



TMF Integrations

Standard Services Description

November 2025



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1. Overview

1.1 Introduction – TMF Integrations

This document defines the standard service descriptions (SSD) for TMF Group's integration services, outlining its purpose, scope, and operating standards. It serves as a unified reference framework governing how TMF designs, implements, and supports integration between client systems and TMF's delivery platforms. The SSD establishes foundational principles for both file-based and next-generation API-driven models and applies to all TMF Group certified and non-certified integrations. The goal is to ensure consistent design, implementation, and operational standards for global data exchange, promoting compliance, accuracy, and maintainability.

The document serves as a contractual and operational blueprint, outlining responsibilities, data flow architecture, processing cadence, and service-level expectations across all integration patterns. It enables TMF and its clients to operate under a consistent global model that ensures reliability, data integrity, and compliance with security and privacy standards.

With the introduction of support to API, the Standard Services Description extends beyond traditional SFTP-based exchanges to include API-first orchestration, and near real-time transaction exchange.

This Standard Services Description document is governed by the terms of the principal agreement you have executed with TMF Group for the delivery of TMF Integrations and associated Services. Whilst we have taken reasonable steps to provide accurate and up to date information in this document, we do not give any warranties or representations, whether express or implied, in this respect, unless explicitly stated otherwise.

1.2 Scope of Service

TMF's Integration Service covers the design, configuration, and maintenance of integrations used to exchange data between client and TMF systems.

This includes:

- Establishing secure connectivity between client and TMF environments.
- Designing integration patterns or frameworks aligned to approved templates and standards.
- Supporting data mapping, data transformation, validation, and error handling
- TMF's obligations are strictly limited to the design, configuration, and maintenance of TMF hosted and deployed integrations facilitating data exchange between the client's System(s) and TMF system(s).
- TMF Group shall not be responsible for, nor undertake, any development work, advisory services, or data remediation within the client's environment except as expressly required and agreed for purposes of integration testing or in accordance with approved change control procedures.
- While TMF Group will collaborate with the client to enable successful integration and will provide relevant technical specifications and support as defined within the scope of Services, TMF Group assumes no responsibility for the development, recommendation, or correction of the client's HRIS solutions or underlying data, except to the extent necessary to fulfil integration testing requirements or standard change requests explicitly agreed between the parties.

1.3 General Assumptions

- All integrations follow TMF Group's data security standards and comply with GDPR.
- Any client-specific deviation will be treated as a non-standard service and require a Change Request.
- Integration testing will be performed jointly between TMF, the client, and relevant system vendors.
- TMF Optix Integrations will maintain version alignment with Workday GPC certification updates. Non-Workday integrations are supported under the TMF Optix Managed Integration Framework.

1.4 Integration Design Framework

TMF's integration approach is founded on a library of proven and reusable integration patterns that define how data securely and consistently flows between a client's system(s) and TMF's delivery ecosystem.

Each connector pattern represents a standardized design model—covering how data is exchanged, validated, and transformed—ensuring that every integration follows a consistent and supportable framework.



By maintaining these patterns within TMF's centralized Integration Repository, TMF enables faster implementation, predictable performance, and reliable outcomes. Whether leveraging certified frameworks (for example, Workday Global Payroll Connect components) or building new frameworks with public APIs, TMF ensures that every integration is scalable, secure, and future-ready.

Together, these design principles form the foundation for TMF's Integration Patterns and API Framework Support, enabling a flexible and scalable model that adapts to each client's ecosystem.

2. Integration Connector Patterns Overview

2.1 Predefined Connector Integration Patterns

Predefined Connector Integration patterns are standardized models that outline how systems consistently, securely, and reliably retrieve or exchange data from a specific Client System. Within TMF's integration framework, these patterns specify the sequence, data payloads, mapping rules, and error-handling conventions between client systems and TMF's Data layer. For instance, Workday offers published models such as Global Payroll Connect which serve as examples of established integration patterns. Many of those patterns details the functional and technical approach for extracting or transmitting payroll-relevant data. Similar solutions can be found with Employee Compound & OData from SAP SuccessFactors.

TMF's connector frameworks support multiple service delivery capabilities. As an example, integrations have been created to transfer invoice data from SAP By Design into accounting systems for Accounts Receivable processing, alongside REST APIs that allow clients to access data and documents from TMF KRAIOS. These implementations demonstrate that our standardized, reusable connector approach enables secure and efficient data exchange capabilities across Accounting & Tax, Payroll and HR, Global Entity Management, Fund Services, Capital Markets, and M&A.

All such patterns are documented in TMF's proprietary Integration Pattern Repository, which serves as the central source for published designs, schemas, and mappings. This repository allows pattern reuse across multiple clients and countries, driving efficiency, quality, and consistency in delivery.

TMF publishes both standard Integration Connector Patterns and Additional Integration Connector Patterns outlined in the appendices:

Appendix A: [Integration Connector Patterns](#)

Appendix B: [Additional Integration Connector Patterns](#)

2.2 Public API Frameworks

In addition to predefined connector patterns, TMF supports Public API Frameworks for clients whose Software / application expose well-defined public APIs or published endpoint documentation.

