MoversSuite Version 2021 R05

RELEASE DATE: March 8, 2021

▶ **Watch the Overview Video for this release**

Version 2021 R05 Notices

This section lists important notices related to MoversSuite.

COVID-19 Updates

Get the latest updates on COVID-19 and EWS Group's response on it at COVID-19 Information or read our blog https://ewsgroup.com/blog/covid-19-information-and-links/. Also, read ISV Solution for GP and their blog on several things you can learn in terms of fraud, payroll, working from home, etc. at https://www.greenshades.com/blog/.

End of Crystal Reports

MoversSuite does not support Crystal Reports anymore as methodically indicated in the notices section of our previous releases. However, you can continue to run these reports outside of MoversSuite and still link to MoversSuite data.

For those of you with custom Work Tickets created in Crystal Reports, we do offer two options to continue to generate Work Ticket reports through MoversSuite:

1. Option one is to switch the report in Report Setup to one of the MoversSuite provided Work Tickets reports. These are Reporting Services documents and are already in use by a large number of companies. Refer to the Work Ticket Report and Report Setup topics for additional information.
2. A second option is to create your own custom Work Tickets through Forms Designer. You can view the Custom Work Tickets topic to learn more about this option.

The default Work Ticket Report will continue to be available as it is for any of you who do not utilize Crystal Reports.

Version 2021 R05 Summary

The following is a table contains counts of the items affecting this release.

#	Change Summary
1	New Product Features
2	Release Enhancements
2	Release Fixes
4	Schema Changes (tables affected)
	Admin Changes
1	Standard Reports Affected

Release Hyperlinks:

Printable Release Notes
System Requirements
Release Highlights

 Watch the Overview Video for this release

Other Hyperlinks:

Open the Online Support Page
Access our Product Feedback Site
Release Highlights
Release Overview Videos

Version 2021 R05 Features

This section lists the features added to MoversSuite.

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Crew Job Notifications Added

A new feature by the name of Crew Job Notifications has been added in MoversSuite to allow users to send predesigned text messages to one or more of the assigned crew members. The feature helps you notify your crew via text messages about the starting time and place of their day's first job by sending them soft reminders and auto-responding to their reply or inaction.
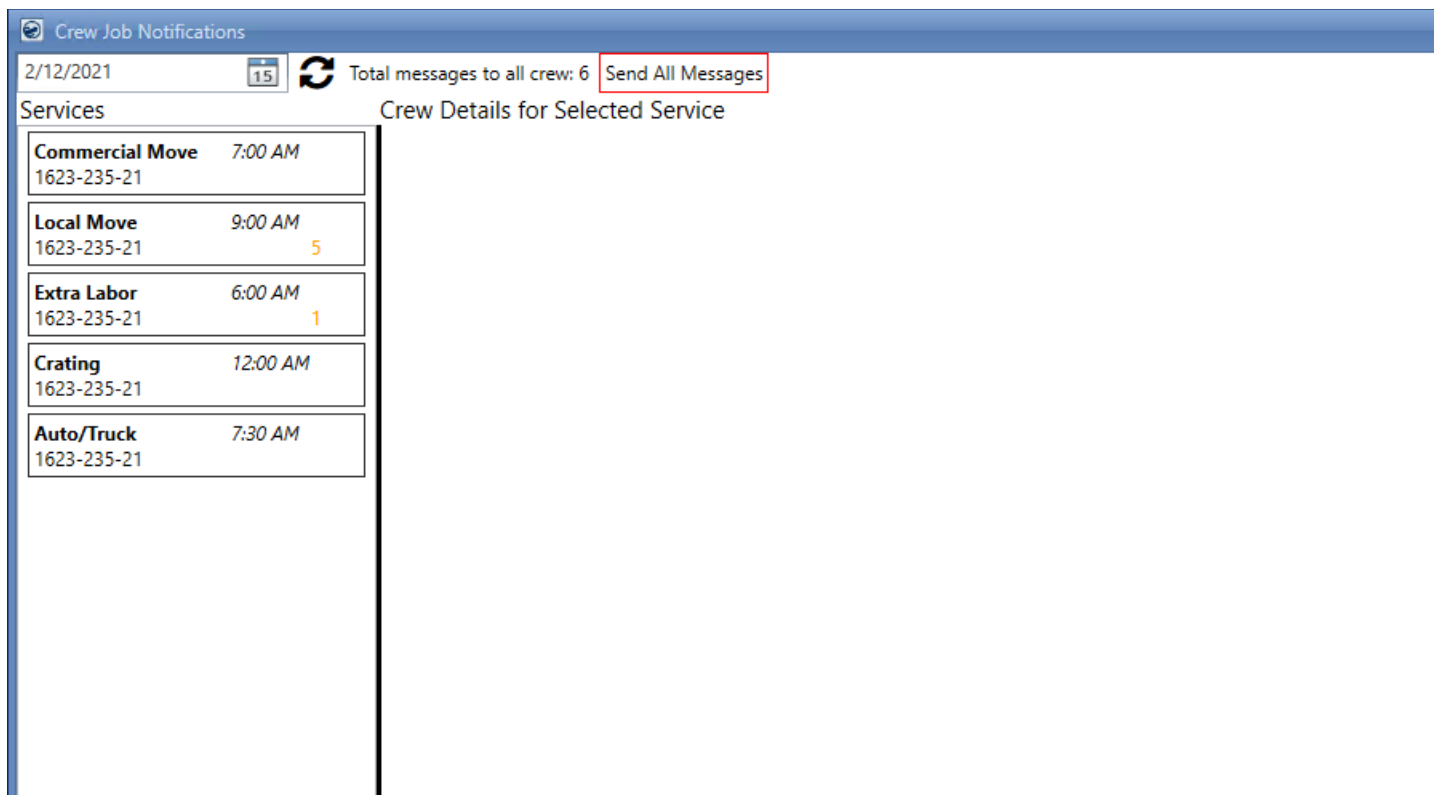
Figure 1: Crew Job Notifications screen

