

MoversSuite

by **EWS**

MoversSuite Version 2024.20

RELEASE DATE: September 30, 2024

Version 2024.20 Notices



If you have resources that interact with Azure services and still use TLS 1.1 or earlier, transition them to TLS 1.2 or later by 31 October 2024.

Azure is turning off all TLS 1.0 and TLS1.1 support on Oct 31, 2024, which means that older servers and clients that interact with any Azure resource via HTTPS, will be required to use TLS 1.2 starting on Oct 31, 2024. This is a Microsoft enforced decision.

Version 2024.20 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	11
2	Release Enhancement	46
3	Release Fix	57
	Schema Change (tables affected)	21
	Admin Changes	13
	Standard Reports Affected	0

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 Topic Name	Status
BI Tool Views (by Alias)	New!
MSO&ISales has 32 new topics available within the Online Help!	
TIP: Within the Online Help > Topics, enter "MSO" to see all the new topics. The most important of the topics are listed below.	
MSO&ISales Online Help Tips	New!
MSO&ISales Process Flow	New!
MSO&ISales Add New Move Opportunity	New!
MSO&ISales Menu	New!
MSO&ISales Synchronize Changes	New!
MSO&ISales Moves	New!
MSO&ISales Move Details	New!
MSO&ISales Quotes	New!
MSO&ISales Survey Sheets	New!
MSO&ISales Customer Management	New!
MSO&ISales Master Data	New!
MSO&ISales Add Inventory	New!
MSO&ISales Custom Inventories	New!
MSO&ISales Pricing	New!
MSO&ISales	New!

New Video

This section features the new video available within the Online Help at this release.

NO NEW VIDEOS WITH THIS RELEASE

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

Version 2024.20 MoversSuite

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

CSIPay (Pyxis) ENHANCEMENT

Additional checks added to ensure the payment status.

Some [CSI Pay \(PYXIS\) Online Payments](#) appeared to not complete even though the transaction did go through. This resulted in cardholder attempting a second payment.

MoversSuite is now able to check the status of payment and if a cardholder attempts a second payment they are directed to the appropriate payment screen, such as the [Payment Receipt](#) page for a successful full or partial payment.

Additional checks have also been added to report back to the cardholder any “pending” payments, i.e., those that have yet to be completed, as well as verifying that partial payments made and provide additional payment options.

This change only affects [Online Payments](#) made to [CSI Pay](#).

RELATED TOPICS:

[CSI Pay](#)

[Online Payments](#)

[Electronic Merchant Payments Research](#)

INTERNAL REFERENCE: MOV-7077

MSO&ISales Integration ENHANCEMENT

Containers from MSO&ISales now import along with service data.

The data imported from [MSO&ISales](#) into a Local Service now includes [Containers, Packing, and Unpacking \(CPU\)](#) data.

The application references Containers defined in [MSO&ISales](#) that are then mapped to CPUs. This is done through [XML Item Code Setup](#).

RELATED INFORMATION:

[MSO&ISales Master Data](#)

[MSO&ISales Survey Sheets](#)

[MSO&ISales Job Walk](#)

INTERNAL REFERENCE: MOV-7269

MSO&ISales Integration BUG

Order files now saved when there are import errors.

If your system is configured to store a copy of an order XML file coming into MoversSuite, then this file will be saved even if there is an error during the import. Prior to this fix, copies of the XML coming in from an [MSO&ISales](#) import were not stored in the specified folder if an error occurred during the import.

This change is relates directly to systems defined with the following two variables within XML System Options for MSO&ISales interface:

- SaveAllDownloads
- SaveDownloadsToFolder

RELATED TOPICS:

- [MSO&ISales Integration Setup](#)
- [XML System Options](#)

INTERNAL REFERENCE: MOV-7290

Unigroup Integration BUG

Added the ability to import waived accessorials.

Many agents complained that items coming down on a Rating Send from Unigroup did not show in MoversSuite. Most of these items turned out to be flagged as waived by Unigroup and it is Unigroup's recommendation that they be excluded from being imported as revenue in MoversSuite. However, there are many factors involved when determining what should be truly excluded, so instead of just not importing these items, MoversSuite was updated to allow you to choose which items to import or not.

