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From: Zanderategan
Sent: Wednesday, 15 October 2025 9:36 AM
Subject: RESOLVED: TCMS – Invoices and Certificates not generating

CAPABILITIES & ENDORSEMENTS
TRAINING OFFICE COMMUNICATION

TCMS ALERT
Invoices and Certificates not generating

15 October 2025

Dear Training Officers and Training Office Administrators,



ISSUE HAS BEEN RESOLVED



WHAT WAS THE ISSUE?

Some users encountered issues where invoices and certificates (such as registration, discharge, cancellation, etc.) were not being generated in TCMS.



STATUS

The issue has been resolved.

Kindly note that **all documents that failed to generate have been identified** and the developer is currently **rerunning the process to generate these documents**. This process is expected to take approximately **two to three days to complete**.

Please continue to make use of our support channels by logging a support ticket on TCMS under the **Help** “tile”.

Kind regards,
Training Office Team

