

MoversSuite Version 2021 R09

RELEASE DATE: May 3, 2021

Version 2021 R09 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 R09 Summary

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

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

Release Hyperlinks:

[Printable Release Notes](#)

[System Requirements](#)

[Release Highlights](#)

Other Hyperlinks:

[Open the Online Support Page](#)

[Access our Product Feedback Site](#)

[Release Highlights](#)

[Release Overview Videos](#)

Version 2021 R09 Features

This section lists the features added to MoversSuite.

Copy Task Functionality Enhanced

The Add Task screen accessible through the “Copy Task” button of the **Tasks** screen has been updated to now populate the Dependency Date combo box and, if appropriate, the other task for which the copied task is waiting to be completed.

The screenshot shows the 'Add Task' dialog box with the following details:

- Identifier:** U123456
- Task Description:** Bill Customer
- Task Priority:** High
- User Type:**
 - User Type: Revenue Clerk
 - Task User:
- Task Date:**
 - Enter Task Due Date: Task Date:
 - Use Dependency Date:
 - Due: 3 Day(s) Before or After.
 - Dependency Date: Completion of Other Task
 - Dependency Task: Check for driver's paperwork.
- Buttons:** Save, Cancel

Figure 1: Add Task/Copy Task

With this enhancement, whenever the ‘Identifier’ combo box is changed, the Dependency Date is blanked out and the Dependency Task is automatically hidden.

Figure 2: Add Task/Copy Task

This has been done because the set of dependency dates that are available for different identifiers are now different, so it is mandatory to choose a dependency date that is appropriate for your identifier.

Of note, with the changes made in this release, the Dependency Task combo box only shows other tasks with the same identifier that are not yet completed. For example, you can no longer make an order task be due after the completion of a claims task.

Refer to the [Tasks](#) and [Add Task](#) topics for additional information:

SUMMARY (6235)
'Copy Task' functionality enhanced.
The following areas have been affected by this change: <ul style="list-style-type: none"> Tasks Add Task

Version 2021 R09 Enhancements

This section lists the enhancements made to MoversSuite.

Tasks: Improved Task Processing

Many facets of Tasks have been improved that are listed below and discussed separately in each of the following sections

- Completion of Other Task Improvements
- Manual Tasks Not Being Lost
- New Task Identifiers
- Booking and Re-Booking Effect on Tasks
- Tasks Administration Updates

Completion of Other Task Improvements

The primary fix addressed was to not lose a connection between tasks that are based on the completion of another task. What was happening before is that if you have multiple tasks based upon the *Completion of Other Task* linked together and if someone manually set a due date, any task after that task was no longer linked to prior tasks.

To illustrate this better, reference the following table. If the Due Date of Task Two is updated manually, then the Due Date of Task Three is set once Task Two is completed, however Task Four is no longer tied to Task Three and the Due Date is not set once Task Three is completed, and so on.

Task	Dependency	What was happening...
Task One	Actual Load Date	Task One is completed, Task Two Due Date is set
Task Two	Completion of Task One	Someone manually sets Task Two Due Date
Task Three	Completion of Task Two	Task Two is completed, Task Three Due Date is set, however, Task Four is broken and if Task Three is completed, the Due Date of Task Four is not set.
Task Four	Completion of Task Three	

With this release, if the above scenario occurs, Task Three and Task Four continue to be linked in the chain, i.e. if Task Three is marked as completed, then the Due Date is set accordingly for Task Four.

Further, if a prior task is marked as completed and the due date is set for a subsequent task, then an Undo Completed Task is performed, the due date of the subsequent task is cleared out (because the task it was dependent upon is no longer completed. If the subsequent task is completed itself or marked not applicable, then this subsequent task is not updated and remains either completed or not applicable.

If you select multiple records, then the order of operations based on setup is preserved. Before this release, this was not occurring in a consistent manner.