These frameworks are developed when:

- The client's software / application provides open REST or SOAP APIs that TMF can securely access.
- The endpoints deliver structured data (e.g., employee master data, time entries, or payroll-related attributes).
- The API supports standard formats (JSON, XML) and modern authentication (OAuth 2.0, API keys).



Once built for a specific software / application, the framework becomes reusable where applicable to the same platform. It defines a consistent integration pattern - how data is retrieved or exchanged - along with reusable transformation logic, error handling, and middleware connectivity.

TMF develops integrations within its integration scope. When a new integration pattern is assessed as having medium or high reuse potential, the initial solution serves as the foundation for a standardized framework. This framework is refined and validated through real-world implementation and, once mature, published in TMF's repository. This approach ensures consistency, accelerates future deployments, and simplifies upgrades.

2.3 Published Repository Governance

TMF manages integration patterns and frameworks through a central repository, ensuring traceability, consistency, and re-use worldwide. New designs are reviewed, validated, approved, and version-controlled for efficient maintenance across clients and regions. While TMF uses standardized patterns for most integrations, varying client needs—like different HRIS / ERP platforms or security requirements—may require customizations or new builds. This ensures:

- Version control and documentation for every integration pattern or framework.
- Re-use of proven API frameworks across further implementations and geographies.
- Continuous expansion of TMF's global integration library, supporting multiple ecosystems.

By maintaining a structured and published repository, TMF aims to deliver predictable delivery quality, faster onboarding, and simplified maintenance for all integrations.

2.3.1 Connector Pattern Re-use

To address variations and provide a transparent, objective approach to integration planning, TMF Group has established a Connector Pattern Reuse Decision Matrix. This matrix serves as a practical tool for both TMF teams and clients, guiding the evaluation of whether an existing integration pattern can be reused "as is," adapted with minor customization, or if a new custom pattern is required.

Integration patterns and frameworks are aligned under TMF's three Integration Categories:

Category	Example Source	Integration Type	Re-use Potential
Prebuilt Connector	Workday GPC, SAP	Certified and pre-established integration patterns (e.g., DCoD, APD)	High
Public API Framework	HiBob, BambooHR, Dayforce, or other HRIS with published APIs	TMF builds an API-based framework using the client's public endpoints; once developed, the framework becomes	Medium



Category	Example Source	Integration Type	Re-use Potential
		reusable connector for future clients using the same HRIS	
Custom Build	Proprietary or client-specific HRIS	One-off, bespoke integration pattern developed for a unique API or file structure driven by the client	Low / None

This classification provides clients with clarity on what can be re-used, extended, or newly developed, depending on the Client system integration maturity, and the availability of public APIs and the cost implications around custom builds.

2.3.2 Connector Pattern Re-use Decision Matrix

For each new integration opportunity, TMF and the client will jointly review the key criteria outlined in the matrix. By systematically assessing factors such as Clients Software / application compatibility, data schema alignment, integration method, security requirements, localization needs, and client-specific logic, TMF can quickly determine the most efficient and appropriate integration path.

- If all criteria align with an existing pattern, it can be re-used directly
- If minor adjustments are needed, the pattern can be adapted with limited customization
- If significant differences exist, a new custom pattern will be developed and added to the repository for future reuse

The matrix below provides a detailed breakdown of these criteria and the corresponding integration approach:

Decision Matrix: Pattern Re-use vs. Custom Build

Criteria	Pattern Can Be Reused "As Is"	Pattern Can Be Reused with Minor Customization	Custom Pattern Required
Client's Platform	Matches a supported platform (e.g., Workday, SAP) with certified or prebuilt connector	Supported platform, but with minor version or configuration differences	Proprietary or unsupported system, or significant platform customization
Data Schema	Client data schema matches existing patterns (fields, formats, structure)	Minor differences in fields or formats can be mapped without major changes	Major differences in schema, structure, or data types; new mapping logic needed

Criteria	Pattern Can Be Reused “As Is”	Pattern Can Be Reused with Minor Customization	Custom Pattern Required
Integration Method	Standard method (API, SFTP, MFT) as per pattern	Standard method with minor protocol or endpoint adjustments	Non-standard method, hybrid, or new protocol required
Security & Compliance	Meets standard security and compliance requirements (e.g., OAuth2, TLS1.2, SOAP Security Protocols)	Minor adjustments to security settings or compliance documentation	Unique security, compliance, or regulatory requirements not covered by existing patterns. Any deviations from existing security patterns will be permitted only if they enhance security beyond the TMF standard.
Client-Specific Logic	No client-specific business rules or transformations	Minor business rules or transformations that fit within existing pattern logic	Significant client-specific logic, workflows, or exception handling required
Repository Availability	Pattern is published, documented, and version-controlled in repository	Pattern exists but needs minor updates or documentation	No suitable pattern exists in repository; new patterns must be created and published

As part of the implementation, TMF will use this matrix as follows:

- Assess each criterion for the client’s integration scenario.
- If all criteria fall in the “As Is” column: TMF and client will use the existing pattern directly from the repository.
- If any criteria fall in the “Minor Customisation” column: Plan for limited adjustments—update mapping, documentation, or configuration as needed.
- If any criteria fall in the “Custom Pattern Required” column: Initiate a discovery call and custom build process, including design review, documentation.

