

# MoversSuite

by **EWS**

## MoversSuite Version 2024.04

RELEASE DATE: February 19, 2024

### Version 2024.04 Notices

#### New Format for Release Information

To better present the information on our numerous products, the release notes' have been reorganized into the following categories: MoversSuite, MoversSuite Administration, and MSWeb. Within those categories, the Features, Enhancements, and Bugs will be identified with these icons:



#### New Information Alert

Each release update now includes a new table called **New Videos**. Located on Version Summary, this table lists any new videos added to the Online Help within the release.

### Version 2024.04 Summary

The following table contains the counts of the following items related to this release, as well as Year-to-Date totals.

| # | Change Summary                  | YTD # |
|---|---------------------------------|-------|
|   | New Product Feature             | 2     |
|   | Release Enhancement             | 4     |
| 4 | Release Fix                     | 26    |
|   | Schema Change (tables affected) |       |
|   | Admin Changes                   | 6     |
|   | Standard Reports Affected       |       |

## Release Hyperlinks:

[Printable Release Notes](#)

[System Requirements](#)

[Release Highlights](#)

## Other Hyperlinks:

[Open the Online Support Page](#)

[Access our Product Feedback Site](#)



## Documentation Changes

This section features the topic name changes affected within the Online Help at this release.

| New Topics                                      |
|---|
| <a href="#">Admin Tool</a>                      |
| <a href="#">Bus.Category</a>                    |
| <a href="#">Bus. Category</a>                   |
| <a href="#">Void Credit Card Payment How to</a> |

## New Videos

This section features new videos available within the Online Help at this release. Click the red arrow or the link to view the videos.

| New Videos  |
|---|
|  <p><a href="#">Electronic and Online Payments – Cash Receipts</a></p> <p>This video can be found in the Online Help under <a href="#">Electronic Payments (Videos)</a> and <a href="#">Online Payments (Videos)</a>.</p>  |
|  <p><a href="#">Electronic and Online Payments – Setup Overview</a></p> <p>This video can be found in the Online Help under <a href="#">Electronic Payments (Videos)</a> and <a href="#">Online Payments (Videos)</a>.</p> |

Find all the latest videos through our [Training Center](#).

# Version 2024.04 MoversSuite

This section lists the features added to MoversSuite and MoversSuite integrations.

## Electronic and Online Payments BUG

**Using more than the two characters in State Code in Microsoft Dynamics GP was causing errors when capturing a credit card.**

Microsoft Dynamics GP allows for different sized values for address information than what are accepted by MoversSuite. This became a problem when attempting to validate addresses associated with customer records when processing [Electronic Payments](#) or [Online Payments](#). The error that users saw on the Electronic Payment Processing Exception dialog when a state code (AK, AL, AR, etc.) was longer than the expected two characters was: *Value cannot be null. Parameter name: collection.*

To avoid this error in the future, MoversSuite now truncates customer address data from Microsoft Dynamics GP accordingly for [Electronic and Online Payments](#). Note that MoversSuite was truncating this data in other places, such as in [Payment Management](#), prior to this fix.

If you wish to ensure that Microsoft Dynamics GP data aligns well with MoversSuite data, you can reference the following table to see which address fields allow for more characters than MoversSuite allows (this data applies to all addresses in Microsoft Dynamics GP, e.g., vendors, customers, etc.).

| Address Field | Max Field Length in Dynamics GP | Max Field Length in MoversSuite |
|---------------|---------------------------------|---------------------------------|
| City          | 35                              | 26                              |
| State         | 29                              | 2                               |
| Postal Code   | 11                              | 10                              |

**INTERNAL REFERENCE:** MOV-4881, MOV-6413, MOV-7093

## Unigroup BUG

**Unigroup Rating chargebacks with code "027" (US Bank fee) were not processing properly.**

Our code was not properly handling Unigroup Rating chargebacks with code "027" (US Bank fee). When a chargeback with code "027" comes in on a Rating send, the application should apply the chargeback to all accessorials - regardless of whether or not there is an "exclude" indicator on the accessorial. This is, however, an exception. The exception is when the accessorial has one of the following item codes, to which the "027" chargeback never applies: 127, 128, 370, 371, 374, 120, 126, 145, 199, 372, 373, 379, 789.

**INTERNAL REFERENCE:** MOV-7092

# Version 2024.04 MoversSuite Administration

This section lists the improvements made within [MoversSuite Administration](#) (also known as the [Admin Tool](#).)

**NO CHANGES IN THIS RELEASE**

# Version 2024.04 MSWeb

This section lists the fixes made to MSWeb.

**NO CHANGES IN THIS RELEASE**

# Version 2024.04 Database Changes

The following table lists changes made to the MoversSuite database for this release.

**NO CHANGES IN THIS RELEASE**

## **MOVERSSUITE DATABASE SCHEMA RESOURCES:**

[Tables Listing](#)

[Documents Table Listing](#)

[Data Views Listing](#)

## **RELATED TOPIC:**

[Schema Changes](#)

# Version 2024.04 Release Requirements

For software compatibility for this version of MoversSuite, see [Software Compatibility](#).

For all requirements, see:

- [System Requirements](#)
- [Hardware Requirements](#)
- [Software Requirements](#)

## Recent Changes

This section lists changes to the requirements that affect this specific version of MoversSuite.

**NO RECENT CHANGES TO RELEASE REQUIREMENTS**

# Version 2024.04 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.

## 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. 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](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, such as not being able to read field labels, etc. Due to this limitation, MoversSuite cannot scale as desired in all situations. **UPDATE:** With the release of MoversSuite 2018 R15, a solution has been implemented to address many of the issues involving scaling. (3705, 4114)

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.