The predesigned text is composed on the following pattern:

"You are scheduled for [Service Name] on [Service Date] at [Service Time]. Please report to [Report Location] at [Reporting Time]. Reply "Yes" to confirm or "No" if unavailable.

The parameters are dynamically filled using the data within the Dispatching Common View.

IMPORTANT

If you are currently setup for Text Messaging, then the same phone number will be used for the Crew Job Notifications feature. Refer to Crew Notifications Setup topic for admin setup of this feature.

To open the main reference screen of the feature i.e., Crew Job Notifications screen, click on the **Crew Notifications** button on the Dispatching Common View.

The Crew Job Notifications screen lists Crew Messaging Services on the left pane and Crew Details for Selected Service populating for each service on the right pane. The services listed on this screen reflects all the services present at the Dispatching Common View for the chosen date.

Figure 2: Crew Job Notifications

The date picker at the top left corner of the screen loads the system's current date but you can toggle between different dates to view services from other dates. If you wish to change the date or even the branch from the Dispatching Common View, make sure to hit the refresh button next to the date picker to synchronize the Crew Job Notifications screen.

Note
The Crew Job Notifications screen is a modeless dialog and if you wish to view services of a different branch or date, or even assign the service to a different crew, you can make the changes in the MoversSuite application and hit the refresh icon on Crew Job Notifications screen to synchronize the changes.

To send the text, a user can select as much services as wanted through the Crew Messaging Services

pane, preview the message through the **Outgoing Message Preview** column, and press the button to send the message.

Figure 3: Crew Job Notifications screen

A polling mechanism runs at the backend and the responses from the crew to all sent messages are recorded and displayed in the **Latest Response** column of the Crew Details for Selected Service table. For quick identification, the borders for the cells of this column are color coded according to the following pattern:

Blue: Yes/Confirmed
Red: No/Denied
Yellow: Unknown/Response Awaited

Refer to Latest Response From Crew column for more details.

In an everyday scenario, the dispatchers can send these messages with one click to all the assigned crew for all the listed services, using the **Send All Messages** button, highlighted at the top of the screen. A total of all messages to be sent is displayed alongside.

Figure 4: Crew Job Notifications screen

The number of responses either Yes, No or Unknown are also displayed in the Crew Messaging Services pane.

Figure 5: Crew Job Notifications screen

At 6:00 PM every day, an automated mechanism collects all the response statuses for each message sent during that day and sends the stats to the dispatcher who initiated the messages. The stats are sent as text messages to the dispatcher at the cell number registered within his/her Personnel Setup (MoversSuite Administration > Personnel > General > Phone Number Item).

> **IMPORTANT**
>
> For messages with no response, a reminder is sent again automatically after 2 hours. Both the first and second reminders notify the crew only about their first service of the day so that they at least know the reporting details for their day start.

