefly active and the order you work in determines whether billing stays continuous.

If you have questions about recreating memberships in Kilo Gym Management, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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