Uncredited Reservation Report

Laura Gibson - 2026-11-11 - Reports

The **Uncredited Reservations Report** on your Kilo GMS Dashboard shows upcoming reservations for athletes who do not have an active credit or membership to cover the booking. You can use it to spot these reservations early and resolve them before they affect attendance or billing.

What is an uncredited reservation?

An uncredited reservation is a reservation made for an athlete who does not currently have an active credit or membership to cover it. Gym staff create these intentionally, and they can be useful for holding a spot for an athlete, supporting trials or special circumstances, or managing scheduling during onboarding.

Uncredited reservations work as intended, but they are worth monitoring so billing stays aligned and check-in goes smoothly.

What you can do with the Uncredited Reservations Report

- See the total number of upcoming uncredited reservations
- Check whether that number is trending high, low, or improving
- View every athlete with an uncredited reservation in the next 7 days
- Filter by date range, event type, and athlete
- Credit a reservation or delete it from the athlete

Getting to the report

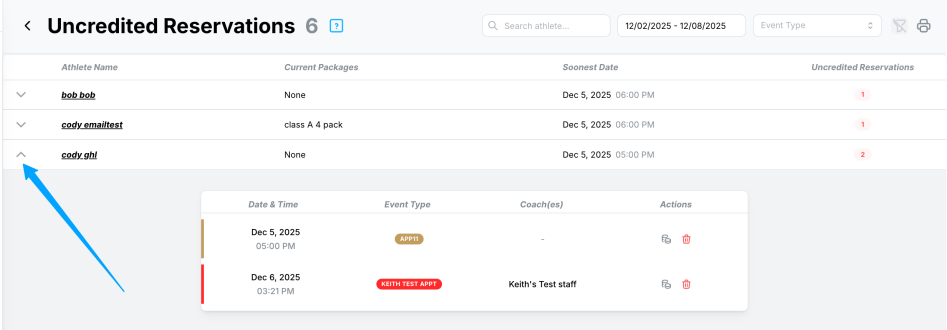
1. On your Kilo GMS Dashboard, click the **Reservations** section.
2. Review the metric card, which shows the total number of uncredited reservations and a visual indicator of the trend.
3. Click the metric card to open the **Uncredited Reservations** screen.

What the report shows

The **Uncredited Reservations** screen includes:

- **Uncredited Reservations count:** the total number of upcoming reservations without credits
- **Athlete table (next 7 days):** every athlete with an uncredited reservation in the next 7 days
- **Filters:** date range, event type (for example, class or appointment), and specific athletes

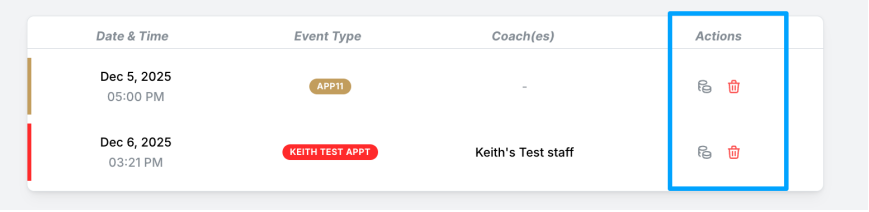
Use the athlete table to see which reservations are uncredited, which athletes may need outreach, and where billing or membership changes are needed. Click the down arrow to the left of an athlete's name to expand their uncredited reservations.



How do I credit or delete an uncredited reservation?

Expand the athlete's row in the report and choose Credit Reservation or Delete Reservation from Athlete.

1. Open the **Uncredited Reservations** screen.
2. Click the down arrow to the left of the athlete's name.
3. Choose an action for the reservation:



4. Select **Credit Reservation** to apply the appropriate credit or membership to the reservation.
5. Select **Delete Reservation from Athlete** to remove a reservation that was created in error or cannot be honored.

How do I give staff access to the report?

Access is controlled by the View Reservation Reports permission.

1. Go to **Users → Staff**.
2. Click **Edit Staff Member** for the staff member.
3. Open **Permissions**.
4. Turn on **View Reservation Reports**.

Helpful tips

- Check the report before classes so athletes have the correct access when they arrive
- Credit reservations for athletes who have purchased a package since booking
- Delete reservations that were made in error so your count stays accurate

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When this feature is most helpful

- Holding spots for athletes during trials or onboarding
- Following up with athletes whose memberships have lapsed
- Keeping billing aligned with upcoming bookings

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

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