This section will help ensure that TMF’s integration solutions are delivered efficiently, consistently, and with full transparency.





3. Integration Implementation Requirements

3.1 Requirements Summary

To successfully begin the process of integrating client systems with TMF's integration layer, certain minimum high-level requirements must be met. These requirements ensure that the integration is secure, efficient, and capable of supporting accurate data transfer.

3.1.1 Technical Requirements

The table below outlines the essential technical criteria that need to be addressed before the integration setup can commence, helping to streamline the implementation and safeguard data integrity throughout the process.

Area	Requirements
API or Data Access Capability	<ul style="list-style-type: none"> Client/Third Party Application must expose APIs (REST, SOAP) or support scheduled data exports. Authentication support (OAuth 2.0, API keys) for secure access. Rate limits and pagination must be understood and handled, including any limitations to the existing platform or design
Data Availability & Structure	<ul style="list-style-type: none"> Defined data schema for employee records, org structure, payroll, etc. Consistent data formats (e.g., JSON, XML, CSV) for extraction Comprehensive API documentation (where API support available) including API versioning details (if any) Date and Time stamped records must be available where necessary to support incremental/delta extraction (full data sets not supported) Desirable to have access to any published roadmap from the Client/Third Party Application provider
Data Mapping	The client will be responsible for providing the required data mapping specifications necessary for transformation activities.
Integration Environments Access	<ul style="list-style-type: none"> Network access (VPN, firewall rules, IP whitelisting) to reach the Client/Third Party Application Staging or sandbox environment for testing before Production deployment and operation



Area	Requirements
Scheduling & Automation	<ul style="list-style-type: none"> Agreed understand on usage of Job scheduler or integration platform (e.g., Azure Data Factory, Informatica, MuleSoft) where an integration is initiated from the client landscape Support for cron jobs or scheduled API calls Support for error handling and retry logic for failed extractions, where an error originates from the Client/Third Party Application
Data Security & Compliance	<ul style="list-style-type: none"> Support for encryption in transit to a minimum standard of TLS1.2 (TLS1.3 is recommended) Application access controls and audit logging Confirmed compliance with GDPR, HIPAA, or other relevant regulations
Monitoring & Logging	<ul style="list-style-type: none"> Monitoring tools to track extraction success/failure where an error originates from the Client/Third Party Application Logging of extraction events for audit and troubleshooting

3.1.2 Resourcing Requirements

The table below outlines the essential resourcing requirements that need to be addressed and confirmed by the client before the integration setup can commence.

Area	Requirements
Implementation Subject Matter Expertise	<ul style="list-style-type: none"> Client resources to support all stages of design and testing of any integrations, including environment preparation, configuration, and test data preparation Access to Client Application subject matter expert(s) during the implementation Access to Client Data subject matter expert(s) during the implementation Client resources to respond to any support any queries during all phases of the implementation project
Implementation IT Support / Ownership	<ul style="list-style-type: none"> Client-side IT support for credentials, access, and troubleshooting Access to Client Identity Management, Networking and Infrastructure resource during the implementation Suitable support resources within the Client organisation once the integration is deployed for ongoing management and issue resolution



Area	Requirements
Vendor Support	<ul style="list-style-type: none"><li data-bbox="596 450 1386 517">• Vendor documentation and support for all integration endpoints (where relevant)<li data-bbox="596 517 1386 618">• Client access to an appropriate supporting group within the Application vendor organisation for issue resolution (where relevant)



4. Integration Implementation Approach

4.1 Overview

During the transition phase, TMF will configure and deploy integrations between the Client's software / application and TMF's delivery environment. The transition model supports both API-based and File-based delivery, depending on the client's system capability and chosen integration pattern. Activities are structured into four sequential phases: Planning, Design, Configure or Build & Validation, and Deployment, supported by governance, testing, and sign-off checkpoints.

4.2 Planning Phase

Activity	File-Based Integration	API-Based Integration	Responsibility
Kick-off meeting to confirm scope, Integration Requirements, roles, and country rollout plan	Confirm file exchange method, frequency, encryption, and structure	Confirm API environment details, endpoints, credentials, and authentication	TMF (host) / Client (co-own)
Environment provisioning	SFTP or Blob Storage creation; firewall allow-listing	API client registration; OAuth or key setup	TMF
Data readiness	Provide sample flat files	Provide sample payloads / API test data	Client
Mapping readiness	Confirm country template (Lexicon format)	Confirm schema mapping (Lexicon-to-API object)	Joint
Project plan and testing calendar approval	Apply legacy or hybrid schedule	Same plan with iterative API sprints	TMF

4.3 Design Phase



Activity	File-Based Integration	API-Based Integration	Responsibility
Review Lexicon data dictionary (if utilised)	File layout alignment	Payload structure alignment	TMF
Define transformation logic	Input/output conversion rules	JSON/XML mapping and attribute normalization	TMF
Country-level design review	Include file formats, headers, footers	Include endpoints and query parameters	Joint
Security review	Encryption key exchange, PGP or TLS	OAuth token lifecycle, API throttling	TMF
Mapping document sign-off	Mapping workbook signed by both parties	API field mapping and parameter guide signed	Joint

