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Uncredited Reservations Explained

Laura Gibson - 2026-10-12 - [Calendar & Scheduling](#)

An **uncredited reservation** is a class reservation or appointment that isn't backed by a credit from one of the athlete's packages. Staff and admins can create one on purpose, for example to book an athlete who doesn't have a package yet, and Kilo GMS also creates them when a reservation is made after an athlete's credits are used up. Athletes can't create uncredited reservations for themselves in the Kilo app.

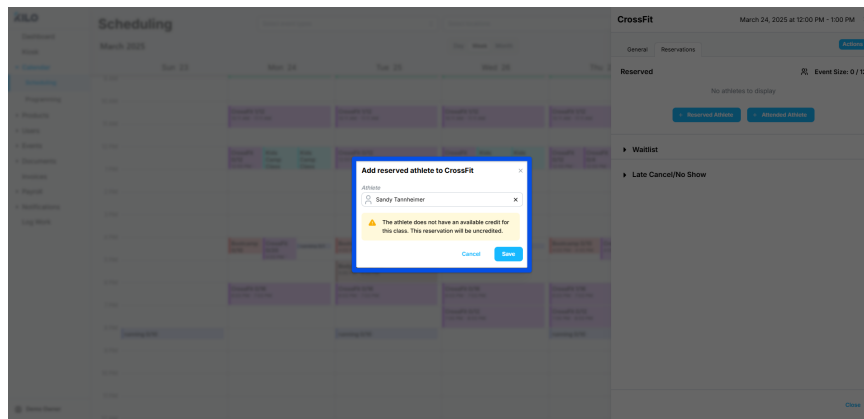
An uncredited reservation holds the athlete's spot in the class or appointment, but the athlete can't be checked in until the reservation is credited.

What you can do with uncredited reservations

- Reserve an athlete for a class when they don't have an available credit
- Book a one-time or recurring appointment for an athlete without a package
- See how many uncredited reservations your gym has from the Dashboard
- Find an athlete's uncredited reservations on their profile
- Assign a credit to an uncredited reservation by hand

Reserve an athlete for a class without a credit

1. Go to **Calendar** → **Scheduling**.
2. Click the class.
3. Open the **Reservations** tab.
4. Click **+ Reserved Athlete** and select the athlete.
5. Read the warning. When the athlete has no available credit, Kilo GMS shows: *The athlete does not have an available credit for this class. This reservation will be uncredited.*



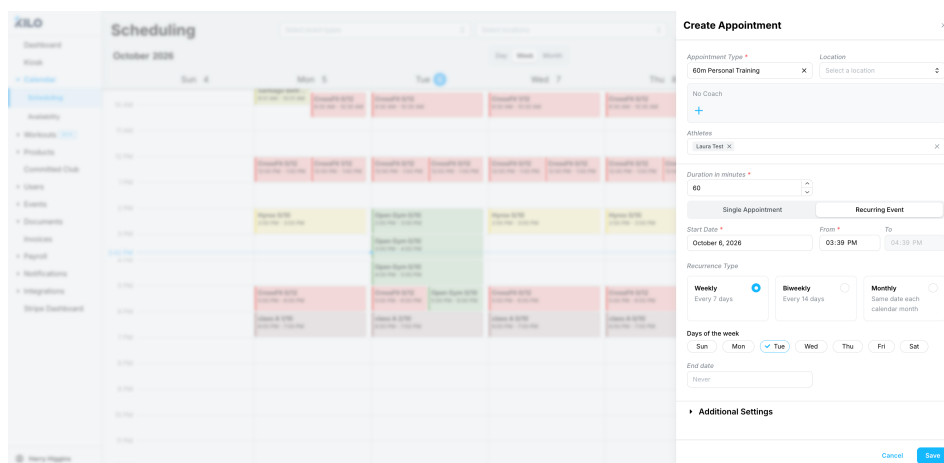
- Click **Save** to create the uncredited reservation, or **Cancel** to go back.