Manual Tasks Not Being Lost

Manually added tasks are removed when the Task Definition is changed or cleared altogether. Prior to this release, these tasks were mapped behind the scenes to the same definition associated the order. A conversion script will remove these hidden, “lost” tasks from the system.

New Task Identifiers

Prior to this release, the Identifier was hardcoded to the Order Number. Now you must select one from a list when adding or copying a task. This allows those tasks to flow logically with similarly group tasks on an order.

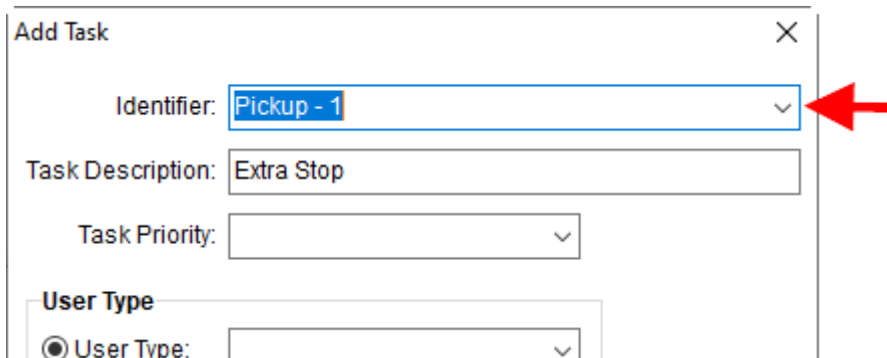
The image shows a screenshot of a software interface titled "Add Task". It features several input fields: "Identifier:" with a dropdown menu showing "Pickup - 1", "Task Description:" with a text box containing "Extra Stop", "Task Priority:" with a dropdown menu, and "User Type:" with a dropdown menu. A red arrow points to the dropdown arrow of the "Identifier:" field. The "Add Task" title and a close button (X) are in the top right corner.

Figure 3: Identifier selector in Add Task

For example, if you add a task and choose an Identifier associated to an Extra Stop, then this task is part of the Extra Stop chain on the order. This improves visibility of the task and efficiencies associated to managing the Tasks data behind the scenes.

Further, only appropriate Dependency Date options will be available based on the Identifier. In other words, the list of dependencies is based upon the type you select for the Identifier. In the following example, selecting an Identifier that is for an Extra Stop, you only have dependency options that are appropriate for the type, which in this example are the “Completion of Other Task,” “Extra Stop End Date,” and “Extra Stop Start Date.”

The screenshot shows the 'Add Task' dialog box with the following fields:

- Identifier: Pickup - 1
- Task Description: Extra Stop
- Task Priority: (empty dropdown)
- User Type:
 - User Type: (empty dropdown)
 - Task User: (empty dropdown)
- Task Date:
 - Enter Task Due Date: Task Date: (empty dropdown)
 - Use Dependency Date:
 - Due: 0 Day(s) Before or After:
 - Dependency Date: (dropdown menu open showing:
 - Extra Stop Start Date
 - Completion of Other Task
 - Extra Stop End Date
 - Extra Stop Start Date

Buttons: Save, Cancel

Figure 4: Streamlined Dependency Date selector in Add Task

NOTE: That the application defaults the Identifier to the Order Number on all manually added tasks.

When selecting an Identifier, you can readily discern the Type associated to the Identifier. In the example below, you can see that the first item is an Order Number. The second item is Extra Stop 2 that is a delivery type.

Identifier	Type
1623-235-21	Order
Delivery - 2	Extra Stop
Pickup - 1	Extra Stop

Figure 5: Sample of new Identifiers

The following table lists each type of Identifier available.

Type	Identifier Description
Claim	Claim Number
Claim Settlement	Claim Number followed by Settlement Type

Extra Stop	Stop Type and Stop Number
International Container	Container Number
Special Services Job	Job Number
Order	Order Number
Other IDs	Unique Identifier specified such the name of the document attached.

