

GTM[®]

PAYROLL & HR

Welcome to GTM



isolved Network
Certified Partner



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Dear GTM Client,

My name is Rachel Vincent, and I am writing to introduce myself as your newly appointed dedicated Account Manager.

Please take a moment to visit our website at GTM.com and explore the many services and solutions that GTM offers. Should you desire more information on any of our service offerings, I would welcome the opportunity to speak with you regarding what we can do to satisfy you and your business needs.

Rest assured that if you have a specific question or concern, our goal is to do whatever is necessary to find you the answers you need in an expeditious manner. You will not have to go through multiple steps or multiple people; I am here to ensure that your experiences with us are helpful, informative, and hassle free. If, for some reason, I am not available in the time frame you need, please reach out to my supervisor Brianna Brann or my manager Wendy Crespo for assistance.

Thank you for choosing GTM as your payroll service provider. I look forward to getting to know you and your business in order to provide you with the high-level of service that GTM's clients deserve and have come to expect. Please feel free to contact me directly at (518) 836-2549, or you can email me at r.vincent@GTM.com.

Sincerely,

Rachel Vincent
Business Account Manager
Main: (518) 373-4111 x 7292
Direct: (518) 836-2549
r.vincent@GTM.com



Introduction to isolated

isolated is GTM's human capital management (HCM) platform. It provides you with a unified solution for HR, Onboarding, Payroll, Benefits, Time and Attendance, and ACA reporting. It features a full payroll preview, an Executive Dashboard, and performance management tools, all within the system.

Here are some of the advantages you now have:

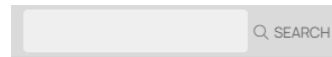
- **Access your data anywhere.** Being 'in the cloud' gives you total control of data and maximum accessibility – anytime, anywhere.
- **A single access point.** Everything you need to manage the entire lifecycle of your employees, accessible from one innovative system. No multiple logins; no exporting or importing.
- **Complete reporting.** With isolated's reports, you can easily determine employee types, hours worked, full-time status, and more to confirm compliance.



Resources

isolved University

Isolved University makes it easy to get up to speed with your payroll and HR platform quickly, with HCM training and course paths available anytime. We've provided some course references below and you can easily find them using the search feature from your University dashboard:



Employee Self Service

- Payroll: 130 - Employee Self-service and Adaptive Employee Experience (AEE) Setup
- Payroll: 340 - AEE - Manager and Supervisor View
- EMP: 20 - AEE - Employee View

Employee Management

- HR: 105- Employee Management A (Customer)
- HR: 105- Employee Management B (Customer)
- HR: 105- Employee Management C (Customer)

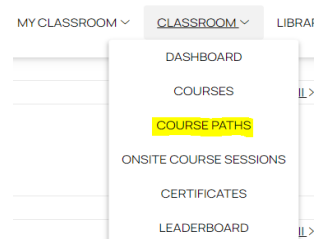
Payroll Processing

- Payroll: 305 - Payroll Processing A (Customer)
- Payroll: 305 - Payroll Processing B (Customer)
- Payroll: 305 - Payroll Processing C (Customer)

Reports

- Payroll: 240 - Reporting
- Payroll: 301 - Report Writer - Advanced
- Payroll: 301 - Report Writer - Basic

You can also feel free to review the pre-determined course paths under your "Classroom" section:



GTM Training

GTM offers both in-person and online trainings.

We have pre-recorded [online training sessions](#) on the various functions of isolved.

We also have a [schedule of upcoming live and online training sessions](#) posted on our website.

You can find links to these videos in your isolved dashboard:

MY ACCOUNT REPS

- My Account Manager**
Dominique Fortune
Account Manager
518.836.2554
dominique@gtm.com
- My Implementation Specialist**
Jennifer Leonhardi
Implementation Specialist

QUICK LINKS

- [NEW! Our terms of service have been updated. Click the link to review and acknowledge.](#)
- [NEW! Notification of Q3 2022 Preparation](#)
- [Video: Using isolved University as a Resource](#)
- [Video: isolved Adaptive Employee Experience Review](#)
- [Video: Onboarding Changes in isolved](#)

Help Within isolved

The isolved platform allows you to easily access assistance from any page.

