



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

Sales Portal Checkout in Kilo GMS

Sandy Tannheimer - 2026-10-02 - [Sales Portal](#)

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

What happens during Sales Portal checkout

- A buyer picks a package from your catalog, choosing a billing plan first if the package has more than one, then moves through a single-page, five-step checkout
 - Most of what a buyer sees (billing plans, required fields, contract clauses) comes from settings you've already configured in Kilo GMS
 - A persistent order summary shows the buyer's total and updates as they complete each step
 - After purchase, a confirmation screen guides the buyer to book their first class
 - Returning buyers with a completed prior purchase get a shorter version of checkout
-

Where checkout starts: the catalog

A buyer starts on your package catalog, where each package is shown as a card with a category badge, the package name, and a short list of attributes (for example, "Auto-renew" or "Time-based").

- If a package has only one billing plan, its price is shown directly on the card.
- If a package has more than one billing plan, the card shows a plan count (for example, "3 billing plans") instead of a price.
- Every card has a **Get started** button. Tapping it either opens a plan-selection modal (multi-plan packages) or takes the buyer straight into checkout (single-plan packages).

Standard Gym

Welcome to Standard Gym! Pick a membership or an intro offer to get started.

Browse by key words or categories to find specific packages...

AllClass PacksIntro OffersMemberships

CLASS PACKS

10-Class Pack

Ten classes to use over three months.

🕒 Time-based

\$180.00

Get started >

INTRO OFFERS

Community Class Pass

Free community classes. A card is kept on file for no-shows.

🕒 Time-based

\$0.00

Get started >

CLASS PACKS

Drop-in Class

A single class. Currently not sold online.

🕒 Time-based

No Billing Plans

Unavailable

MEMBERSHIPS

Fall Strength Session

A six-week session with a fixed start date. First payment is due today.

🕒 Time-based

\$240.00

Get started >

INTRO OFFERS

Free Trial Week

One free week, one per person. No card needed.

🕒 Time-based

\$0.00

Get started >

INTRO OFFERS

Intro Month

Your first month, then it rolls into the Unlimited Membership.

🕒 Time-based

\$99.00

Get started >

MEMBERSHIPS

Unlimited Membership

Unlimited classes. Signs the membership agreement at checkout.

🕒 Time-based

2 billing plans

Get started >

Standard Gym

✓

Billing Plan

Monthly - 3 payments — \$450.00

Edit

✓

Your Account

natalia5@example.com

3

Who Is This For?

•

Natalia Andrade (Myself)

○

Add a Linked Profile (unique email/login)

○

Add a Dependent Profile (managed by you)

Continue

4

Athlete Information

5

Agreement & Waiver

6

Payment

Order Summary

Unlimited Membership

Monthly - 3 payments

Unlimited classes. Signs the membership agreement at checkout.

Frequency	Every month
Installments	3
Subtotal	\$450.00
Tax	\$36.00
Total	\$486.00

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

Discount code

Apply

Due today

\$162.00

Then 2 payments of \$162.00 every month.

Package Start Date

September 30, 2026

Auto Renew

Off

Billing Date

September 30, 2026

Auto Pay

On

Confirm purchase

Complete all steps to place your order

🔒

Payments are securely processed by Stripe

Buyers can also reach the catalog through a class-booking widget embedded on your own website, if you use one. Clicking a class time there drops the buyer into your catalog, already filtered to packages compatible with that class.

Choosing a billing plan

For packages with more than one billing plan, a short modal appears before checkout opens, listing each plan's name, a description (like "One payment, 10 sessions for 12 weeks"), and its price. The buyer picks a plan there, and can still change their selection later from inside checkout.

For packages with a single billing plan, this modal doesn't appear. The buyer moves straight into checkout with that plan already selected.

Note

Billing plans, their pricing, and their payment schedules are all set by you in Kilo GMS. The checkout only displays what's configured on the package.

Step 1: Account

The buyer enters an email address. If that email already has an account, checkout switches to a sign-in prompt instead of letting a second account be created for the same person. If the buyer previously started this same checkout and abandoned it, a "Welcome back" message offers to resume where they left off.

A signed-in buyer with at least one completed prior purchase is moved into the shorter Returning Buyer checkout for the rest of the flow (see below).

Step 2: Who is this for?

The buyer selects whether the purchase is for themselves, someone else with their own Kilo account (a linked athlete), or a child or dependent. This choice determines how the next two steps behave, particularly who ends up signing the waiver.

Step 3: Athlete information

The buyer fills in contact details for the athlete. Which fields appear here (name, phone, date of birth, address, city, zip code, emergency contact) depends on what you've turned on for that package in Kilo GMS. A field that isn't marked as visible for a package simply won't show up in checkout.

