

AFTER GO-LIVE

12 Questions to Ask Before You Trust Your TMS

Each one needs someone to open the system and check.

01 PAYMENTS

Who can release a payment on their own?

Approval paths change as roles, users and system versions change. The rule that counts is the one configured in the system today.

02 ACCESS

Would treasury know if a TMS user left the company or changed roles today?

If leavers and role changes are not passed to treasury promptly, users can remain active after leaving the company or moving into a role that no longer requires TMS access. That is a potential audit finding.

03 WORKAROUNDS

Which spreadsheets does the process still depend on?

Workarounds built in the weeks after go-live tend to become permanent without being documented or controlled.

04 INTERFACES

Would anyone notice if a scheduled job completed but its output never arrived?

A scheduler can show success while the downstream file is missing, rejected or incomplete. Monitoring needs to confirm the expected result, not only that the job ran.

05 ACCOUNTS

Would treasury know if a bank account was opened or closed today?

An account opened outside the agreed process may only surface when a statement or payment feed appears. A closed account can remain active in the TMS. If the active and closed account list provided for audit does not match the system, the organisation cannot show that its bank account records are complete and current.

06 BALANCES

Can every balance be traced back to the statement it came from?

If a balance was keyed in, adjusted or carried forward, someone should be able to show where and why.

07 RECONCILIATION

Do the exceptions show the real breaks?

Loose matching rules can clear items that needed investigating. Overly tight rules create so many exceptions that the genuine breaks are harder to find.

08 ACCOUNTING

Does an amended deal still post what Finance expects?

Amendments, rate resets and early maturities are lifecycle events that often expose gaps in accounting rule testing.

09 CHANGE CONTROL

Can every Production change be traced to a request, a test and an approval?

Without all three, the organisation cannot show that the live change was authorised and tested.

10 MONTH END

Has month end been tested since the last major change?

Month end is when revaluation, accounting interfaces and reporting all run together. A change that works as expected during daily processing can still cause problems at month end.

11 SUPPORT

Where does the vendor's support stop and your team's begin?

When an issue sits between product behaviour and client configuration, ownership is often unclear and resolution takes the longest.

12 PEOPLE

Could someone else support the system tomorrow?

If one person holds the knowledge, the system depends on their availability.