

# MoversSuite

by **EWS**

## What's New in MoversSuite

### MoversSuite Version 2025.03

RELEASE DATE: February 3, 2025

#### Notices

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Not sure what the color codes mean throughout these notes? See [Color Code for Updates](#) for details.

#### AlternateBillTo table is being removed

The AlternateBillTo table will be removed from the database schema in an upcoming release. This table stores information on what address types are available for each customer. This information will be pulled from the vCustomerInformation view.

Please check any custom reports and processes that you may have to see if they reference the AlternateBillTo table. If they do, then check future releases for more information on accessing similar data through the new view.

**REFERENCE NUMBER: MOV-7341**

#### Summary

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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	-
1	Release Enhancement	1
3	Release Fix	3
67	Schema Change (tables affected)	67

1	Admin Changes	1
	Standard Reports Affected	-

## Release Hyperlinks:

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[Printable Release Notes](#)

[System Requirements](#)

[Release Highlights](#)

## Other Hyperlinks:

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[Open the Online Support Page](#)

[Access our Product Feedback Site](#)

## Documentation Changes

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

Topic Name	Status
BI Tool View by Field	<b>NEW!</b>
BI Tool View by Field (Billing)	<b>NEW!</b>
BI Tool View by Field (Claims)	<b>NEW!</b>
BI Tool View by Field (Customer)	<b>NEW!</b>
BI Tool View by Field (Dispatch)	<b>NEW!</b>
BI Tool View by Field (EDI)	<b>NEW!</b>
BI Tool View by Field (Equipment)	<b>NEW!</b>
BI Tool View by Field (Financial)	<b>NEW!</b>
BI Tool View by Field (International)	<b>NEW!</b>
BI Tool View by Field (Military)	<b>NEW!</b>
BI Tool View by Field (Order Information)	<b>NEW!</b>
BI Tool View by Field (Personnel)	<b>NEW!</b>
BI Tool View by Field (Text Messaging)	<b>NEW!</b>
BI Tool View by Field (Billing)	<b>NEW!</b>
BI Tool View by Field (Claims)	<b>NEW!</b>
BI Tool View by Field (Customer)	<b>NEW!</b>
Color Code for Updates	<b>NEW!</b>
MSWeb Order	Renamed.

	<p><b>MSWeb Order</b> is now the topic includes instructions on entering orders within MSWeb. Previously this information was within “MSWeb Create Order;” however, that topic now aligns with the MSWeb page named “Create Order.”</p>
<b>MSWeb Order Best Practice</b>	<p>Renamed. Previously “MSWeb Create Order Best Practice.”</p>
<b>MSWeb Order Quick Start</b>	<p>Renamed. Previously “MSWeb Create Order Quick Start.”</p>
<b>MSWeb Order without Lead</b>	<p>Renamed. Previously “MSWeb Create Order From Lead.”</p>

## Video Updates

This section features the new video available within the Online Help with this release. Find all the latest videos through our [Training Center](#).



Click the link to view the new video: [BI Tool: Finding Views by Field](#)

This video shows the need for the new **Online Help** topic, **BI Tool View by Field** (and all other related topics listed within the **Documentation Changes** in this release.) Tips on using this new topic are in the video, as well.

# MoversSuite Updates

This section lists the features, enhancements, and fixes added to MoversSuite and MoversSuite integrations.

## Reductions

### Issues with missing reductions and Transportation group error are fixed

Issues involving Reductions have been addressed in this release. These issues included the Reduction screen not showing any items although there was a reduction amount shown on the revenue item. Also, users received an error when building reductions based on a Reduction Profile and the “Transportation” type was selected at the Revenue Group level.

#### RELATED TOPICS:

[Reductions](#)

[Reduction Profile](#)

**REFERENCE NUMBER:** MOV-7433

## Commission Statements

### Issues resolved with multiple users accessing the Commission Statement Management screen.

A couple of ongoing issues specific to when multiple users access the [Commission Statement Management](#) screen are resolved in this release.

One issue reported was when one user would create a statement, and then a second user (in a different session) would attempt to Re-Query or Finalize that statement. Afterwards, if the first user performs an action on that same statement, it would lead to duplicate statements or having the finalized statement deleted.

A similar issue also arose when one user was accessing a statement while another user attempted to delete it.

A last issue was when one user created the statement and then a second user attempted to View it. The issue was that there were no details listed; furthermore, this second user attempted to Re-Query and noticed that all the transaction detail was missing.

To prevent these situations, logic has been added to ensure the state of the statement is preserved throughout its life. Additionally, the application now prevents concurrent processing of the same statement by multiple users. Users may encounter the following new warnings when prevented from performing an action that may result in an access conflict:

**Re-Query has failed. Data for this commission statement has been updated outside of your session.**

This error indicates that another user has initiated an action on the same statement and you are prevented from re-querying the statement. The internal status of the statement will refresh immediately upon this error and you should be able to attempt the Re-Query fairly soon after the error.

**Delete has failed. Data for this commission has been updated outside of your session.**

This error indicates that another user has initiated an action on the same statement and you are prevented from deleting the statement. The internal status of the statement will refresh immediately upon this error and you should be able to attempt to delete the statement fairly soon after the error.