When a task is created based on a Document Received task, the file that it was based on is referenced as the task Identifier. This allows for correct chaining.

Name, Address, Phone		Move Information		Extra Stops	Agents		
Quote	Local Services	Tasks	Military/Government		Notes		
☰	Priority	Identifier	Task Description		Due Date	Complete	Com
		1623-235-21	One		4/8/2021		
		1623-235-21	Two				
		1623-235-21	Three				
		Delivery - 2	Extra Stop		4/8/2021		
		Pickup - 1	Extra Stop		4/22/2021		
▶		FYMS3-15-1.pdf	Doc One		4/8/2021		

Figure 6: Tasks tab example

NOTE: To view all tasks on an order, including those from [Claims](#) and those marked as complete, utilize the Show All option on the bottom of the [Tasks](#) tab and [Tasks Module](#).

Identifiers have a length of 64 characters. If this size is exceeded, then MoversSuite truncates the length to fit without error. MoversSuite does make an exception for types associated to document names and those for Claims settlement descriptions. Specifically, the Claims settlement identifier is now formatted as follows and can be up to 128 characters in length.

[CLAIM NUMBER] + " " + ([CLAIM SETTLEMENT DESCRIPTION])

Example: "CLM-1234 (Claim Denied)"

If your company utilizes Tasks for Claims and specifically utilize the **Claim Settlement Assigned To Vendor Date** or **Claim Settlement Invoice Date** (as Task Dependency Dates), then tasks based on either date show up with the Description set within the Settlement Entry screen. If you wish to delineate these tasks from others on the same claim, then it is suggested to update the description to be a little more unique. In the example below, the second settlement of "Denied" is being added. You can update the Description, such as adding "Again."

Settlement Entry

Settlement:

Settlement

Settlement Type:

Description:

Vendor

Vendor: 10

PO Number: Invoice Number:

Invoice Date: Assign to Vendor Date:

Damage Type	Status	Description
Furniture Damage	In-Progress	Damage

>>

<<

Description	Claim Amount	Settled Amount
<No data to display>		

Figure 7: Settlement Entry screen with modified Description setting

Doing something similar to this will help differential between tasks on claims with multiple settlements of the same type.

Claims				Tasks	Notes	Payment Processing
Priority	Identifier	Task Description	Due Date			
	CLM-193-9	Closed	4/19/2021			
	CLM-193-9	Claim Opened	4/19/2021			
	(Cashed Out)	Claim Settlement	4/19/2021			
	CLM-193-9 (Denied)	Claim Settlement	4/19/2021			
	CLM-193-9 (Found)	Claim Settlement	4/19/2021			
	CLM-193-9 (Denied Again)	Claim Settlement	4/19/2021			

Figure 8: Tasks based on the same settlement type, with one being modified

As a reminder, the default Identifier for a task was the Order Number before you upgraded to this release of MoversSuite. It will still be the primary Identifier going forward and the application will default to the Order Number on on-the-fly tasks. On Claims tasks, the primary and default Identifier is the Claim Number.