Feature Highlights

- It consists of one modeless dialog named Crew Job Notifications.
- The Crew Job Notifications screen is accessible through the Crew Job Notifications button present below the Dispatch Center tab within the Local Dispatch module.
- The Crew Notifications Setup topic lists the admin setup for using this feature.
- The Crew Job Notifications screen gets updated based on changes made through the Dispatching Common View, such as changing the Branch or assigning different crew to the services. Make sure to click the refresh icon to synchronize any such change on the Crew Job Notifications screen.
- A date picker option is available at the top left corner of your Crew Job Notifications screen which auto loads the date for the first service present in the grid. You can use the date picker to load services from a different date followed by clicking the refresh icon.

- To load the Crew Details for Selected Service table, click on any of the services shown in the Crew Messaging Services pane.
- For sending messages individually, you can checkmark the crew names from the Crew Details for Selected Service table and then press send.
- The Latest Response column of the Crew Details for Selected Service table is color coded, based on the responses received such as "Confirmed" or "No".
- Any response present in the Latest Response column of the Crew Details for Selected Service table is considered to be a reply to the last message sent to the crew.
- Depending upon the response from the crew, the dispatchers can remove a crew from the service and the Crew Job Notifications screen will show a status prompt, which means that this crew has been removed. A follow up message will be sent to the crew informing them about their removal from the service.
- At 6:00 PM every day, an automated mechanism collects all the response statuses for each message sent during that day and sends the stats to the dispatcher who initiated the messages. The stats are sent as text messages to the dispatcher at the cell number registered within his/her Personnel Setup (MoversSuite Administration > Personnel > General > Phone Number Item).
- For messages with no response, a reminder is sent again automatically after 2 hours. Both the first and second reminders notify the crew only about their first service of the day so that they at least know the reporting details for their day start.
- MoversSuite utilizes Sakari to manage the sending and receiving of Crew messages from MoversSuite. Your company must sign up for the functionality by contacting the EWS Group Sales Team along with establishing an account with Sakari.
- You can establish as many Sakari accounts as needed, which can then be assigned to one or more branches; allowing you manage costs at the branch level.

Refer to the Crew Job Notifications and Crew Job Notifications topics for more details.

SUMMARY (5991)
Crew Job Notifications feature added.
The following areas have been affected by this change:

Crew Job Notifications
    Crew Messaging Services
    Crew Details for Selected Service
    Dispatching Common View
    Security Modules
    Sakari Account Setup
    Sakari Account Branch Setup
    Schema Changes Version 2021R05

Version 2021 R05 Enhancements

This section lists the enhancements made to MoversSuite.

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BI Tool: View Updates and Additions

A new BI Tool View by the name of **Revenue Entry Revenue Only** has been added to the list of Enterprise BI Views. The new view essentially replicates the fields that were already present in the Revenue Entry view. This has been done to add new fields to the existing Revenue Entry view.

For the existing Revenue Entry view, the *RevenueItemAgent* was renamed to *OrderBranchAgent* along with the addition of two new fields:

1. RevenueBranch
2. ARRevenueBranch

Refer to the Enterprise BI Views topic for more details.

SUMMARY (6023)
Enterprise BI Views updates and additions.
The following areas have been affected by this change:
Enterprise BI Views

1099 Flag Added to Commission Plan Details Report

The Commission Plan Details Report has been updated to have the 1099 Flag field added in it for accuracy of setup. If the "Reportable as 1099 Earnings" flag is checked in the Add Commission Plan Detail screen, this column displays "Y" and if unchecked, it displays "N."

Figure 6: Commission Plan Details Report

Refer to the Commission Plan Details Report topics for more details.

SUMMARY (6162)
1099 Flag added to Commission Plan Details Report.

The following areas have been affected by this change:
    Commission Plan Details Report
    Add Commission Plan Detail
    1099 Flag

Version 2021 R05 Fixes

This section lists the bug fixes made to MoversSuite.