**RELATED TOPICS:**

[Commission Statement Management](#)

[Commissions](#)

**REFERENCE NUMBER:** MOV-5821

## BI Tool

### Use the new Online Help topics to find which BI Tool View has a specific field.

Sometimes when creating a new report, there may be uncertainty as to which **BI Tool Views** has a particular field you need - especially when the field is one that is not used as often. The new MoversSuite [Online Help](#) topic, [BI Tool View by Field](#), contains a table organized by Business Categories. The topics are broken down by Business Category as one topic with every field used within the **BI Tool** would be too cumbersome to use.

This is the table found within [BI Tool View by Field](#):

Business Category	Corresponding Topic for that List of Fields
Billing	<a href="#">BI Tool View by Field (Billing)</a>
Claims	<a href="#">BI Tool View by Field (Claims)</a>
Customer	<a href="#">BI Tool View by Field (Customer)</a>
Dispatch	<a href="#">BI Tool View by Field (Dispatch)</a>
EDI	<a href="#">BI Tool View by Field (EDI)</a>
Equipment	<a href="#">BI Tool View by Field (Equipment)</a>
Financial	<a href="#">BI Tool View by Field (Financial)</a>
International	<a href="#">BI Tool View by Field (International)</a>
Military	<a href="#">BI Tool View by Field (Military)</a>
Order Information	<a href="#">BI Tool View by Field (Order Information)</a>
Personnel	<a href="#">BI Tool View by Field (Personnel)</a>
Text Messaging	<a href="#">BI Tool View by Field (Text Messaging)</a>

To use the table within [BI Tool View by Field](#), find the Business Category being used when creating a new [BI Tool Data Sources](#) and then click on the corresponding topic. Then each table has every field for every View listed alphabetically for that category.

As an example, which [BI Tool Views](#) contains the field “Adjuster?” Knowing this field pertains to Claims, click on the topic, [BI Tool View by Field \(Claims\)](#). Then, looking at that list within [BI Tool View by Field \(Claims\)](#), we see the field “Adjuster” is located within the “Claims Analysis View”, as shown in Figure 1.

<b>BI Tool View by Field (Claims)</b>		
When you want to use a view with a specific field, this table will show you which views within the Business Category > Claims View contain that specific field.		
The Field column is organized alphabetically. Scroll through the table to find the field needed, and then look to the View column to see which Views contains that field.		
Field	View	Business Category
ActualClosedToCustomer	Claims Summary Amounts	Claims
AcutalClosedToCustomer	Claims Liability Items	Claims
Adjuster	Claims Analysis	Claims
AgentNumber	Claims Liabilities	Claims

Figure 1: BI Tool View by Field (Claim) topic within the Online Help.



For tips on using this new topic, see the new video [BI Tool: Finding Views by Field](#). Click the link to open the video. This video is also available within the video library in our [Training Center](#).

#### RELATED INFORMATION

[BI Tool Business Category](#)  
[BI Tool Data Sources](#)

## Arrivy Integration

### Arrivy processes updated

Processes maintained and utilized by [Arrivy](#) through [VendorConnect](#) have been updated. These processes include the following:

- GetBranchesByConnectIdentifier
- GetCrewByLocalService
- GetEquipmentByLocalService
- GetLocalDispatchByDateAndBranch

#### RELATED TOPICS:





Arrivy  
VendorConnect  
VendorConnect Developer Information

REFERENCE NUMBER: MOV-7436

## General Functionality

### Updated colors reflect those in the MSWeb application.

We have updated the colors used within the Version Information and Release Highlights topics to match those used within [MSWeb](#). The colors continue to mean the same what they always have, as noted in the table below. The new topic [Color Code for Updates](#) contains the color key and is available in case a reminder is needed.

	<b>Important</b>	Refers to information that needs your attention.
	<b>Feature</b>	Refers to new functionality.
	<b>Enhancement</b>	Refers to updates that improve the current functionality.
	<b>Fix</b>	Refers to bug fixes or other changes that ensure the proper functions.

# MoversSuite Administration Updates

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

## Personnel Setup

### Mass branch add no longer causes error

An issue has been resolved when attempting to use the *Add Branch to Personnel Shown* option and logging have been enabled on personnel records within [Admin History](#).

#### **RELATED TOPICS:**

[Admin History](#)

[Admin History Setup](#)

[Mass Record Selection Options](#)

**REFERENCE NUMBER:** MOV-7428



# MSWeb Updates

This section lists the features, enhancements, and fixes made to MSWeb.

**NO UPDATES IN THIS RELEASE**

# Database Changes

There are 67 database changes in this release. Refer to [Schema Changes Version 2025.03](#) for details.

## **MOVERSSUITE DATABASE SCHEMA RESOURCES:**

[Tables Listing](#)

[Documents Table Listing](#)

[Data Views Listing](#)

## **RELATED TOPIC:**

[Schema Changes](#)

# Release Requirements

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

[System Requirements](#), [Hardware Requirements](#), and [Software Requirements](#) have been updated to reflect the current versions needed for optimal security and functionality with MoversSuite.

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 CHANGES MADE TO THE RELEASE REQUIREMENTS IN THIS RELEASE**

# 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.