

# GTM<sup>®</sup>

PAYROLL & HR

*Welcome to GTM*



**isolved** Network  
Certified Partner



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Dear GTM Client,

My name is Erin McAvoy, 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](http://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 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) 881-1083, or you can email me at [e.mcavoy@GTM.com](mailto:e.mcavoy@GTM.com).

Sincerely,

Erin McAvoy  
Business Account Manager  
Main: (518) 373-4111 x 7299  
[e.mcavoy@GTM.com](mailto:e.mcavoy@GTM.com)



## Introduction to isolved

isolved 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 isolved's reports, you can easily determine employee types, hours worked, full-time status, and more to confirm compliance.

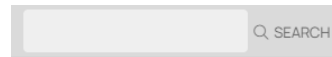




## Resources

### 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)

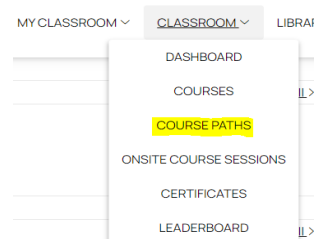
### Payroll Processing

- 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:

Search the menu

**EMPLOYEE MANAGEMENT**

- Employee Summary
- Quick Hire
- Quick Hire - Time Only
- Employee Maintenance >
- Employee Pay >
- Employee Benefits >
- Human Resources >
- Applicant Tracking
- TimeWorksPlus

**Client Summary** | Client Total Active EE's: 10 (As of last payroll process)

**LEGAL NAME**

Name: GTM Business Demo Account  
DBA Name:  
FEIN: 11-1111111  
Address: 7 Executive Park Drive  
City: Clifton Park  
State: New York  
Zip Code: 12065

**CONTACTS**

**PROCESSING INFORMATION**

Pay Group:	Frequency:	Active EEs	Input Method:	Output Method:	Last PR Processed:	Next PR Scheduled:
Weekly	Weekly	7	Remote	NO Delivery	Run 48 - 3/19/2021	PP 1 - 8/3/2022
Bi-Weekly	Bi-Weekly	3	Remote	NO Delivery	Run 44 - 2/18/2020	

**TAX FILING SERVICE**

Full Tax Filing  Tax Alert

**OTHER SERVICES**

1099 Electronic Filing  1099 Print/ESS Display  
 ACA Electronic File  ACA Forms Print

**Preview Payroll**

Next Payroll Run | Last Payroll Processed

**Preview Payroll**

- WARNING: The run date for this payroll is after the required impond date.
- WARNING: The pay date for this payroll is in the past.

Send Timecard Reminders

Preview Payroll

**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

**Check Stub Message**

[+ Check Stub Message](#)

**Timecard Review Reports**

Alert Occurrence Count Report

Report Writer reports will require committing data.  
\* Indicates a Report Writer report.

## How to Contact GTM

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

**MY ACCOUNT REPS**

**My Account Manager**  
Dominique Fortune  
Account Manager  
518.836.2554  
[dominique@gtm.com](mailto:dominique@gtm.com)

**My Implementation Specialist**  
Jennifer Leonhardi  
Implementation Specialist

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.