

From: [Alice Alvarado](#)
To: [Rob Coleman](#); [Michael Apperley](#)
Subject: TMD Update 10/24
Date: Sunday, October 24, 2021 2:53:49 PM

As communicated, I will be receiving two-a-day updates from Production Support.

Friday's update:

- We provided the DD file format, sample, naming convention, and location to drop the file in SR32817
- New Hire file field defaults were also provided in the SR to assist TMD with generating the file
- Danette called and left a message for Crystal Bryant (Deputy HR Dir) letting her know:
 - what updates were added to the SR
 - in the past, DD information was obtained from MILPAY and put in the mass load spreadsheet
 - she could call me if she had any questions or needed any assistance
- TMD payroll staff has < 6 months of experience.
- As of 4:00, no files have been received, and the agency has not made any updates in the SR.

As of today:

TMD reported to Danette via text late Friday, that their SFTP server was down and they would send the file as soon as possible.

No confirmation of receipt as of yet. We will be reaching out first thing Monday morning.

Thanks,
Alice

Alice Alvarado

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