View and Pay Your Invoices in the Kilo App

Laura Gibson - 2026-10-06 - Packages & Payments

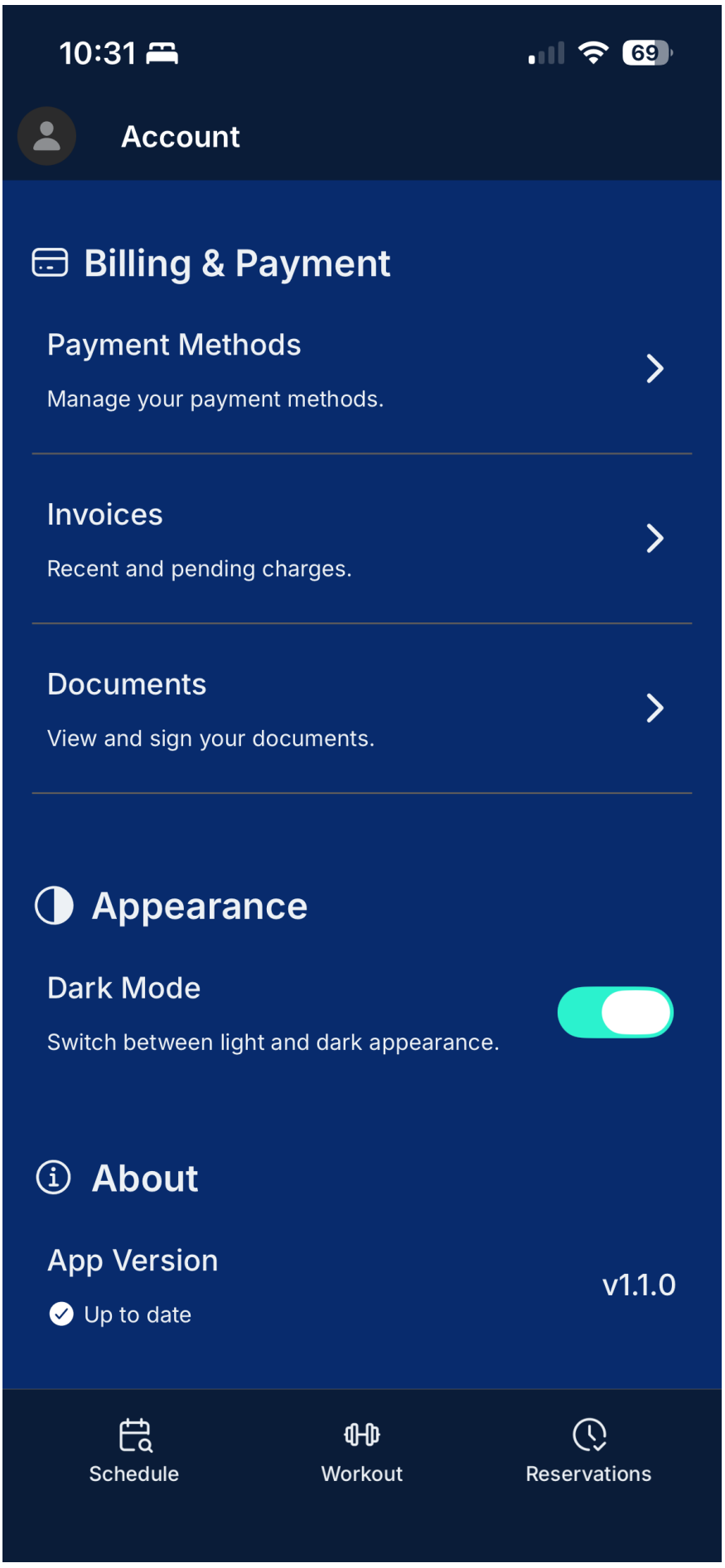
Your invoices live under **Billing & Payment** in the **Kilo - Members** app. You can see what is coming up, look back at what you have already paid, email yourself a copy as a receipt, and pay an invoice that did not go through.

