



[Knowledge Base](#) > [Gym Management Software](#) > [Sales Portal](#) > [Sales Portal Checkout in Kilo GMS](#)

Sales Portal Checkout in Kilo GMS

Sandy Tannheimer - 2026-10-06 - [Sales Portal](#)

The **Sales Portal checkout** is how buyers purchase a package from your gym online. This article walks through each step, from your package catalog to the confirmation screen, so you know what buyers see and which parts you control in Kilo GMS.

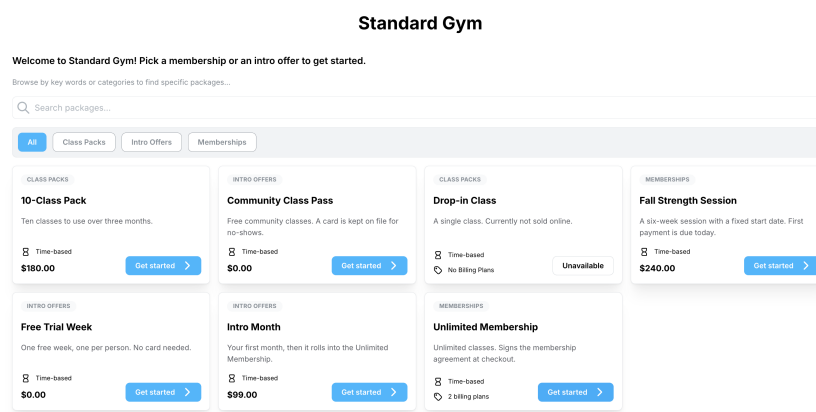
What happens during Sales Portal checkout

- Buyers choose a package from your catalog and pick a billing plan
 - Checkout runs on a single page in five or six steps, depending on whether the billing plan requires a payment method
 - New buyers create their account during checkout, and it's active right away
 - An **Order Summary** beside checkout shows the total and updates as the buyer completes each step
 - After the purchase, a confirmation screen points the buyer to the Kilo app and your schedule
-

Where checkout starts

Buyers start on your package catalog, where each package appears as a card with a category badge, the package name, and a short list of attributes, such as Auto-renew or Time-based.

- If a package has one billing plan, its price shows on the card.
- If a package has more than one billing plan, the card shows a plan count, such as 3 billing plans.
- Clicking **Get started** opens a **Choose a billing plan** window for packages with more than one billing plan, or goes straight to checkout for packages with one.



Buyers can also arrive from a direct link. A package link opens the package with the **Choose a billing plan** window. A billing plan link opens that specific billing plan.

If your website has an embedded class schedule, clicking a class time takes the buyer to your catalog, filtered to packages that include that class.

The checkout steps

Each completed step shows a green check, and buyers can click **Edit** to go back and change it.

Step 1: Billing Plan

The buyer confirms or changes the billing plan they chose.

Step 2: Your Account

The buyer chooses **I'm new here** or **I have an account**.

I'm new here: the buyer enters their email address and clicks **Continue**, then enters their first name, last name, and a password and clicks **Save**. Their Kilo account is created and active right away. Because they set their own password, they don't receive an activation email.

I have an account: the buyer logs in with their email address and password. A **Forgot password?** link is available if they need it.

Step 3: Who Is This For?

The buyer chooses whether the purchase is for themselves, someone already connected to their profile, a new linked profile, or a new dependent profile. This choice affects who signs the waiver. For details, see [Purchase on Behalf of an Athlete](#).

Step 4: Athlete Information

The buyer fills in the fields you turned on in the package's **Checkout Flow** settings. Fields that aren't set as visible don't appear.

If the athlete already has an account, their details show as on file. To change those details, the buyer updates their profile first. Any required field that's missing from their profile, such as a phone number, appears here to fill in.

Step 5: Agreement & Waiver

This step appears only when the package has a contract or a waiver.

- If your contract has clauses marked for initials, such as recurring charges or your cancellation policy, the buyer types their initials at each one.

- The buyer checks an acknowledgment box to accept the agreement. A **View full package agreement** link lets them read the full contract first.
- If a waiver is required and the athlete doesn't have one on file, the buyer signs it.
- When the purchase is for a linked athlete, the buyer accepts the agreement because they're the one being billed, and the linked athlete signs their own waiver later from their own account.

Standard Gym

Package Agreement [X]

Unlimited Membership Agreement

This agreement is between Standard Gym and _____.

Membership term. The membership runs for the billing plan you selected and gives unlimited access to Yoga, CrossFit, HIIT and Pilates classes.

NA

Cancellation. You may cancel with 30 days' written notice. Payments already made are not refunded.

NA

Conduct. Members follow the gym rules posted at the front desk.

Cancellation. You may cancel with 30 days' written notice. Payments already made are not refunded.

Initials

NA

Conduct. Members follow the gym rules posted at the front desk.

☒ I have read and agree to the package agreement above, including its cancellation terms.

☒ A signed waiver is already on file — nothing more to sign here.

[Continue](#)

Natalia Andrade

[Confirm purchase](#)

Complete all steps to place your order

Payments are securely processed by Stripe

Note

The agreement is accepted with every purchase. A signed waiver stays on file for the athlete and doesn't need to be signed again.

Step 6: Payment

This step appears only when the billing plan's **Requires Payment Method** setting is **Yes**. For free billing plans set to **No**, checkout skips it.

1. The buyer selects a saved payment method from **Select a payment method**, or clicks **Add Payment Method**.
2. To add one, the buyer chooses **Card** or **US bank account**, enters the details, and clicks **Save**.