You can search for anything in your account in the panel menu on the left, and there are buttons to access the University and Help sections of the platform in the upper right of your screens within the system:

The screenshot shows the 'Client Summary' page. On the left is a navigation menu under 'EMPLOYEE MANAGEMENT' with options like 'Employee Summary', 'Quick Hire', and 'Employee Pay'. The main content area is titled 'Client Summary' and shows 'Client Total Active EEs: 10 (As of last payroll process)'. It is divided into three sections: 'LEGAL NAME' (GTM Business Demo Account, FEIN: 11-1111111, Address: 7 Executive Park Drive, City: Clifton Park, State: New York, Zip Code: 12065), 'CONTACTS' (empty), and 'PROCESSING INFORMATION' (table with columns: Pay Group, Frequency, Active EEs, Input Method, Output Method, Last PR Processed, Next PR Scheduled). Below this are 'TAX FILING SERVICE' (checkboxes for Full Tax Filing, Tax Alert) and 'OTHER SERVICES' (checkboxes for 1099 Electronic Filing, 1099 Print/ESS Display, ACA Electronic File, ACA Forms Print).

The screenshot shows the 'Preview Payroll' page. It has a top navigation bar with 'Next Payroll Run' and 'Last Payroll Processed'. The main content area is divided into 'Preview Payroll' (with a 'Preview' button and a warning: 'WARNING: The run date for this payroll is after the required impond date. WARNING: The pay date for this payroll is in the past.') and 'Payroll Details' (Run Type: Regular Payroll, Run Date: 08/03/2022, Pay Date: 08/05/2022, Period Begin Date: 07/24/2022, Period End Date: 07/30/2022). There is also a 'Check Stub Message' section with a '+ Check Stub Message' button. At the bottom, there is a 'Timecard Review Reports' section with an 'Alert Occurrence Count Report' dropdown and a 'Go' button.

How to Contact GTM

From your isolved dashboard, your sales rep and Account Manager contact information is displayed:

The screenshot shows the 'MY ACCOUNT REPS' section. It lists two contacts: 'My Account Manager' (Dominique Fortune, Account Manager, 518.836.2554, dominique@gtm.com) and 'My Implementation Specialist' (Jennifer Leonhardi, Implementation Specialist). Each contact has a blue silhouette icon.

GTM is open Monday through Friday from 8:30am to 5pm. You can reach us at (518) 373-4111.

GTM's Payroll Newswire

All clients receive our monthly payroll and HR newsletter. It is emailed to you on the third Thursday of each month.



Payroll Submission Process

To process your payroll efficiently, follow this process when submitting your payroll hours to GTM.

Submit your payroll by 3 p.m. ET at least two business days prior to the check date.

This will allow your Account Manager time to accurately update any changes needed, validate, and process. Most importantly adhering to this deadline will allow banks the time needed to guarantee your check date. We cannot guarantee that direct deposits will be available in your employee's bank accounts on your pay day if the hours are not submitted by 3 p.m.

If you submit your payroll after the processing deadline*, you can:

- Process your payroll one business day before check date and be assessed a \$25 late processing fee. Again GTM cannot guarantee the funds will be deposited via ACH timely into your employee's bank accounts.

OR

- If you are processing the same day you have the option to process for SAME DAY ACH for a \$50 fee. This will ensure the funds will hit your employee's account by the end of day on the check date. Please note this is a last resort and not an option that you should do every payroll.

*Note that GTM cannot guarantee your ACH check date if you submit past the deadline.

Please contact your Account Manager if you have questions.



Who's Who at GTM

Our team is focused on your success!



Michael Maddalone
Director of Sales



Erin Bandaru
Director of Client Services



Kim Riper
Director of Implementation



Business Referral Rewards

Do you know someone who could benefit from having their company's payroll, insurance, and tax obligations managed by GTM Payroll Services?

If you do, we have a great deal for you. Let us know about your friend's business and you'll automatically receive a \$5 gift card to Starbucks. Just for providing their information!

If their company signs up with GTM and spends \$2,500 or less, you'll receive a \$50 Visa gift card. But if they spend more than \$2,500, your reward increases to a \$100 gift card!

Complete the form at: <https://gtm.com/business/referral-rewards/> to get started with your \$5 Starbucks gift card.