What you can do

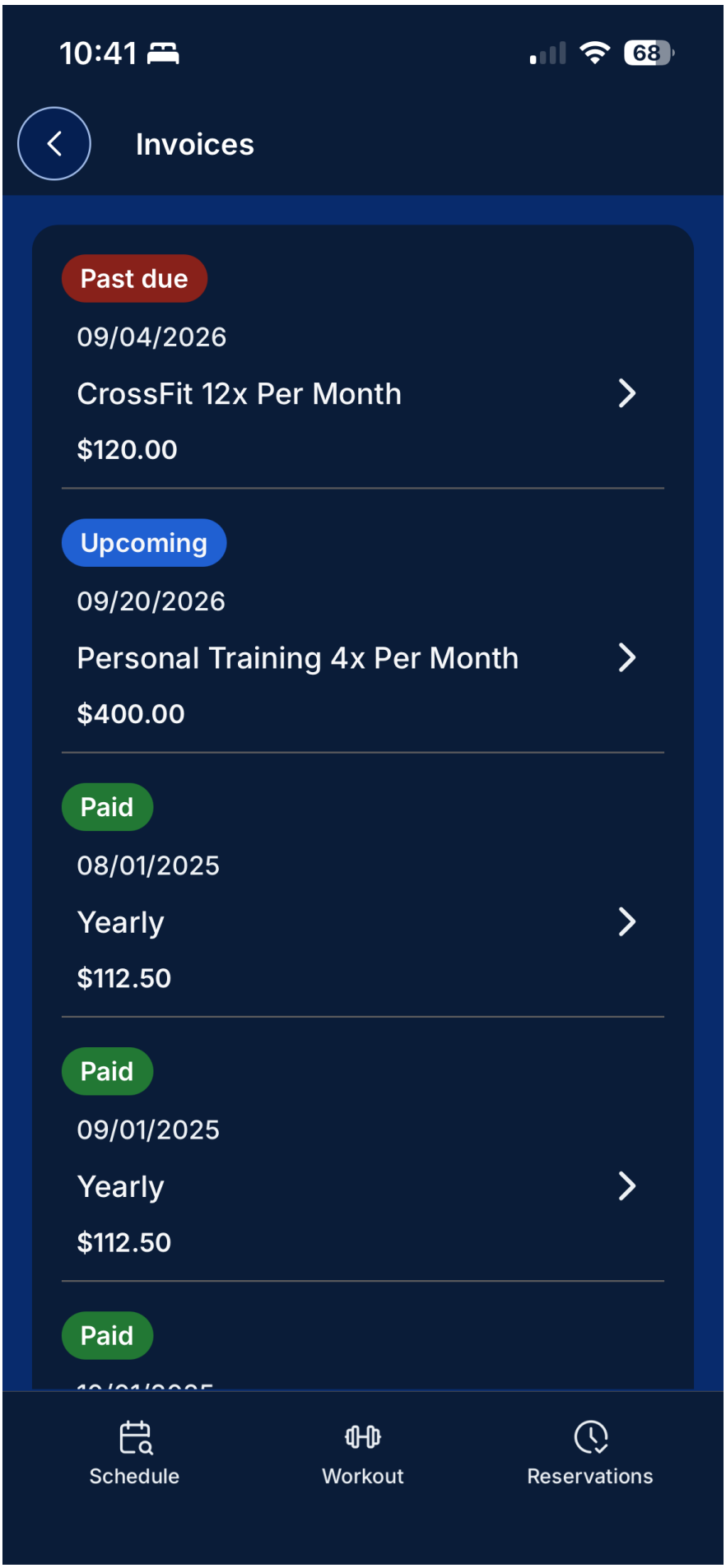
- See your upcoming invoices
- Look back at previous and paid invoices
- Open an invoice to see how the total was worked out
- Email yourself a copy of a paid invoice
- Pay an invoice that is past due or did not go through

Find your invoices

1. Open **Kilo - Members** and tap the person icon in the top left corner to open your **Account**.
2. Under **Billing & Payment**, select **Invoices**.