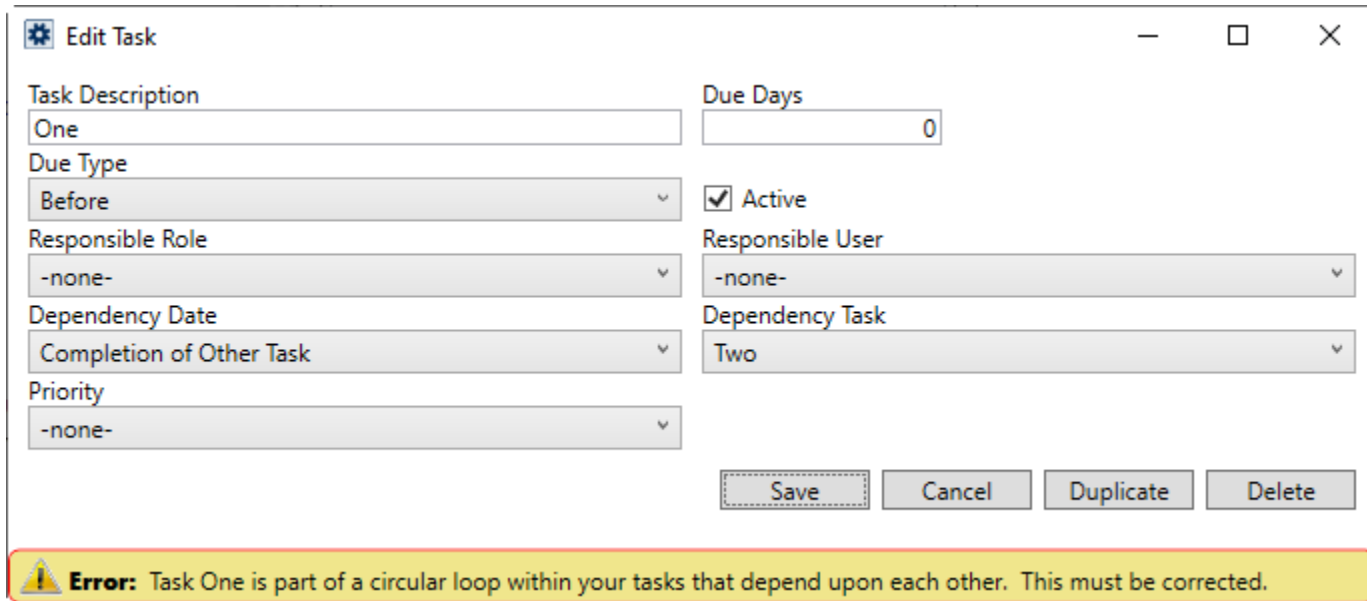
Booking and Re-Booking Effect on Tasks

When an order is booked or re-booked, we only update the order-level tasks. Prior to this release, if you rebooked the order, the new Order Number affected all tasks, causing inappropriate identifiers (sub types), which may have caused issues when these tasks were copied. All task identifiers are now updated correctly.

Related to this is booking and rebooking of archived orders. It was identified during development that you could book and rebook an archived order. This is no longer possible. If you need to book a previously archived order, you now must unarchive it first.

Tasks Administration Updates

One fix is that you can no longer chain dependent tasks in a loop. Example: Task “Two” is based on the completion of Task “One.” You cannot go back and change task One to be based upon the completion of Two. If you attempt this, you will receive a “...is part of a circular loop within your tasks that depend upon each other. This must be corrected” error.