A new **Waived** column is now available on Rating Sends through the *Accessorials* tab on the [Revenue Import](#) screen.

Agents	Tasks	Military/Government	Notes	User Defined Fields	Account Profile	Quote																																			
Order Information		Billing Information	Revenue Import	Transactions	Summary	SIT/Recurring Billing																																			
Import <input type="button" value="Refresh"/> Partial Segment: <input type="checkbox"/> Overflow Segment: <input type="checkbox"/> Set-Off Segment: <input type="checkbox"/>		<table border="1"> <thead> <tr> <th>Import</th> <th>Description</th> <th>Agent ID</th> <th>Distribution Code</th> <th>Amount</th> <th>Waived</th> <th>Imported On</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>Booker Chg. Cross Dock Opr.</td> <td></td> <td>021</td> <td>(\$4.60)</td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>Booker Chg. Cross Dock Opr.</td> <td></td> <td>021</td> <td>\$4.60</td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>Fuel Surcharge</td> <td></td> <td>071</td> <td>\$36.83</td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>Fuel Surcharge</td> <td></td> <td>071</td> <td>\$35.50</td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table>					Import	Description	Agent ID	Distribution Code	Amount	Waived	Imported On	<input type="checkbox"/>	Booker Chg. Cross Dock Opr.		021	(\$4.60)	<input type="checkbox"/>		<input type="checkbox"/>	Booker Chg. Cross Dock Opr.		021	\$4.60	<input checked="" type="checkbox"/>		<input type="checkbox"/>	Fuel Surcharge		071	\$36.83	<input checked="" type="checkbox"/>		<input type="checkbox"/>	Fuel Surcharge		071	\$35.50	<input checked="" type="checkbox"/>	
Import	Description	Agent ID	Distribution Code	Amount	Waived	Imported On																																			
<input type="checkbox"/>	Booker Chg. Cross Dock Opr.		021	(\$4.60)	<input type="checkbox"/>																																				
<input type="checkbox"/>	Booker Chg. Cross Dock Opr.		021	\$4.60	<input checked="" type="checkbox"/>																																				
<input type="checkbox"/>	Fuel Surcharge		071	\$36.83	<input checked="" type="checkbox"/>																																				
<input type="checkbox"/>	Fuel Surcharge		071	\$35.50	<input checked="" type="checkbox"/>																																				

Figure 1: Revenue Import for a Rating Send example

The Waived column indicates which items came down as being a waived charge from the Unigroup mainframe. These items can be manually imported by ticking the Import box corresponding to the item, such as the line for Fuel Surcharge in the above example, and choosing Import Selected Items Only through the [Import Agent Revenue](#) screen after clicking to Import.

Note that these items are not automatically included in the Import All Items option even if you have marked them for import. They can only be manually selected and imported.

This update was made at the behest of agents wishing to include Service Code 326 and 327 in imports from Unigroup.

RELATED TOPICS:

- [Unigroup Downloads](#)
- [Revenue Import](#)

INTERNAL REFERENCE: MOV-7056

Version 2024.20 MoversSuite Administration

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

NO MSWEB CHANGES IN THIS RELEASE

Version 2024.20 MSWeb

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

Shipment Details and Crates BUG

Issue with dimensions alignment corrected.

Alignment issues were corrected in the grids for Products in Shipment Details and for Crates. This specifically affected the dimensions that showed (e.g., Length x Width x Height).

RELATED TOPICS:

[MSWeb Move Information](#)

[MSWeb Local Services](#)

[MSWeb New Section](#)

INTERNAL REFERENCE: MOV-6571

Version 2024.20 Database Changes

The following table lists changes made to the MoversSuite database.

NO SCHEMA CHANGES IN THIS RELEASE

MOVERSSUITE DATABASE SCHEMA RESOURCES:

[Tables Listing](#)

[Documents Table Listing](#)

[Data Views Listing](#)

RELATED TOPIC:

[Schema Changes](#)

Version 2024.20 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

Version 2024.20 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

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.