10:31
69
Account
Billing & Payment
Payment Methods
Manage your payment methods.
Invoices
Recent and pending charges.
Documents
View and sign your documents.
Appearance
Dark Mode
Switch between light and dark appearance.
About
App Version
Up to date
v1.1.0
Schedule
Workout
Reservations

Everything appears in one list, newest activity first, with a status label on each invoice.


10:41
68
Invoices
Past due
09/04/2026
CrossFit 12x Per Month
$120.00
Upcoming
09/20/2026
Personal Training 4x Per Month
$400.00
Paid
08/01/2025
Yearly
$112.50
Paid
09/01/2025
Yearly
$112.50
Paid
Schedule
Workout
Reservations

Reading your invoices

Each invoice in the list shows its status, its date, what it is for, and the amount.

Status	What it means
Past due	The due date has passed and the invoice has not been paid
Upcoming	A scheduled charge that has not been taken yet
Paid	The payment has gone through

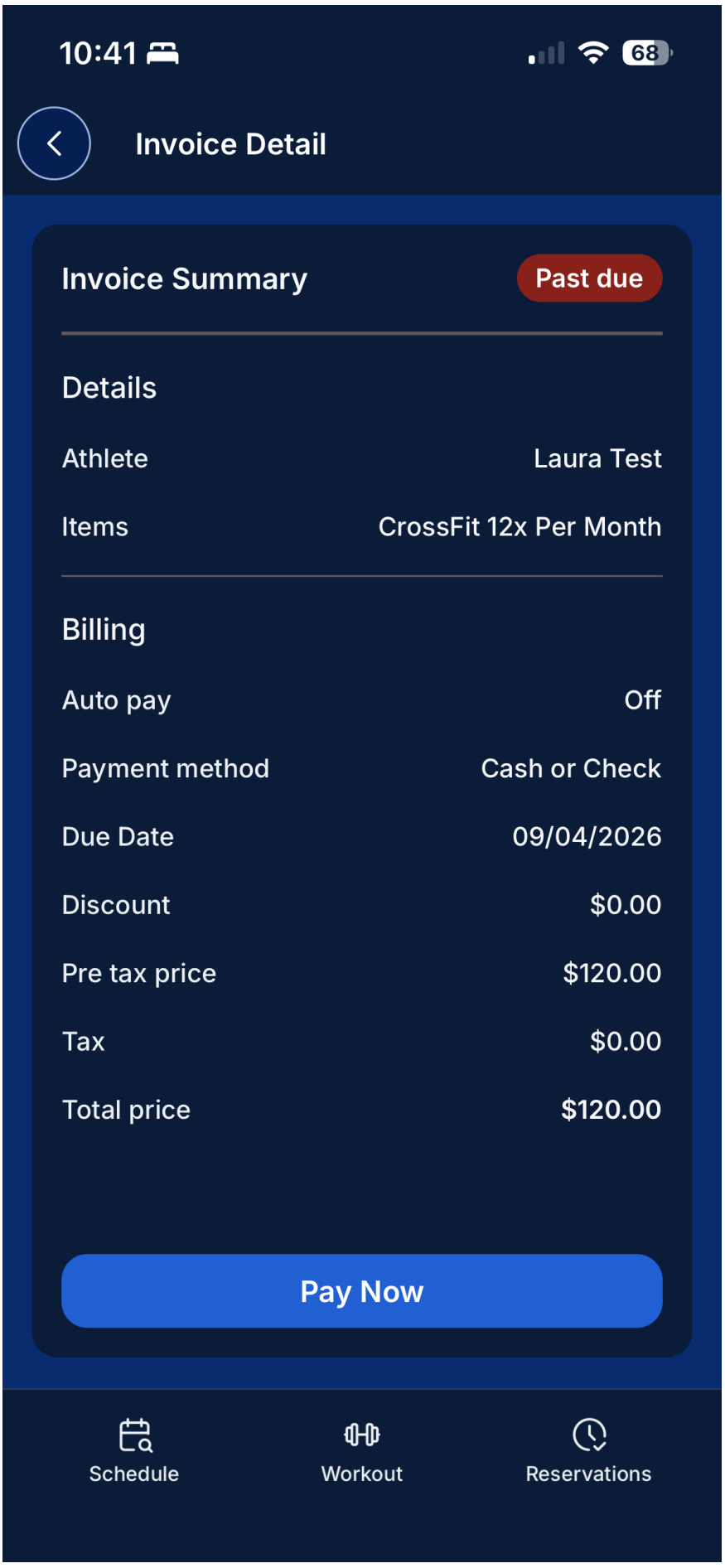
Select any invoice to open **Invoice Detail**, which shows:

- **Athlete.** Who the invoice is for.
- **Items.** The package or membership being charged.
- **Auto pay.** Whether this invoice is set to be charged automatically.
- **Payment method.** The method set against this invoice.
- **Due Date.** When the invoice is due.
- **Payment Date.** When it was paid. This appears on paid invoices only.
- **Discount**, **Pre tax price**, **Tax**, and **Total price.** How the final amount was worked out.

Pay an invoice

Use this when an invoice is past due, or when a payment did not go through.

1. Open your invoices and select the one you need to pay.
2. Select **Pay Now** at the bottom of **Invoice Detail**.


10:41
68
Invoice Detail
Invoice Summary
Past due
Details
Athlete
Laura Test
Items
CrossFit 12x Per Month
Billing
Auto pay
Off
Payment method
Cash or Check
Due Date
09/04/2026
Discount
$0.00
Pre tax price
$120.00
Tax
$0.00
Total price
$120.00
Pay Now
Schedule
Workout
Reservations

3. Choose a payment method already on your account, or add a new one.

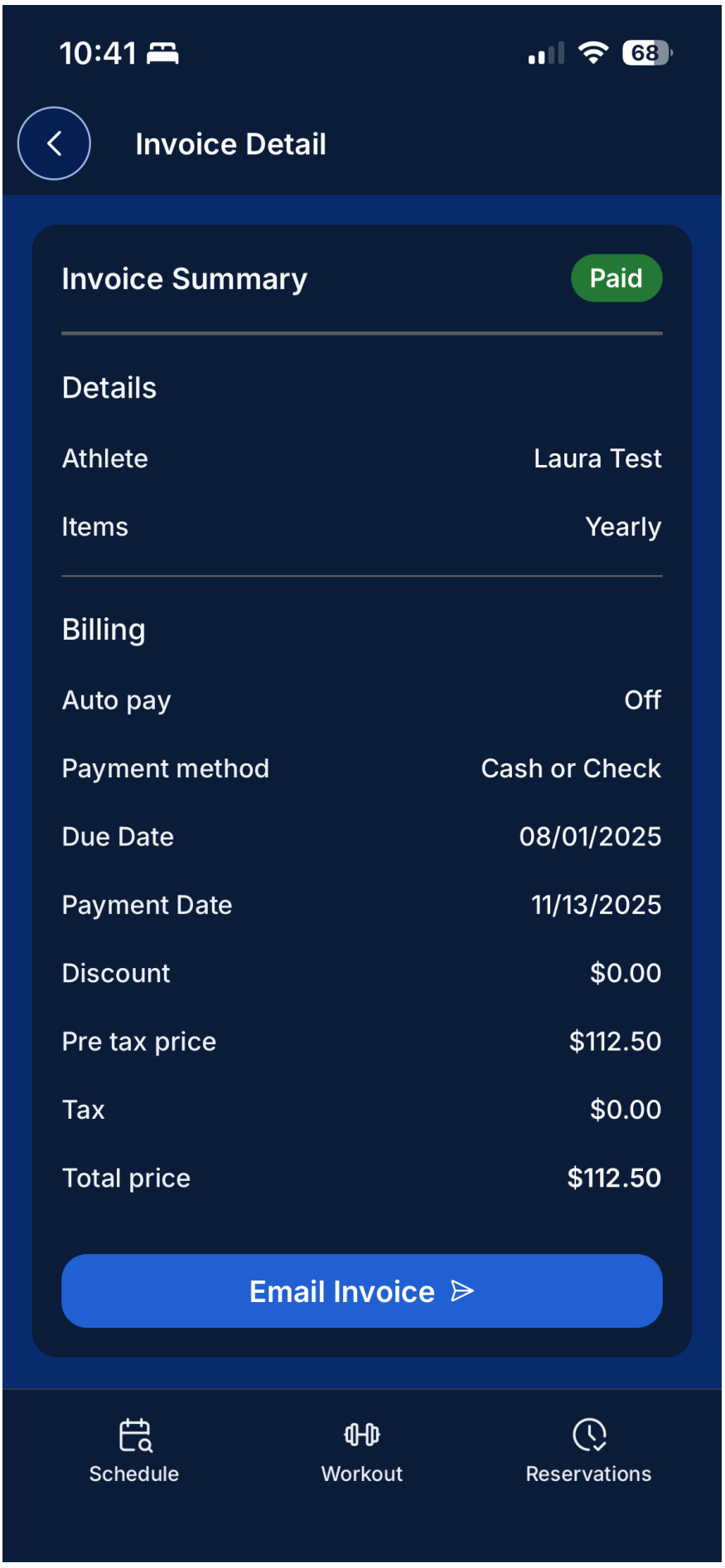
4. Confirm the payment.