4.4 Configure/Build & Validation Phase

Activity	File-Based Integration	API-Based Integration	Responsibility
Configure ingestion layer	Build file pickup, parse, validate routines	Configure API orchestration & scheduling	TMF
Implement transformation layer	Use Lexicon transform templates (where relevant) or structure mapped to target system	Apply API adapter logic, mapping & error schema	TMF
Conduct unit test	Verify structure, naming, and encryption	Verify API authentication, response handling	TMF
Client review & UAT	Upload test files	Run API calls / review payload	Client
Error & defect management	Use monitoring logs for corrections	Review API logs / API event dashboard	Joint
Performance validation	File load time and record accuracy	API throughput and response latency	TMF



Activity	File-Based Integration	API-Based Integration	Responsibility
Parallel run (optional)	Compare file output to legacy run	Compare payloads to outcomes	Joint

4.5 Deployment Phase

Activity	File-Based Integration	API-Based Integration	Responsibility
Promote configuration to production	Configure new endpoints, SFTP folders	Activate production APIs	TMF
Conduct smoke test	Upload validation file	Send test API request	TMF
Run first live process	Deliver file / API data set	Same process with monitoring	Joint
Validate first-run results	Verify counts, data integrity	Verify payloads and statuses	TMF
Go-Live Sign-off	Country-wise or global confirmation	Verify payloads and statuses	Client & TMF

4.6 Post Go-Live / Handover

TMF provides Operational Runbook, error-handling guide, and credentials management process. All configurations, mapping documents, and logs are stored in the Integration Repository. Support transitions from Implementation to TMF's Global Support Team for Business As Usual (BAU).



5. Integration Services Availability

TMF Group will endeavour to plan maintenance during the weekend (Sat-Sun) to limit the impact for all users. Only essential/critical maintenance might be undertaken during a weekday (Mon-Fri). Where we are notified of any impact, we will communicate the expected outage accordingly. There will be occasions where the service is not impacted at all by these planned maintenance events.

Availability will be affected by system errors, infrastructure problems, malicious attacks, and system load.

- The Integration Services platform is built in a highly available configuration spanning multiple facilities.
- Redundancy of all major system components reduces the likelihood that the loss of a single component instance will compromise the entire system.
- Partitioning of the system into loosely coupled components with pre-defined maximum workload thresholds help avoid or contain failures and prevent failure cascades.
- TMF Group's standard monitoring systems monitor the infrastructure for any issues that affect service availability. Scheduled downtime will be communicated to Global / Local Client Administrators.

$$\text{Service availability} = (\text{Total Possible Uptime} - \text{Total Downtime}) \times 100\%$$

Total Possible Uptime

Statistic	Measure
Target Performance	99.5%
Total Possible Uptime	The Measurement Period less Excluded Downtime.
Total Downtime	The downtime in minutes (for any Severity 1 incident which renders the Service(s) unavailable) during the Measurement Period for the Service components; however, that Total Downtime shall not include Excluded Downtime.
Measurement Period	The total number of minutes in the relevant month.
Excluded Downtime	Time which may accrue during any Maintenance Window which is properly agreed in accordance with the Agreement.

The service level will be monitored and measured twenty-four (24) hours per day, each day of the year. On the first of every month, the calculation commences at 100% availability.



6. Support Terms

Support is provided by TMF Group as part of the Services acquired by the client, subject to the agreement and the statement of work.

Support does not include services for any service offering that is not directly contracted with and provided by TMF as part of the Services contractually agreed under the statement of work.

6.1 Support Period

Support is effective upon the Go Live Month specified in the signed setup sign-off form and ends upon the expiration or termination of the Services under the global agreement and / or statement of work (the Support Period). TMF is not obligated to provide support beyond the end of the Support Period.

6.2 Support Lines

6.2.1 Support Systems

TMF Group's primary means of customer support are accessible via the following means:

- Support Request feature in TMF OPTIX
- Support Request feature in TMF KRAIOS
- Support Request feature in TMF Horizon

Secondary means of support where a front-end platform is unavailable is through email between the client Users and the Digital Client Platform Support Team.

6.2.2 First Line Support

The client Users are required to establish and maintain the organization and processes to provide "First Line Support" for the Services used directly by the client's users. First Line Support shall include but not be limited to (i) requesting changes to client User set-up, (ii) a direct response to client users with respect to inquiries concerning the performance, functionality, or operation of the Services, (iii) a direct response to client users with respect to problems or issues with the Services, (iv) a diagnosis of problems or issues of the Services, and (v) a resolution of problems or issues with the Services.

b) If, after reasonable efforts, the client Users are unable to diagnose or resolve problems or issues of the Services, they may contact the TMF Group Digital Client Platform Support Team for "Second Line Support."

6.2.3 Second Line Support

Second Line Support by TMF Group's Digital Client Platform Support Team shall consist of (i) a diagnosis of problems or issues with the Services, and (ii) reasonable efforts to resolve reported and verifiable errors in the Services so that the Services perform in all material respects as described in the associated documentation (when and where available).

