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Recreate Memberships in Kilo When Switching Systems

Laura Gibson - 2026-09-01 - [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

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, matching the start date and bill date.
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 adjust the dates to match what they are on now.

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 prevents billing overlap. Match them to the dates the athlete is currently on in your old system rather than to today.

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 bring an athlete onto Kilo now without charging them before their next real bill date. This is useful when you want everyone moved over on the same day but their billing dates are spread across the month.

The \$0 plan covers the gap between the day you move them and the day their normal billing should start, so they are active in Kilo and appear on your schedule without being billed twice for the same period. Full details are in [Use \\$0 Billing Plans](#).

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 Onboarding Advisor or email hello@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 on 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 Onboarding Advisor 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.
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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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