The invoice updates once the payment goes through.

Email yourself a copy

1. Open your invoices and select a paid invoice.

2. Select **Email Invoice** at the bottom of **Invoice Detail**.


10:41
68
Invoice Detail
Invoice Summary
Paid
Details
Athlete
Laura Test
Items
Yearly
Billing
Auto pay
Off
Payment method
Cash or Check
Due Date
08/01/2025
Payment Date
11/13/2025
Discount
$0.00
Pre tax price
$112.50
Tax
$0.00
Total price
$112.50
Email Invoice
Schedule
Workout
Reservations

The copy arrives at the email address on your account and works as a receipt for expenses, reimbursement, or your own records.

Frequently asked questions

A payment failed. Do I have to wait for my gym to charge me again?

No, you can pay it yourself. Open your **Account**, select **Invoices**, open the invoice, and select **Pay Now**. You can use a payment method already on your account or add a new one at that point.

Can I get a receipt for something I paid?

Yes. Open the paid invoice and select Email Invoice. It goes to the email address on your account.

Why is an invoice showing as upcoming?

It has not been charged yet. Upcoming invoices are scheduled charges on your packages and memberships. They move to **Paid** once they go through.

Why does my invoice total differ from the package price?

Open the invoice and check the billing breakdown. Invoice Detail shows the discount, the pre tax price, and the tax separately, so you can see how the total was reached. Contact your gym administrator if it still does not look right.

My invoice looks wrong. Who do I contact?

Contact your gym administrator. They create and manage invoices, so they are the only ones who can correct an amount or cancel a charge.

Helpful tips

- Open your invoices if you get a message about a failed payment, since you can usually fix it yourself with **Pay Now**
- Update your payment method as well as paying the invoice, so the next charge does not fail for the same reason
- Email yourself a copy when you need a receipt, rather than asking your gym for one
- Check the **Auto pay** line on an invoice if you are not sure whether a charge will be taken automatically
- Contact your gym administrator about anything to do with the amount charged

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If you have questions about your account, your membership, or the classes at your gym, contact your gym administrator. They manage your account in Kilo and can help you directly.

- Tags
- Gym Management