TMF Group may recommend specific organization and process changes to assist or improve the current practices.

6.2.4 Digital Client Platform Support Team

Support will be provided by TMF Group's Digital Client Platform Support Team and consists of:

- The Second Line Support described above
- Responding to support requests sent directly to the Digital Client Platform Support Team via Global Service Desk email: - GSD@tmf-group.com
- Program updates, fixes, security alerts, and critical patch updates
- General maintenance releases, selected functionality releases, and documentation updates

To be able to provide adequate support, the Support Team members will have access to all data. There are various policies in place within TMF regarding data security and confidentiality and all support employees have signed non-disclosure agreements.

The Digital Client Platform Support Team will provide support for client support requests 24 hours and 5 days a week including bank holidays. The support coverage starts Monday 6:00AM IST and ends on Saturday 6:00AM IST.

6.2.5 Support Exclusions

- General instruction to client's users about use of the Services.
- Changes to service setup or configuration (will follow agreed CR process);
- Hardware and/or software installation and/or configuration to enable use of the (online) Services, including and not limited to internet connectivity issues on client side.
- Maintenance or configuration related to the client's own hardware, software and/or internal services, developed by the client, its partners, or other third parties.
- Restoration of backups or recovery of data deleted by any of the users within the system.
- All items not covered by TMF Group Service Support shall be agreed under change control and invoiced at the Fees agreed in the CR.



6.2.6 Technical support services and priority definition

TMF will propose the technical support services with great care, so that valid urgent situations obtain the necessary resource allocation from the Digital Client Platform Support Team and other third line support teams within the TMF Group organisation.

Five priority levels have been defined.

Clients must provide TMF promptly with a contact who will work with the Digital Client Platform Support Team during the issue resolution period in the case this is not the same person as the person who submits the issue.

The service request severity level will be based on the following severity definitions:

Description	Definition	Target Performance Level	Minimum Performance Level
Resolution time for technical application or system requests	Resolution time of application and system requests P1: within one (1) Business Day P2: within two (2) Business Days P3: within five (5) Business Days P4: planned release (for low priority Tickets and application information requests) P5: planned release (for CRNs)	98% of Support Requests closed within the applicable resolution time	95% of Support Requests closed within the applicable resolution time
Means the period of time between the Support Request creation by client or TMF, which requires an escalation to the TMF technical support team for resolution, and the notification by TMF to the client of a resolution (i.e., repair or bypass the escalation will not be deemed a resolution), excluding waiting periods (periods during which TMF has to await client's or third party's performance of services/deliveries which precede performance of TMF's obligations). During waiting periods, the resolution time is suspended.			

Technical Support Requests are prioritized by TMF in its sole discretion, based upon the following criteria. (Priority 1 to 5 – P1 to P5):

- Priority 1: Business-critical issues that have an immediate impact on the delivery accuracy or timeliness or block the execution of critical business processes for which no workaround has been identified. The issue potentially has a major impact or impacts a large proportion of the population.

- Priority 2: Business-critical issues that have no immediate impact on the delivery accuracy or timeliness but block the execution of key business processes for which no workaround has been identified. The issue potentially has a major impact or impacts a large proportion of the population.
- Priority 3: An issue with an immediate impact on the delivery accuracy or timeliness, or on the execution of critical business processes but for which a workaround is available.
- Priority 4: An issue with no immediate or low impact for Client and/or on the rendered Services. The time of resolution will be mutually agreed. Application information requests are by default prioritized as Priority 4.
- Priority 5: An issue with no immediate or low impact for client and/or on the rendered Services. The time of resolution will be mutually agreed. CRNs and direct changes to the Services are by default prioritized as Priority 5

6.2.7 Change of Technical Support Services Priority

At the time TMF accepts a support request, TMF Group will record an initial technical support priority of the service request based on the priority definitions defined above. TMF Group's initial focus, upon acceptance of a service request, will be to resolve the issues underlying the service request. The technical support priority of a service request may be adjusted as described below.

- Downgrades of technical support priority:

If, during the service request resolution, it turns out that the issue (no longer) warrants the technical support priority initially assigned based on its current impact on the production operation of the Services, then the technical support priority will be downgraded to the technical support priority that most appropriately reflects its current impact.

- Upgrade of technical support priority:

If, during the service request resolution, the issue warrants the assignment of a higher technical support priority than that initially assigned based on the current impact on the production operation of the Services, then the priority level will be upgraded to the priority level that most appropriately reflects its current impact.

The client shall ensure that the assignment and adjustment of any priority level designation is accurate based on the current impact on the production operation of the Services. The client acknowledges that TMF Group is not responsible for any failure to meet performance standards caused by client's or any User's misuse or miss-assignment of severity level designations



6.2.8 Service Request Escalation

If the client believes in good faith that the client has not received quality or timely assistance in response to a support request or that the client urgently needs to communicate important support related business issues to TMF Group, the Client contact may escalate the support request by contacting the Digital Client Platform Support Team and requesting that the support request be escalated.

