Sell Gift Cards in Kilo GMS

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You can sell **gift cards** in Kilo GMS in two ways: as a **Fees & Misc. Product** that your staff charge manually, or as a **package** that people can buy from your Sales Portal. With either method, you track each gift card in a Note on the recipient's profile and apply the amount to one of their upcoming invoices when they redeem it.

What you can do with gift cards

- Sell gift cards in set amounts or a custom amount
- Charge gift card purchases to members and non-members
- Sell gift cards online through your Sales Portal
- Get notified when a package purchase comes in
- Track gift cards with internal notes on the recipient's profile
- Redeem gift cards by reducing an upcoming invoice

Misc. product vs. package: which should you use?

Situation	Use a Fees & Misc. Product	Use a Package
How often you sell gift cards	Occasionally	Regularly
Where the purchase happens	Staff charge it in Kilo GMS	Your Sales Portal (optional)
Setup	One product per amount	Appointment type, package, and billing plans
Purchase alerts	None	Package Purchased notification
Redemption	Manual, by reducing an invoice	Manual, by reducing an invoice

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How do I sell gift cards as Fees & Misc. Product?

This method works best if you sell gift cards occasionally and are comfortable processing each one manually.

Create the gift card product

1. Go to **Settings → Fees & Misc. Products**.
2. Click **Add Product**.
3. Name the product, for example, "$50 Gift Card" or "Custom Amount Gift Card."
4. Set the price.

5. Choose whether the product is taxable.
6. Click **Save**.

You can charge this product any time someone wants to buy a gift card.

Charge an existing athlete for a gift card

1. Go to **Settings → Fees & Misc. Products**.
2. Select the gift card product.
3. Search for and select the athlete.
4. Choose whether to charge now or later, and select the payment method.
5. Click **Charge**.

Charge a purchaser who isn't a member

Someone who isn't a member doesn't have a profile in Kilo GMS, so you create one for them before charging the gift card.

1. Go to **Users → Athletes**.
2. Click **+ Athlete**.
3. Create a profile with the purchaser's name and email.
4. Add a payment method to the profile.
5. Charge the gift card product using the steps in "Charge an existing athlete for a gift card" above.

You can remove the payment method from the profile after the purchase if the purchaser doesn't need it kept on file.

Deliver the gift card

This method doesn't generate a gift card code or credit, so you or the purchaser give the gift card to the recipient directly. For a printable or digital certificate, use the gift certificate templates in the **In Gym** tab of Kilo's **Design Library**, which you can personalize in Canva.

After you deliver it, record the gift card on the recipient's profile as described in "How do I redeem a gift card?" below.

How do I sell gift cards with a package?

This method sets up a more automated purchase flow, lets people buy gift cards from your Sales Portal, and can alert your staff when a purchase comes in.

Step 1: Create a gift card appointment type

1. Go to **Events → Appointments → Add Appointment Type**.

2. Name the appointment type, for example, "Gift Card Purchase."

Step 2: Create a gift card package

1. Go to **Products → Packages**.
2. Click **Add Package**.
3. Name the package, for example, "Gift Card."
4. Connect the package to the gift card appointment type you created in Step 1.
5. Set the validity period to 1 day.
6. Click **Save**.

Step 3: Add a billing plan for each gift card amount

Create one billing plan for each gift card amount you want to offer.

1. Name the billing plan, for example, "$50 Gift Card" or "$100 Gift Card."
2. Set the price.
3. Set the billing plan to 1 installment.
4. Click **Save**.

Repeat these steps for each amount.

Step 4: Add the gift card package to your Sales Portal

Complete this step only if you want people to buy gift cards online.

1. Open the gift card package's action options and select **Sales Portal Options**.
2. Enable the gift card package.
3. Publish your Sales Portal link.

People can then buy gift cards from your Sales Portal the same way they buy any other plan or program.

Step 5: Get notified when a gift card sells

1. Go to **Notifications → Automation Flows**.
2. Create a notification for **Package Purchased**.
3. Choose who receives the notification, usually **Staff**.
4. Click **Save**.

> Note
>
> The Package Purchased notification sends whenever any package is purchased, including packages other than your gift card. When a notification arrives for a different package, you can delete it.

When a gift card notification arrives, follow up with the purchaser to deliver the gift card, then record it on the recipient's profile.

How do I redeem a gift card?

You redeem a gift card by reducing an upcoming invoice on the recipient's account by the gift card amount. Internal notes on the recipient's profile track each gift card from purchase to redemption. This works the same way for both methods.

1. After the purchase, open the recipient's athlete profile.
2. Add a **Note** with the gift card amount and the purchase date.
3. When the recipient is ready to use the gift card, reduce one of their upcoming invoices by the gift card amount.
4. Add another **Note** recording that the gift card was redeemed.

Notes are internal, so the recipient can't see them.

Frequently asked questions

Can people buy gift cards online?

Yes, if you use the package method and add the gift card package to your Sales Portal. With the misc. product method, your staff charges each gift card purchase in Kilo GMS.

Does Kilo GMS create a gift card code or balance automatically?

No. Neither method generates a code or adds a credit to an account. You record each gift card in a note on the recipient's profile and apply the amount by reducing an upcoming invoice when they redeem it.

Can someone who isn't a member buy a gift card?

Yes. Create an athlete profile for the purchaser with their name and email, add a payment method, and charge the gift card product. You can remove the payment method after the purchase.

Why am I getting a notification for every package purchase?

The Package Purchased notification sends whenever any package is purchased, not just the gift card package. When a notification is for a different package, you can delete it.

Can the recipient see the gift card notes on their profile?

No. Notes are internal, so athletes can't see the gift card amount, purchase date, or redemption record.

Helpful tips

- Create a separate product or billing plan for each gift card amount you sell regularly

- Use the gift certificate templates in Kilo's Design Library with either method
- Add a note to the recipient's profile as soon as a gift card sells
- Include the gift card amount and purchase date in every note
- Add a second note at redemption so your records show the gift card has been used

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If you have questions about selling gift cards in Kilo GMS, our Support team is happy to help. Reach us at **hello@usekilo.com**.

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