Note

Bulk Reservation doesn't show this warning. After reserving an athlete in bulk, check their **Reservations** tab for any reservations that were made without a credit.

Book an appointment without a credit

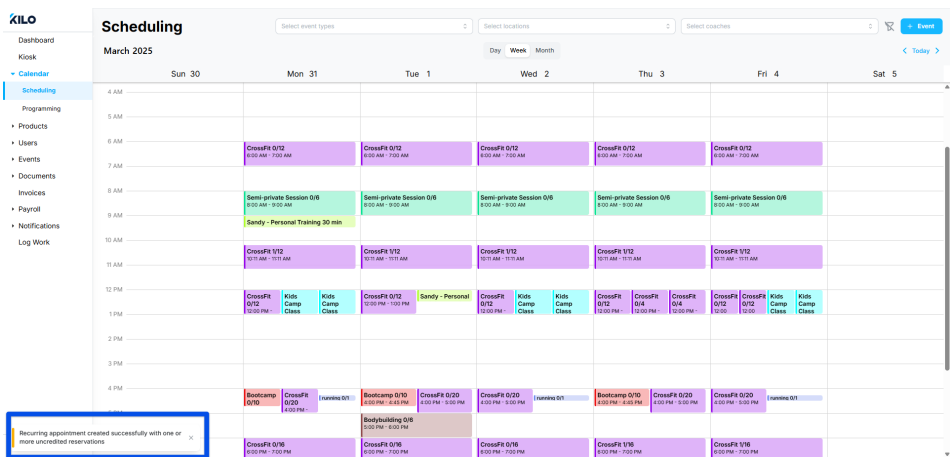
- Go to **Calendar → Scheduling**.
- Click the calendar to add a new appointment.
- Select the athlete.
- Set the start date and time.
- For a recurring appointment, toggle over to **Recurring Event**. Select the cadence of the appointment.



- Click **Save**.

If any of the appointments aren't covered by a credit, a confirmation message reads: *Appointment created*

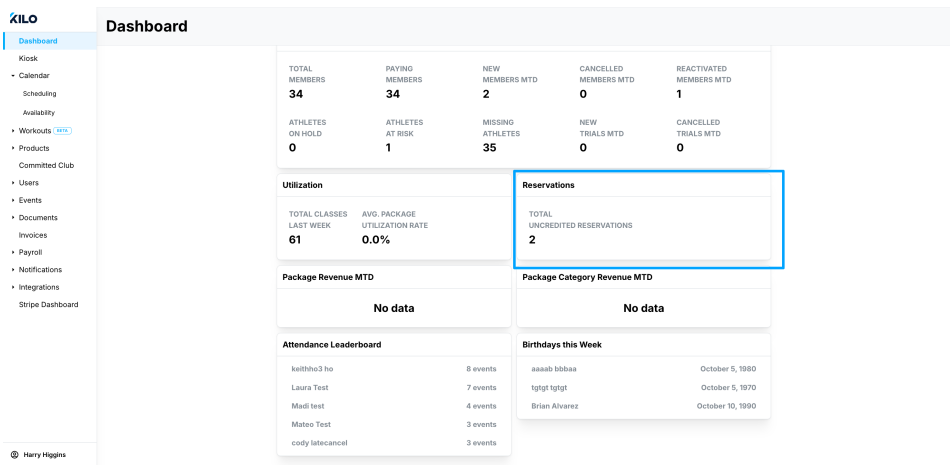
successfully with one or more uncredited reservations.



How do I find uncredited reservations?

For a gym-wide count, check the Reservations tile on your Dashboard. For a specific athlete, check the Credited column on their Reservations tab.

Total Uncredited Reservations in the Reservations tile on your Dashboard shows how many uncredited reservations your gym has.



To find a specific athlete's uncredited reservations:

1. Go to **Users** → **Athletes** and open the athlete's profile.
2. Select the **Reservations** tab.
3. Check the **Credited** column. A crossed-out circle marks a reservation without a credit.