For support requests that are escalated, the Digital Client Platform Support Team will engage the Digital Client Platform Support Team Manager who will be responsible for managing the escalation.

The Digital Client Platform Support Team Manager will work with the client to develop an action plan and allocate the appropriate TMF resources. If the issue underlying the support request continues to remain unresolved, the client may contact its Relationship Manager or Service Line Director to review the support request and request that it be escalated to the next level within TMF as required.

To facilitate the resolution of an escalated support request, the client is required to provide contacts within its organization that are at the same level as that within TMF Group to which the support request has been escalated.



7. Appendix A – Published Standard Integration Connector Patterns

Integration connector patterns are pre-defined, reusable ways of connecting systems so data can flow smoothly without reinventing the wheel each time. Instead of building every API or file exchange from scratch, these patterns provide consistent rules for how information moves — whether it’s inbound to TMF, outbound to clients, real-time through APIs, or batch-based through files. They help standardize data mapping, authentication, error handling, and delivery steps so every project feels predictable, scalable, and easier to support. This gives both clients and internal teams a clear, reliable framework for how integrations will behave across countries and platforms. The following sections provide descriptions of integration patterns.

7.1 Workday - Data Changes in Demand (DCoD)

DCoD is a REST-based Workday API that enables incremental or full extraction of employees and organizational data required for payroll processing. Optix Integrations consume DCoD payloads to synchronize master data changes across countries and ensure timely updates to local payroll systems.

Features include:

- Incremental data retrieval based on change detection.
- Support for effective-date logic, terminations, and job/compensation updates.
- Country-specific mapping and transformation for downstream payroll use.

Feature	Feature Explanation
Solution	REST API for retrieving worker data on demand or by delta.
API Endpoints	POST /effectiveChanges – provides snapshot or incremental data sets.
Documentation	GPC DCoD RAML and configuration guide.
Specifications	Includes Worker ID, Effective Date, Change Type, and Data Segment (Job, Comp, Personal).
Delivery Method	Direct Workday-to-TMF API calls using OAuth2.0.
Processing Frequency	On demand real-time; no pay schedule dependency.



7.2 Workday - Additional Payroll Data (APD)

APD delivers payroll input data from Workday to TMF Optix Integrations. This includes data elements that may include elements that earnings, deductions, allowances, absences, and other pay elements required to complete payroll processing per country.

Key aspects:

- REST-based integration triggered via Workday's GPC framework.
- Validations performed within Optix Integrations to ensure data completeness.
- Country-specific pay element mapping maintained in Optix transformation rules.

Feature	Feature Explanation
Solution	Captures country-specific additional pay data through Workday forms rendered from TMF APIs.
API Endpoints	GET /landingPage, POST /submit, POST /history – interactive form and submission management.
Documentation	APD RAML specification and implementation guide.
Specifications	Form schema includes fields for earning types, recurring and one-time payments, validation rules.
Delivery Method	API-driven data exchange between Workday and TMF backend.
Processing Frequency	Per pay cycle or on user submission; controlled via Workday UI.

7.3 Workday - Export Payroll Results (ExPR)

ExPR is a SOAP-based Workday web service used by Optix Integrations to transmit payroll results (earnings, deductions, and taxes) from TMF payroll platforms back to Workday for employee reporting and analytics.

Key aspects:

- SOAP protocol with WS-Security.



- Result alignment with Workday earning and deduction codes.
- Reconciliation between gross-to-net calculations and Workday reporting structures.

Feature	Feature Explanation
Solution	API-based submission of payroll results back to Workday, replacing legacy CSV file delivery.
API Endpoints	POST /payrollResults – submits structured result objects to Workday.
Documentation	GPC ExPR Swagger specification and TMF deployment guide.
Specifications	Fields include PayGroup, PeriodEndDate, GrossPay, NetPay, Deductions, CurrencyID.
Delivery Method	REST API replacing CSV via SFTP from legacy model.
Processing Frequency	Triggered after payroll approval and posting per country schedule.

7.4 Workday - Export Payroll Documents (ExPD)

ExPD enables the secure transmission of payroll-related documents—such as payslips, tax forms, and statutory files—from TMF’s local payroll platforms to Workday, supporting both SOAP API and Secure File Transfer Protocol (SFTP) methods. This dual delivery approach ensures that organizations can choose the integration that best fits their needs, leveraging either Workday’s certified SOAP-based document exchange or secure file transfers for structured, compliant delivery.

Both SOAP API and SFTP methods ensure secure, structured delivery of payroll documents, with alignment to Workday’s certified interfaces and compliance with country-specific requirements.

