

MoversSuite

by **EWS**

MoversSuite Version 2024.22

RELEASE DATE: October 28, 2024

Version 2024.22 Notices

NO NOTICES FOR THIS RELEASE

Version 2024.22 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 | 54 |
| 2 | Release Fix | 62 |
| | Schema Change (tables affected) | 21 |
| | Admin Changes | 16 |
| | 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 |
|------------------------|--|
| MSCrew Troubleshooting | Renamed. Previously "MSCrew Common Errors" |

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 2024.22 MoversSuite

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

Atlas Integration

ENHANCEMENT

MoversSuite recognizes Previous Orders from Atlas.

Prior to this release, if an order changed on the Atlas side, this caused a new order number to be generated. Then, when the new order number came down into MoversSuite, this created a new order in MoversSuite - instead of just updating the original order. This caused duplicate Atlas orders in MoversSuite.

With this release, MoversSuite checks to see if the order download includes a Previous Order (PREORD) attribute. If one is found, then this number is compared to any existing Atlas order in MoversSuite and, if it's found, then we update the Order Number in MoversSuite to reflect the new order associated with the download.



The Order Number change described above only occurs if there are not accounting transactions generated for the prior order. If transactions are attached to the PREORD, then that order remains and a new order will be created based on the new shipment coming in from Atlas.

The specific attributes related to this update from the Atlas Download XML include the following:

| Attribute | Description |
|---|--|
| <pre><Type>PREORD</Type> <Number>NNNNNNNNN</Number></pre> | This attribute, if present, contains the prior Order Number within Atlas. MoversSuite now checks the <Number> element associated with PREORD for a match to any existing Atlas order in MoversSuite. If a match is found, then the MoversSuite order is updated to what is set for the <Shipment> attribute. |
| <pre><Shipment>NNNNNNNNN</Shipment></pre> | This attribute contains the current Order Number that will replace the matched PREORD number. |

Related to this update is a fix that ensures that all pieces associated with an external order are correctly set. This ensures that no orphan data remains after an order update during any van line download.

MoversSuite also recognizes when an Atlas order is cancelled. When an Atlas order comes down with a status indicating that it is a cancelled order and, if your system is defined to recognize this state and update the Order Status accordingly, then the order will be assigned to a cancelled Order Status. The setup required to support this functionality requires a Shipment Status of "CAN" to be associated with the Atlas interface, and then to also have the Set Order Status To assign the MoversSuite Order Status to one that is a cancelled state. This is accomplished through [Shipment Status Setup](#).

RELATED TOPICS:

[Atlas Integration](#)

[Atlas Integration Setup and Administration](#)

[Order Status](#)

[Shipment Status Setup](#)
[Shipment Status History](#)

INTERNAL REFERENCE: MOV-6598, MOV-7157

Revenue Entry

BUG

Inactive Order Statuses no longer show in MoversSuite.

Users noticed that when transactions generated and they were presented with a [Transaction Generated](#) option to update the Bill Date and [Order Status](#), the [Order Status](#) selector would contain options that were inactive. This selector has been updated to no longer display options that are inactive.

Of note, all other places where the [Order Status](#) is set were already not showing inactive options. These include the [MSS Order Status](#) setting and through [Shipment Status History](#).

Related to this change is that MoversSuite now includes all [Order Status](#) options that are marked as cancelled in related [Order Status](#) settings, such as those noted above. Prior to this fix, only the [Order Status](#) titled "Cancelled" would be available when updating the status of lead through [MSS Order Status](#).

NOTE: Use the [Order Status Setup](#) to mark a record as inactive or as a cancelled type.

RELATED TOPICS:

[Order Status](#)
[MSS Order Status](#)
[Order Status Setup](#)

INTERNAL REFERENCE: MOV-7283

Version 2024.22 MoversSuite Administration

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

NO ADMIN CHANGES IN THIS RELEASE

Version 2024.22 MSWeb

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

Create Order

BUG

Extra Stop reset when deleted through Create Order.

When creating an order with an Extra Stop and you subsequently delete that stop prior to saving the new order, the application automatically resets the Stop Number. For example, if you created two pickup stops and deleted one, then changed your mind and added back that second stop, it will be "Stop Number 2" again. Prior to this change, the re-adding of the stop would have yielded "Stop Number 3"; therefore, you would have had pickup stop 1 and 3 -and no 2.

RELATED TOPICS:

[MSWeb Create Order](#)

[MSWeb Extra Stop](#)

INTERNAL REFERENCE: MOV-6837

Version 2024.22 Database Changes

The following table lists the latest changes made to the MoversSuite database.

NO DATABASE CHANGES IN THIS VERSION

MOVERSSUITE DATABASE SCHEMA RESOURCES:

[Tables Listing](#)

[Documents Table Listing](#)

[Data Views Listing](#)

RELATED TOPIC:

[Schema Changes](#)

Version 2024.22 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 2024.22 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.