Sandy Tannheimer								
General info	Packages	Documents	Invoices	Reservations	Attendance	Credits	Notes	Uploaded files
Reservations								
Date	Time	Event	Reserved	Attended	Weekday	Bulk Added	Credited	Delete
03/31/2025	9:00 AM	Personal Training 30 min	☒	☐	Monday	☐	☐	☐
04/01/2025	12:00 PM	Personal Training 30 min	☒	☐	Tuesday	☐	☐	☐
04/08/2025	12:00 PM	Personal Training 30 min	☒	☐	Tuesday	☐	☐	☐
04/15/2025	12:00 PM	Personal Training 30 min	☒	☐	Tuesday	☐	☐	☐
04/22/2025	12:00 PM	Personal Training 30 min	☒	☐	Tuesday	☐	☐	☐
04/29/2025	12:00 PM	Personal Training 30 min	☒	☐	Tuesday	☐	☐	☐
05/06/2025	12:00 PM	Personal Training 30 min	☒	☐	Tuesday	☐	☐	☐
05/13/2025	12:00 PM	Personal Training 30 min	☒	☐	Tuesday	☐	☐	☐
05/20/2025	12:00 PM	Personal Training 30 min	☒	☐	Tuesday	☐	☐	☐
05/27/2025	12:00 PM	Personal Training 30 min	☒	☐	Tuesday	☐	☐	☐
06/03/2025	12:00 PM	Personal Training 30 min	☒	☐	Tuesday	☐	☐	☐

Note

A package's **Credit Usage** counter and its **Attendance** tab count credited reservations only. To find uncredited reservations, use the athlete's **Reservations** tab.

How does an uncredited reservation become credited?

Kilo GMS credits it automatically overnight when a matching credit is available, or you can assign the credit yourself at any time.

Automatically. Each night, Kilo GMS assigns available credits to uncredited reservations in chronological order, for reservations within 30 days. The credit has to come from a package that includes that class or appointment type, with validity dates that cover the reservation.

By adding a package. If the athlete has no package, apply one that includes the class or appointment credits they need and whose start and end dates cover the uncredited reservations. Once the credits exist, they're assigned overnight or by hand.

By hand. To assign an available credit right away:

1. Open the athlete's profile and select the **Reservations** tab.
2. Find the reservation with the crossed-out circle in the **Credited** column.
3. Click the crossed-out circle. The credit is assigned and the circle changes to a check.

Note

Hovering over a credited reservation's check shows **Remove credit**. Clicking it takes the credit off that reservation and returns it to the package.

If the athlete has a package but all of its credits are already allocated, see [Manage Package Credits](#) for how to free one up.

Frequently asked questions

Can athletes book uncredited reservations themselves?

No. Only staff and admins can create uncredited reservations. When an athlete has no available credit, they can't reserve the class in the Kilo app.

Why can't I check an athlete in to their reservation?

The reservation is most likely uncredited. Check the **Credited** column on the athlete's **Reservations** tab, then assign a credit before check-in.

I added a package, so why is the reservation still uncredited?

Credits are assigned overnight for reservations within 30 days, so the reservation may not be credited yet. Assign the credit by hand from the **Reservations** tab if you don't want to wait. If it still won't credit, confirm that the package includes that class or appointment type and that its validity dates cover the reservation date.

Why doesn't the package show the uncredited reservation?

Packages count credited reservations only. An uncredited reservation isn't drawing on any package yet, so it appears only on the athlete's **Reservations** tab.

Helpful tips

- Read the uncredited warning before saving a staff reservation, and plan how the athlete will get a credit before that class
 - Check **Total Uncredited Reservations** on your **Dashboard** regularly so uncredited reservations get resolved before athletes arrive
 - Apply packages with start and end dates that cover any reservations you booked ahead of time
 - Assign credits by hand for same-day reservations, since automatic assignment runs overnight
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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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