7.4.1 ExPD SOAP API Delivery

Feature	Feature Explanation
Solution	API for delivering pay slips and payroll documents to Workday.
API Endpoints	POST /documents – supports binary (PDF) or Base64-encoded uploads.
Documentation	Configuration Instructions in the Implementation Guide Launch Instructions in the User Guide



Feature	Feature Explanation
Specifications	Document metadata includes EmployeeID, PayPeriod, DocumentType, FileName.
Delivery Method	REST API connection to Workday document service.
Processing Frequency	After payroll approval; completion of payroll cycle.
Language	Local TMF pay slips are available in the local language and layout as produced by local TMF payroll software and regulatory guidelines

7.4.2 ExPD SFTP File Transfer Delivery

Feature	Feature Explanation
Language	Local TMF pay slips are available in the local language and layout as produced by local TMF payroll software.
Solution	A single-named collection of artefacts that, when published, can be imported into the customer's Workday tenant.
File Deliverables	For each country contracted: <ul style="list-style-type: none"> Individual PDF payslip files placed in a ZIP file archive A manifest file in XML format containing payslip data for each contracted country
Documentation	Configuration Instructions in the Implementation Guide Launch Instructions in the User Guide
File Naming	TMF provides file naming conventions for external payslip outputs (compressed archive and manifest files). Clients must provide Pay Group name or code during setup. Any variation must be documented during setup. The same convention applies to all countries.
Specifications	Manifest file columns include Worker, Pay_Group, Pay_Period_End_Date, Payment_Date, Net_Amount, Gross_Amount, Currency, Check_Number, Display_Date, File_Name.
Delivery Method	Delivery via TMF's MFT or SFTP servers



Feature	Feature Explanation
Processing Frequency	Delivered per agreed processing calendar after payroll approval.

7.5 Workday - Global Payroll Hub (GPH)

The Global Payroll Hub serves as the orchestration layer for all payroll events. It provides visibility into payroll processing statuses, event notifications, and error handling across multiple countries connected through Optix Integrations.

Feature	Feature Explanation
Solution	Central orchestration and status management of all GPC integrations.
API Endpoints	GET /integrationStatus, GET /runSummary, POST /acknowledge.
Documentation	GPH user guide and configuration instructions.
Specifications	Tracks file status, errors, acknowledgements, and processing timestamps.
Delivery Method	Accessible through Workday API endpoints for monitoring and reconciliation.
Processing Frequency	Continuous monitoring; near real-time event updates.

7.6 Workday - PECEI (Payroll Effective Change Interface)

Clients using Workday HCM can choose to interface data to payroll vendors like TMF. There have been two common standard file formats to achieve this with Workday, PICO and PECEI. PECEI provides a simplified country-level interface using SFTP and CSV/XML payloads. It captures payroll-relevant data changes per pay period. Clients who do not wish to transition to Workday GPC APIs at this time can continue to use PECEI. TMF Group does not support PICO via a standard certified integration as Workday is no longer certifying PICO integrations.

The PECEI implementation involves a comprehensive evaluation of worker data changes based on the Workday audit trail.



Feature	Feature Explanation
Solution	File-based integration transmitting payroll-impacting changes from Workday to TMF. Data is exchanged in XML format through SFTP aligned with pay schedules.
File Deliverables	XML file per pay period containing employee and payroll event data (hires, terminations, job changes).
Documentation	Configuration and launch instructions included in the PECE implementation guide.
File Naming	Client and TMF agree on naming convention (e.g., PECE_[Country]_[PayGroup]_[YYYYMMDD].xml).
Specifications	Includes standard Workday PECE fields (Worker ID, Event Type, Effective Date, Pay Group, Company).
File Delivery Method	SFTP file delivery using secure TMF endpoint.
Processing Frequency	Triggered based on pay schedule (supports daily scheduling but typically per pay period).

7.7 Workday - PECE (Payroll Effective Change Interface) – By API

Feature	Feature Explanation
Solution	PECE delivered via API transport, maintaining same XML schema but removing SFTP dependency.
API Endpoints	SOAP-based PECE endpoint secured through ISU access; same data as file-based PECE but consumed through direct API calls.
Documentation	API specification and launch configuration instructions similar to PECE. Execution and schedule are managed by the client. Only retrieval of file through SOAP API. Instructions included in PECE implementation guide.
Specifications	Worker data schema aligned with PECE XML structure; supports incremental payloads.



Feature	Feature Explanation
Delivery Method	HTTPS API connection between Workday and TMF; payloads exchanged through API transport.
Processing Frequency	Aligned to pay schedule; daily pulls supported but not required.

7.8 SAP SuccessFactors – Compound Employee (CE)

Compound Employee is a SOAP-based SuccessFactors API that provides full or incremental extraction of employees and employment-related data from Employee Central. Integrations consume CE payloads to synchronize master data changes across countries and ensure timely updates for payroll processing.

Features include:

- Incremental data retrieval based on last_modified_on timestamp.
- Full support for effective-dated records (Job, Compensation, Employment).
- Multi-assignment and global employment handling.
- Retrieval of country-specific HR fields for payroll relevance.
- Transformation and mapping for downstream payroll engines.

Feature	Feature Explanation
Solution	SOAP API for retrieving employees, employment, job, and compensation data through delta extraction.
API Endpoints	CompoundEmployee SOAP service (/xi/compemployee) provide snapshot or incremental data sets.
Documentation	SuccessFactors Compound Employee API Guide and configuration workbook.
Specifications	Includes Person ID, Employment ID, Effective Dates, Job/Comp Info, Org Assignment, Pay Components, National IDs, Addresses, and audit fields (modified timestamps).
Delivery Method	Direct HTTPS SOAP calls from integration layer or SAP CPI using Basic Auth or OAuth2.0.
Processing Frequency	On-demand or scheduled batch runs; no dependency on pay schedule; deltas triggered by last_modified_on.