Edit Task

Task Description: One

Due Days: 0

Due Type: Before

Responsible Role: -none-

Responsible User: -none-

Dependency Date: Completion of Other Task

Dependency Task: Two

Priority: -none-

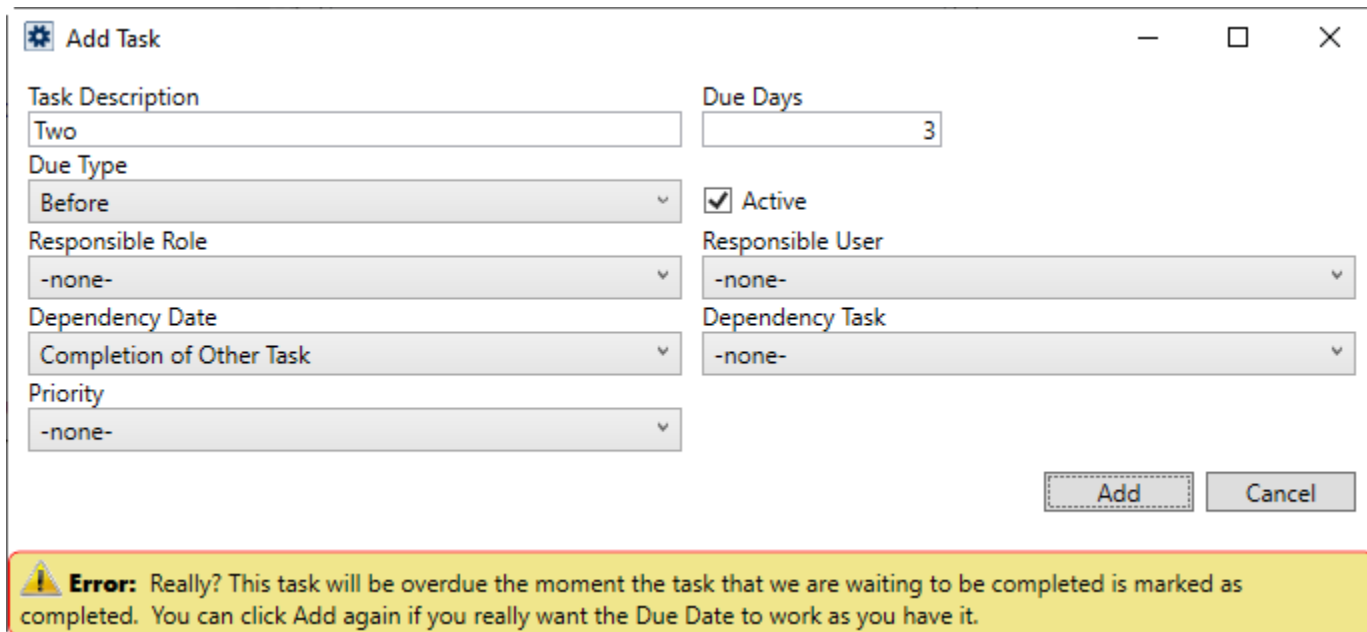
Active

Buttons: Save, Cancel, Duplicate, Delete

Error: Task One is part of a circular loop within your tasks that depend upon each other. This must be corrected.

Figure 9: Task setup error example

You now receive a warning if you attempt to have task that is a non-zero number of days before or after one that based upon the completion of another.



Add Task

Task Description: Two

Due Days: 3

Due Type: Before

Responsible Role: -none-

Responsible User: -none-

Dependency Date: Completion of Other Task

Dependency Task: -none-

Priority: -none-

Active

Buttons: Add, Cancel

Error: Really? This task will be overdue the moment the task that we are waiting to be completed is marked as completed. You can click Add again if you really want the Due Date to work as you have it.

Figure 10: Task setup error example

If you update a “Document Received” document we now clear and remove the **Document Type** setting. Prior to this fix, we would leave the Document Type attached (behind the scenes) and prevented you from adding a new task for the same Document Type. A conversion script now exists to clean up any unwanted Document Type attachments.

The screenshot shows the 'Edit Task' dialog box with the following fields and values:

- Task Description: Doc One
- Due Days: 0
- Due Type: Before
- Responsible Role: -none-
- Dependency Date: Document Received
- Priority: -none-
- Responsible User: -none-
- Dependency Task: -none-
- Document Type: Electronic Mail
- Active:

Buttons at the bottom: Save, Cancel, Duplicate, Delete.

Figure 11: Task example of Document Received type

Refer to the following topics for additional information:

[Add Task](#)

[Tasks](#)

[Tasks Setup](#)

[Task Dependency Dates](#)

SUMMARY (3829, 5804)

Tasks: Improvements to streamline workflows and avoid breaking dependent tasks and creating orphaned tasks.

The following areas have been affected by this change:

[Add Task](#)

[Tasks](#)

[Tasks Setup](#)

[Task Dependency Dates](#)

Find Updated for Office & Industrial Searches

You can now utilize the **Find** to search by data associated to an **Office & Industrial** move.

The **Find** now features an **Office & Industrial** tab allowing you to set as much data as you need to identify an order record.