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UniGroup International

Registration downloads accurately update email in the database
If an email is included in the UniGroup Registration Download Content, it is stored accurately in the MoversSuite's email table. Previously, the email addresses were only getting stored in the Orders.email table.
REFERENCE: MOV-6142

TransDocs Integration

File extension corrected for queue service downloads
For TransDocs Integration users, it has been made sure that the PDF files are saved with the correct file extension format of 'application/pdf'. Previously, it was noted by some MSCrew users that the PDF files downloaded through MoversSuite Queue Service were being stored within MoversSuite with the '.tif' extension, making it unviewable especially, in the case of multi-page documents.
REFERENCE: MOV-6152

Version 2021 R05 Database Changes

Schema Changes Version 2021R05

The following links allow you to navigate through all MoversSuite tables and data views and allows you to view field properties, such as type and maximum value size, etc.:

MoversSuite Database Tables (2021R05)
MoversSuite Document Database Tables (2021R05)
MoversSuite Data Views (2021R05)

Version 2021 R05 Release Requirements

Please refer to the following information regarding the hardware and software required to support MoversSuite and related systems.

> View the MoversSuite System Compatibility topic for a list of products that are compatible with MoversSuite.

> Refer to the System Requirements section for a complete list of hardware and software requirements.

Browser Version Requirements for QuickBooks Online Connection Authorization

Due to security requirements, only Chromium-based embedded browsers such as Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari (11+) are supported for QuickBooks Online Connection Authorization screens. This is for the users who first turn the QuickBooks feature on. Or, in case, the feature is being used after a long while. Refer to this blog for further details on changes made.

The Internet Explorer 11-based embedded browsers are not compatible for the authorization purpose.

Browser Security Requirements for Credit Card Payments

With recent changes to support TLS 1.2 encryption protocol enforced by the credit card and banking industries, your internet browser must support TSL 1.2 encryption to process Electronic and Online Payments. Refer to the Browser sity Settings topic for more information on this requirement on how to test your browser.

MSCrew 2.0 Requires MoversSuite 2018 R10 or Higher

The MSCrew Version 2.0 requires that MoversSuite should be on Version 2018 R10 or higher to support the changes included with the latest mobile application. More information will come in future updates of MoversSuite as the rollout date for MSCrew Version 2.0 nears.

New MoversSuite WebApiService

An additional web service will run after you upgrade to Version 2018 R09 of MoversSuite or later version. The new service is titled "WebApiService –" followed by your company name. If you have issues connecting to the API service after you upgrade, verify that this, and other MoversSuite services, are running on your application server.

Microsoft SQL Server 2008 and SQL Server 2008 R2 Compatibility

With version 2017 R11 of MoversSuite, the development environment of MoversSuite is no longer compatible with Microsoft SQL Server 2008 or SQL Server 2008 R2.

As of May 22, 2017, the lowest compatible database server hosting MoversSuite will be Microsoft SQL Server 2012. **IMPORTANT:** If you wish to upgrade to MoversSuite 2017 R11 or a later version of MoversSuite, your company must, at a minimum, have Microsoft SQL Server 2012 or higher (see the *Microsoft SQL Server 2016 Compatibility* announcement).

Of note, being current on the latest versions of the hardware and software for our development environment allows us to provide better security, better support, and a better MoversSuite user experience. Please refer to our System Requirements for more information on the hardware and software compatible with MoversSuite.

Contact our EWS Support team to discuss migration options.

Windows Domain Authentication to log into MoversSuite

With the release of MoversSuite Version 2017 R08, you get the ability to open MoversSuite by using the credentials you enter when logging into your Windows environment. MoversSuite references the user identity associated to your Windows account to retrieve your MoversSuite login information. Then, when you launch MoversSuite or MoversSuite Administration, it opens without you having to enter your MoversSuite username and password.

> **IMPORTANT:** If your company is not utilizing Windows Domain Authentication, then you will be unable to upgrade to version 2017 R08 or later. (8638)

IBM MQ Client 8.0.0.X

For all UniGroup agents, UniGroup requires IBM MQ Client 8.0.0.X. If you upgrade on your own and want to download this latest version of IBM MQ Client, then you can do so through this link: http://www-01.ibm.com/support/docview.wss?uid=swg24037500#1.

Microsoft SQL Server 2016 Compatibility

As of MoversSuite 2017 R04, the MoversSuite development environment is compatible with Microsoft SQL Server 2016.

Refer to our System Requirements for more information on the hardware and software compatible with MoversSuite.

Please contact our EWS Sales team to discuss upgrade options.

Microsoft Windows Server 2016 Compatibility

As of MoversSuite 2017 R04, MoversSuite is compatible with Microsoft Windows Server 2016.

Refer to our System Requirements for more information on the hardware and software compatible with MoversSuite.

Please contact our EWS Sales team to discuss upgrade options.