Feature	Feature Explanation
Caveats / Constraints	<ul style="list-style-type: none"> • API throttling limits apply • large populations may require segmentation; deep job-comp history increases payload size; • no native event push—polling or CPI triggers required <p>MDF extensions must be explicitly enabled and mapped if required.</p>

7.9 SAP SuccessFactors – OData v2 (Payroll Documents)

OData v2 is a REST-based SuccessFactors API used to submit employee document metadata like payslip and year end generated from country payroll processes. Integrations can use OData to access standard entities, custom objects, and document repositories when payroll-specific files or attachments must be exchanged.

Features include:

- Retrieval of payroll-related OData entities and employee reference.
- Submit employee document metadata and file references through enabled DMS objects.
- Access client-specific MDF objects for country payroll compliance.
- Filter based on timestamps, effective dates, or entity-specific logic.
- Country-specific transformation and packaging for downstream use.

Feature	Feature Explanation
Solution	To send payslips into SuccessFactors, TMF will use the OData Attachment framework. The Integration Layer will first upload each payslip PDF as an attachment using the OData Attachment API, which stores the file securely inside SuccessFactors. Once the attachment is created and an attachment Id is returned, the integration will create a corresponding record in a custom MDF object designed for payslips. This MDF record links the uploaded file to the correct employee and pay period. Through this two-step process—uploading the PDF and then linking it to an employee—the payslip becomes visible in SuccessFactors for employees to access.
API Endpoints	<p>POST /odata/v2/Attachment → returns attachmentId.</p> <p>POST /odata/v2/YourMDFObject (e.g., cust_PayrollResult) with attachmentId + metadata.</p>



Feature	Feature Explanation
	MDF custom objects, and Document Management entities would need to be enabled.
Documentation	SuccessFactors OData v2 API Reference and Configuration Guide.
Specifications	SuccessFactors will provide payroll-relevant OData entities specifications and creation of custom MDF forms for submission payroll payslips.
Delivery Method	HTTPS REST calls from integration layer or SAP CPI using OAuth2.0 authentication.
Processing Frequency	On-demand real-time or scheduled retrieval depending on payroll calendar; no dependency on internal batch cycles.
Caveats / Constraints	Permission-based access (client must expose API permissions); pagination applies to large datasets; document attachments require DMS enablement; MDF objects vary by client and require explicit mapping and testing.

8. Appendix B – Additional Integration Connector Patterns

Other integration models are used when clients operate HCM or ERP systems not considered industry standards, other than large ERPs like Workday, SAP or Oracle Cloud. TMF Integrations support these via standardized MFT, SFTP, and API-based frameworks. Each pattern ensures secure data handling, consistent file formats, and validation aligned to TMF's integration architecture.

8.1 File-Based (SFTP/MFT) Integrations

Optix Integrations support file-based exchange of payroll input and output data. This includes inbound employee and pay data files as well as outbound reports and payroll journals delivered via TMF's secure SFTP infrastructure.

8.2 API-Based Integrations

For modern ERP and HCM systems capable of exposing APIs (e.g., Oracle, SAP SuccessFactors), Optix TMF Integrations consume or publish APIs for real-time data synchronization, including employee updates, payroll calculation triggers, and file status notifications.

8.3 GL and Financial Posting Interfaces

TMF provides bespoke General Ledger (GL) files to clients as part of the integration process. GL interfaces map TMF payroll wage types to debit and credit GL accounts in client ERP (Finance) systems. TMF Optix Integrations ensure balanced financial postings using country-specific GL mapping templates and validation rules. To ensure accurate mapping and smooth implementation, engagement from the client's finance and payroll team during the implementation phase is highly recommended. This collaboration will help in setting up wage type mapping, where the TMF Integration team will map TMF Gross To Net pay elements to the client's account codes.

8.3.1 Key Requirements for Bespoke GL Integration

GL Account Codes Availability

- The client is responsible for mapping GL account codes to the available pay elements in Optix.

GL Specification Guide

- The client must provide a detailed GL specification guide, including:
 - Required number of fields in the bespoke GL file
 - Business logic, rules, and definitions for each field
 - Data type of each field
 - Field length constraints (as per finance system)
 - File naming conventions
 - Validations
 - Error handling
 - Availability of resources to support integration implementation such as providing with GL mapping and validating test GL files until the project is completed
 - File format/extension (e.g: .csv, .xls, .txt etc)

Sample GL Files

- Sample GL files should be shared by the client to confirm the layout and structure.

Additional GL Requirements

- The client will share a comprehensive GL specification guide covering all technical and functional details.
- Sample GL files will be available before development begins to validate the layout and ensure compatibility.
- TMF will assist in mapping TMF Gross To Net pay elements to client account codes based on the provided account codes.
- Client finance team members will be available during implementation for clarifications and validations.
- If there is any addition of a new pay element (wage type) during BAU, the client must communicate this in advance along with the corresponding GL account code. This ensures the new element can be configured in TMF Optix and will be available during GL posting.



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