



[Knowledge Base](#) > [Gym Management Software](#) > [Notifications Flows](#) > [Use GLM Flows for Direct Purchases \(Package Started\)](#)

Use GLM Flows for Direct Purchases (Package Started)

Mavilyn Carlos - 2026-08-19 - [Notifications Flows](#)

Use the following help article to learn how to connect Kilo Gym Management and Gym Lead Machine so that **when a lead purchases a trial directly through your sales portal**, they automatically receive a custom tag and/or move to the correct stage in your sales pipeline.

Important Note: The GLM Flows option is **only available to gyms that have approved the enabling of their GLM-GMS Integration**. If you do not see this option under Notifications in your GMS account, please contact our Support team for more information - hello@usekilo.com.

Steps for Setup

Step 1: Create a Custom Tag in Gym Lead Machine

1. In GLM, go to **Settings → Tags**.
2. Click **+ Add Tag** and name it something clear like **Trial Purchased** .
3. Save your tag. *(This tag will be used to trigger your GLM automation.)*

Step 2: Build Your GLM Flow in Kilo GMS

1. In your Kilo GMS account, go to **Settings → Notifications → GLM Flows**.
2. Click **+ Add Flow**.
3. Under **Trigger**, choose **Package Started**.
4. Select your trial package (for example, "Foundations Trial" or "2-Week Intro").
5. Under **Action**, select **Add Tag in GLM** and choose the tag you just created (**Trial Purchased**).
6. **Enable** the Flow in the final step and Save.

Once this is saved, when a trial package is started for an athlete, that tag will automatically be applied to their GLM contact.

Step 3: Connect the Tag to a GLM Workflow

1. In Gym Lead Machine, go to **Automations → Workflows**.
2. Create a new workflow from scratch.
3. Set the workflow trigger to **Tag Added**, then select the new custom tag, so that runs when the tag **Trial Purchased** is added.
4. Add desired actions, such as:
 - Move the contact to the **Trial** stage in your pipeline (contact Support for custom stages to be added to your pipeline) (Action: **Update Opportunity**)
 - Send a custom welcome message (Action: **Send Email**)
 - Notify a staff member internally (Action: **Internal Notification** -> Email)

Important Note: GLM Flows can update tags for contacts that already exist in your Gym Lead Machine account, but *they cannot create new contacts*. To ensure your flows work as expected, make sure all prospects first enter your GLM account through a form submission or manual entry.

When to Contact Support

Reach out to **hello@usekilo.com** if you need help with:

- **Adding your GLM-GMS integration** to make GLM Flows available
- Creating or editing a **custom stage** (e.g., "Trial") in your Fitness Pipeline
- Adding **custom workflows or actions** that require Support setup