Dynamics GP Requirements

MoversSuite is compatible with the following:

- Microsoft Dynamics GP 18 series (with custom code for correct series) **(**)**
- Microsoft Dynamics GP 2016 R2 (with ATIP Build 16.0.2) **(*)**

**- Microsoft SQL Server 2014 or higher is required
* - Microsoft SQL Server 2012 or higher is required

Additional considerations can be found by viewing the information available rein the following links:
System Requirements for Microsoft Dynamics GP 2018
System Requirements for Microsoft Dynamics GP 2016

Version 2021 R05 Known Issues

The following issues are problems that may affect your decision to upgrade to this version of MoversSuite. The following issues are not resolved for this release.

SIRVA sHub Changes Affecting Users

SIRVA sHub Replacement changes made at MoversSuite Version 2020 R17 can affect those working with SIRVA and MoversSuite. New connections now exist between MoversSuite and the SIRVA STS (API) system, which replaces SIRVA sHub, therefore your existing login may not have suitable permissions to register shipments, pull orders down, etc. from SIRVA. So, please contact EWS Group support so that we can verify that your login credentials are linked to MoversConnect and that they have the correct permissions.

Multiple Email Addresses: Response Emails Returned on Credit Card Payments

Multiple Email Addresses changes made at MoversSuite Version 2020 R17 are causing issues with response emails returned for credit card payments. We also discovered that many users were sticking two or more email addresses in the same email field for an order record. These "extra" email addresses resulted in verification errors if the order was edited after upgrading to R17. These issues will be fixed in MoversSuite Version 2020 R19.

Admin History Logging Updates

Admin History and Logging at MoversSuite Version 2020 R14 are causing a draft record to be saved even after a new payment attempt is cancelled. Having these drafts exist are causing, "A new payment on this batch is incomplete" errors (#830) and are preventing people from finishing the apply process of a payment. This issue will be fixed in MoversSuite Version 2020 R19.

QuickBooks Support for IE11 Deprecating for Authorization Screens (September 8, 2020)

Due to security requirements, starting Sept. 8, 2020, only Chromium-based embedded browsers will be supported for **QuickBooks Online Connection Authorization** screens and Internet Explorer 11-based embedded browsers will no longer work.

For authorization process in MoversSuite, the previous two versions of Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari (11+) are supported. This is for the users who first turn the QuickBooks feature on. Or, in case, the feature is being used after a long while. Refer to this blog for further details on changes made.

Supported Windows Themes

Related to the scaling issue (listed below), MoversSuite recommends that if your client server is on Windows 10, that you avoid using themes developed for earlier versions of Windows, such as the Aero theme which was developed for Windows 7. In other words, please load and use themes developed for the current version of Windows that you are on.

> **NOTE:** The Aero theme works well with Windows Server 2008 R2. Reference the following video as a guide to installing the theme service and theme itself:
> https://www.youtube.com/watch?v=Q_8VopNXVhE

Here is a link to additional information on Desktop Themes:
https://support.microsoft.com/en-us/help/13768/desktop-themes-featured

Screen scaling not available with MoversSuite

With the advances in screen size and resolution, many underlying applications are not able to deal with all the variations in configurations available to the variety of high definition (HD) screens. Due to this limitation, MoversSuite cannot scale as desired in all situations. Many of you may have purchased HD monitors and have seen issues such as not being able to read field labels, etc.

Until there is a better solution to scaling, EWS Group recommends that if you experience scaling problems with the MoversSuite application keep the size of your application to 100% and change the resolution as desired.

On Windows machines, you can verify and/or update the display settings as follows:
1. Right-click somewhere on your desktop and select **Display Settings**
2. Set the **Change the size of text, apps, and other items** to 100%.
3. Click on **Apply** to save the changes.
4. Click on **Advanced display settings**.
5. Make changes to the **Resolution** as needed.
6. Click on **Apply** to save the changes.
7. Close the screen by pressing the **X** in the upper right-hand corner of the screen.

UPDATE:
With the release of MoversSuite 2018 R15, a solution has been implemented to address many of the issues involving scaling. (3705, 4114)

Citrix issue with phone number control

An issue that cannot be replicated is causing the phone numbers within the *Shipper Contact Information* section (Name, Address, Phone tab) to disappear and then reappear when you click on that section, however, the user cannot edit them until they press Cancel (on the order) and then attempt to Edit again. (6409)