Harry's Standard Gym

Billing Plan
\$100 — \$200.00

Your Account
harrysgym@standardmachine.com

Who Is This For?
Myself

Athlete Information
Laura Test —
harrysgym@standardmachine.com

Agreement & Waiver
Agreement acknowledged

Payment

Card

US bank account

Order Summary
class A 4 pack
\$200

Frequency	Once
Installments	1
Subtotal	\$200.00
Tax	\$0.00
Total	\$200.00

Have a discount code? Apply it here to unlock your special pricing! (Applies to first installment only.)

Due today **\$200.00**

Package Start Date	Auto Renew
October 5, 2020	On
Billing Date	Auto Pay
October 5, 2020	On
Athlete	Laura Test

Confirm purchase

Complete all steps to place your order

Payments are securely processed by Stripe

3. The buyer clicks **Continue**.

Note

Payment methods added to a main account or any of its linked or dependent profiles are shared across the whole account group.

Confirm the purchase

The **Order Summary** shows the package, billing plan, frequency, installments, subtotal, tax, total, amount due today, package start date, billing date, Auto Renew, Auto Pay, and athlete. Buyers can enter a discount code here, which applies to the first installment only.

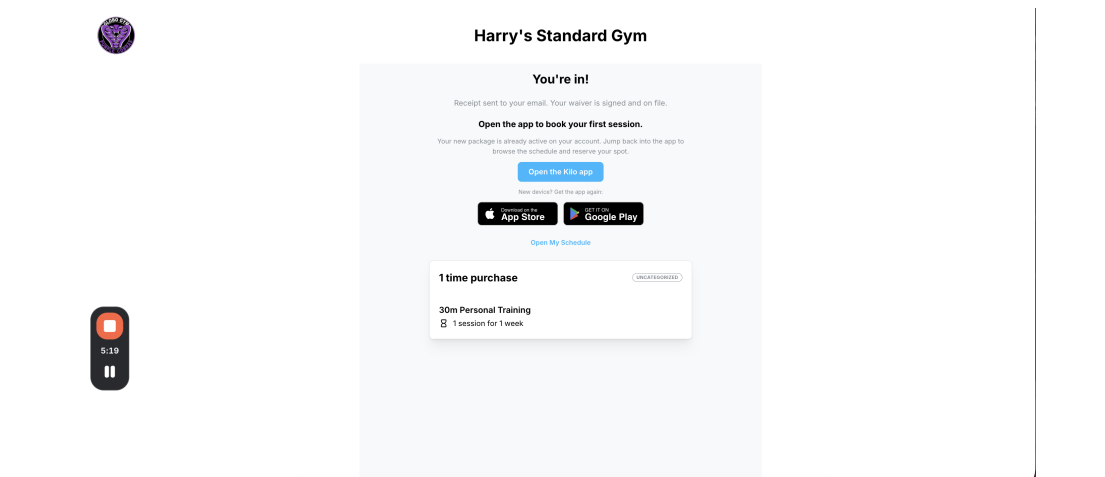
Confirm purchase stays disabled until every step is complete. Payments are processed securely by Stripe.

After the purchase

The buyer sees a **You're in!** page confirming that their receipt was sent by email and their waiver is on file. If the purchase was for a linked athlete, the page notes that they still need to sign their own waiver.

From here, the buyer can:

- Click **Open the Kilo app**
- Download the Kilo app from the **App Store** or **Google Play**
- Click **Open My Schedule** to view the schedule in their browser and reserve a spot



What you control in Kilo GMS

Checkout shows what's configured in Kilo GMS for each package:

- **Billing plans:** how many a package has, their pricing, and their payment schedules
- **Requires Payment Method:** whether checkout includes the **Payment** step
- **Checkout Flow fields:** which fields show in **Athlete Information** and which are required
- **Contract and waiver content:** your agreement clauses and which ones require initials
- **Discount codes:** the same codes you use across Kilo GMS and the Kilo app
- **Tax display:** whether tax shows included in the price or as a separate line in the **Order Summary**

Frequently asked questions

Does a returning buyer have to fill out checkout from scratch?

No. When a buyer logs in, their details show as on file, and they can select a saved payment method. Only required fields missing from their profile appear for them to fill in.

Why doesn't checkout show a Payment step?

The billing plan's Requires Payment Method setting is set to No. Checkout skips the **Payment** step for these billing plans, which is how free offers work.

Does a buyer sign a waiver for every purchase?

No. A signed waiver stays on file for the athlete and doesn't need to be signed again. The agreement is different: buyers accept it with every purchase, including returning buyers.

Do new buyers get an activation email?

No. New buyers set their own password during checkout, so their account is active right away.

Why doesn't a package show a price on its catalog card?

A package with more than one billing plan shows a plan count instead of a price, since the price depends on which billing plan the buyer picks. Packages with one billing plan show that price on the card.

Can a discount code apply to every installment of a payment plan?

No. A discount code entered at Sales Portal checkout applies to the first installment only. To apply a discount across every installment, a staff member adds the sale directly in Kilo GMS.

Helpful tips

- If a buyer reports a field missing from checkout, check that package's **Checkout Flow** settings. Fields are set per package.
 - Point buyers without a smartphone handy to **Open My Schedule** on the confirmation page to book from their browser.
 - A linked athlete's waiver is completed separately, under their own account, after the buyer finishes the purchase.
 - Test checkout in an incognito or guest window and stop before **Confirm purchase**. A completed checkout creates a real athlete with an active package, and athletes with a package can't be deleted.
-

When this article is most helpful

- Understanding what a buyer sees when they ask you about checkout
 - Troubleshooting a buyer's report that a field, price, or step looks different than expected
 - Explaining why a free offer has no Payment step
 - Confirming which parts of checkout come from your Kilo GMS package and contract settings
-

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

- Tags
- [Gym Management](#)