The screenshot shows a dialog box titled "Find Order(s) By" with a close button (X) in the top right corner. At the top left, there is a checkbox labeled "Use search criteria from previous Find:". Below this, there are four tabs: "Order Information", "Dispatch Information", "Logistics Information", and "Office & Industrial", with the latter being the active tab. The "Office & Industrial" tab contains several search fields: "Job Start Date:" and "Job End Date:" (both dropdown menus) with a "-to-" separator between them; "Company:" (dropdown menu); "Contact:" (dropdown menu); "Operational Plan:" (dropdown menu); "Project Manager:" (dropdown menu); and a "Location:" section containing "Description:" (dropdown menu), "Address:" (text input), "City:" (text input), and "State:" (text input). At the bottom left, there is a checkbox labeled "Include Archived Orders". At the bottom right, there are two buttons: "Find" and "Cancel".


Figure 12: Find dialog

Your search can feature the start and end date of the project, company name, contact or location set on the order and more. Details on each search field are described within the [Office & Industrial Search Criteria](#) topic.

The Company, Contact, Operational Plan, Project Manager, and Location Description settings are all **Quick Find** enabled fields, so if you know what the Company name starts with, you can start typing that name and after three characters the application produces a list of matches.

You can also employ a % character to skip unknown data in all the non-date fields in this tab. For example, if you know the Location Description contains "subway" somewhere in the text, you can enter "%subway" to search for corresponding entries.

The search results grid now displays two new columns to help you locate the correct **Office & Industrial** order. The **O&I Job Start Date** and **O&I Job End Date** are now available in the search results grid.

 Find Order(s) By:

Use search criteria from previous Find.

Order Information | Dispatch Information | Logistics Information | Office & Industrial

Lead Order Foreign Order

Last Name/Company Name: First Name & MI: Estimate Number:

Van Line: Order Number: Partial: Overflow: Set-Off:

GBL Number: Invoice Number: SSN:

National Account:

Quote Number: Quote Description:

Include Archived Orders

Drag a column header here to group by that column

End Load	From City/State	To City/State	Move Type	Order Status	O&I Job Start Date	
	New Bern,NC	New Bern,NC	Military N/T	Billed		
			Military N/T	Billed		
			Military N/T	Billed		
			COD Local	Booked	5/1/2021	5
7:	Grand Junction,CO	Grand Junction,CO	COD Local	Booked		
	LAWTON,OK	FAYETTEVILLE,NC	Military Cd 1-2	Billed		

Records Found: 6

Figure 13: Find with search results

Another improvement made that affects the **Find** for all types of orders is that when you locate and select a record, the application automatically opens the order in the respective module. So, if you are in **Order Information** and you search for and find an **Office & Industrial** order, then the application opens the order in the **Office & Industrial** module.

Refer to the following topics for additional information:

- [Find](#)
- [Office & Industrial Search Criteria](#)
- [Quick Find](#)

SUMMARY (5831)

Find: Allow searching by Office & Industrial order data

The following areas have been affected by this change:

- Find
- Office & Industrial Search Criteria
- Quick Find

Version 2021 R09 Fixes

This section lists the bug fixes made to MoversSuite.

Connections

Fields added to VendorConnect

New fields have been added to [VendorConnect](#) to assist in exchanging data with third party integrations:

Actual Cost: Added to the XML that populates the Billing Information > Actual Amount field

COD Amount Due: Placeholder for future development

Refer to [VendorConnect](#) and the [Pass Thru Connector Content](#) for more information.

REFERENCE: MOV-6225

Version 2021 R09 Database Changes

Schema Changes Version 2021R09

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 \(2021R09\)](#)

[MoversSuite Document Database Tables \(2021R09\)](#)

[MoversSuite Data Views \(2021R09\)](#)

Version 2021 R09 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 Security 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 in the following links:

[System Requirements for Microsoft Dynamics GP 2018](#)

[System Requirements for Microsoft Dynamics GP 2016](#)

Version 2021 R09 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)