What happens here depends on the choice made in the previous step, and specifically on whether that person has their own login:

- **For themselves:** this step collects the buyer's own information.
 - **For a dependent:** a dependent doesn't have their own login and uses the buyer's account, so this step collects the buyer's (the responsible party's) information, including address, on the dependent's behalf. No separate address is captured for the dependent.
 - **For a linked athlete:** a linked athlete has their own account and email, so their address isn't collected during this checkout at all. They provide it later, when they complete their own profile or checkout under their own login.
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Step 4: Package agreement & waiver

This step covers your membership contract (the Package Agreement) and your liability waiver, and only appears if the package has one or the other configured.

- If your contract template has clauses marked for initials (for example, a clause about recurring charges

or your cancellation policy), the buyer types their initials at each one.

- A final acknowledgment checkbox is always shown as the acceptance step, along with your cancellation policy language if your contract defines one.
- If a waiver is required and the athlete doesn't already have one on file, the buyer signs it using the same signature capture used elsewhere in Kilo.
- A "View full package agreement" link lets the buyer read the complete contract before accepting.

When the purchase is for a linked athlete, the buyer still accepts the Package Agreement (since they're the one being billed), but the linked athlete signs their own waiver later, from their own account.

Note

The Package Agreement is accepted fresh with every purchase. A signed waiver, once on file for an athlete, never needs to be signed again.

Standard Gvm

Package Agreement [Close]

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

Step 5: Payment

The buyer enters payment details, applies a discount code if they have one, and confirms the purchase.

- Card and US bank account (ACH) are both accepted.
- If a package doesn't require a payment method, this step skips the card fields entirely rather than showing them disabled.

- The order summary sits alongside checkout the whole time, not just at this step, and shows the package, pricing breakdown, tax, and total.
- **Confirm purchase** stays disabled until every earlier step is complete.

Default

- Whether tax is shown included in a package's displayed price or broken out as a separate line item depends on your gym's tax configuration in Kilo GMS.
- If a buyer changes their billing plan after finishing a later step, that step is flagged for review before the buyer can complete the purchase.

After purchase: the confirmation screen

Once a purchase completes, the buyer sees a confirmation screen guiding them to book their first class. The message adapts to their situation: whether they already have the Kilo app, whether their purchase included a specific class time that's now booked (or filled up during checkout), and whether a linked athlete still needs to sign their own waiver.

What's set by you in Kilo GMS vs. what the Sales Portal decides

The Sales Portal doesn't hardcode most of what a buyer sees. It reads your Kilo GMS configuration for:

- **Billing plans** — how many a package has, their pricing, and their schedules
- **Athlete Information fields** — which fields show and which are required, per package
- **Contract and waiver content** — the clauses in your Package Agreement and which ones require initials
- **Discount codes** — the same codes you configure for use across Kilo GMS and the athlete app
- **Tax display** — whether tax shows included in the price or as a separate line item on the order summary

Frequently asked questions

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

No. A signed-in buyer with at least one completed prior purchase sees their existing profile details displayed as read-only instead of blank fields, and can pay with a saved card. If a field is genuinely missing from their profile, only that field appears as editable.

What happens if a buyer's email is already registered?

Checkout switches to a sign-in prompt instead of creating a second account. This check happens as soon as the buyer enters their email in the Account step, before any account is created.

Does the buyer sign a waiver for every purchase?

No. A signed waiver stays on file for an athlete indefinitely and never needs to be re-signed. The Package Agreement is different: it's accepted fresh with every new package purchase, even for a returning buyer.

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

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

Can a discount code be applied to every installment of a payment plan?

No, not in the Sales Portal. A discount code applied at Sales Portal checkout is always applied to the first invoice only. Applying a discount across every installment of a plan is only available when a staff member enters a sale directly in Kilo GMS.

Helpful tips

- Check a package's Kilo GMS settings if a buyer reports a field (like address) missing from checkout, since visibility is controlled per package, not globally.
 - If a buyer says they can't create an account, ask whether they've purchased from your gym before. An existing email always routes to sign-in.
 - Point buyers who are stuck on the app download step to the "Open My Schedule" web link as a fallback if they don't have a smartphone handy.
 - Remember that a linked athlete's waiver is completed separately, under their own account, after the buyer finishes the purchase.
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When this feature is most helpful

- Understanding what a buyer sees when they ask you about the checkout process
 - Troubleshooting a buyer's report that a field, price, or step looks different than expected
 - Explaining why a returning buyer's checkout looks shorter than a first-time buyer's
 - Confirming which parts of checkout come from your Kilo GMS package and contract settings, versus what's fixed
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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.

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