MoversSuite Version 2024 R02

RELEASE DATE: January 22, 2024

Version 2024 R02 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:

FEATURE

ENHANCEMENT

BUG

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 R02 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 #
2	New Product Feature	2
3	Release Enhancement	3
13	Release Fix	13
	Schema Change (tables affected)	
6	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
Authorizations (Credit Card)
Electronic Payments (Videos)
Online Payments (Video)
Deleted Topic
Electronic Payment Reprocessing - Obsolete

New Videos

New Videos
Electronic Payments - Process a Payment This video can be found in the Online Help under Electronic Payments (Videos).
Electronic Payments - Authorizations This video can be found in the Online Help under Electronic Payments (Videos).

Version 2024 R02 MoversSuite

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

Release Overview Video

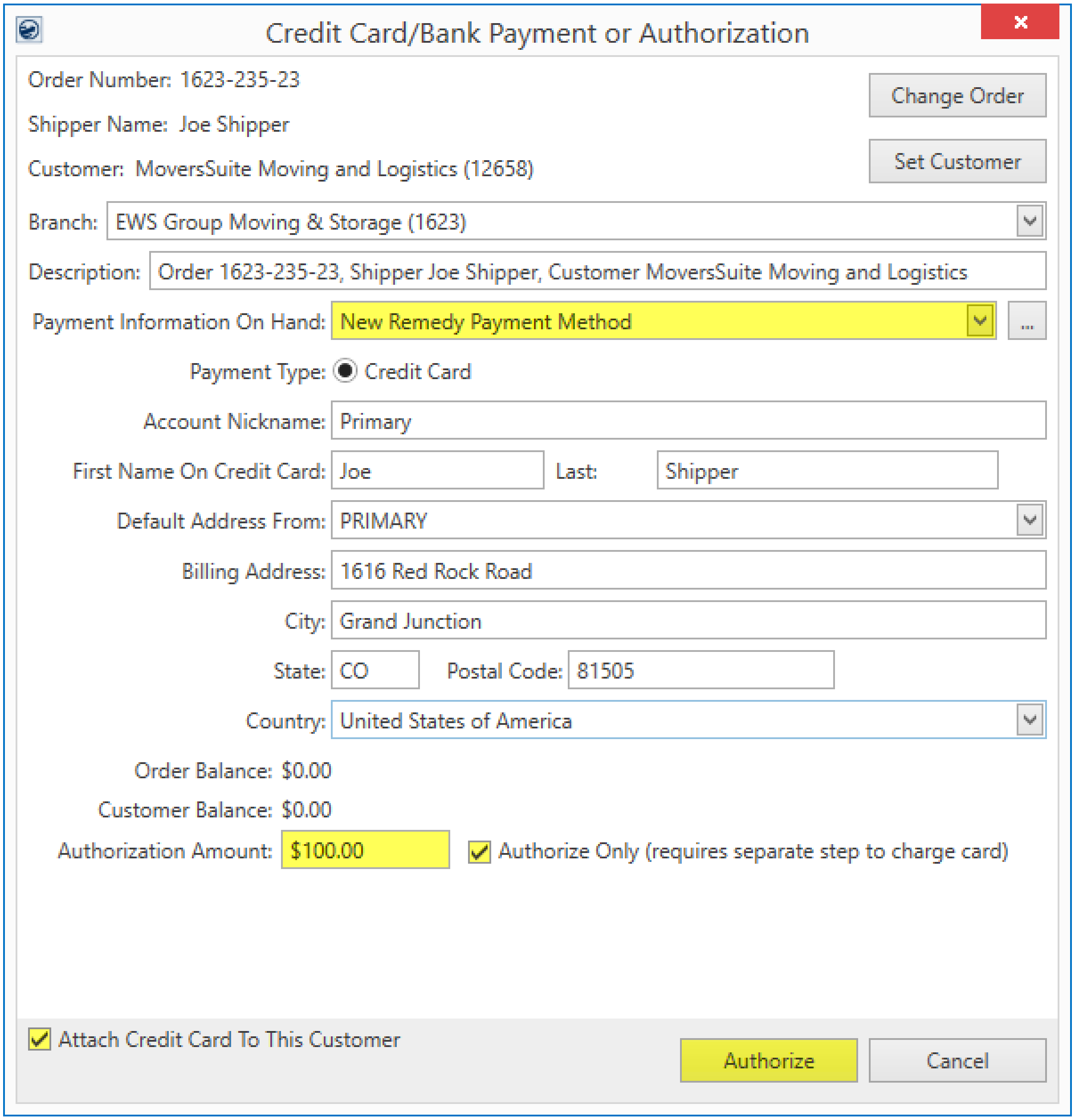
Remedy FEATURE

Remedy now allows pre-authorizations for credit card and credit card captures.

In addition to processing credit card payments, Remedy Payments now processes credit card authorizations and credit card captures (see Credit Card Capture without Payment.) Authorizations are not payments. They are used to “pre-authorize” an amount or put the amount “on hold” on a card. Payment is processed later.

To process an authorization:

1. From Credit Card/Bank Payment or Authorization:
    - Choose a Remedy payment method for *Payment Information on Hand*.
    - Check the *Authorize Only* box.
    - Enter an *Authorization Amount*.
    - Click *Authorize*.



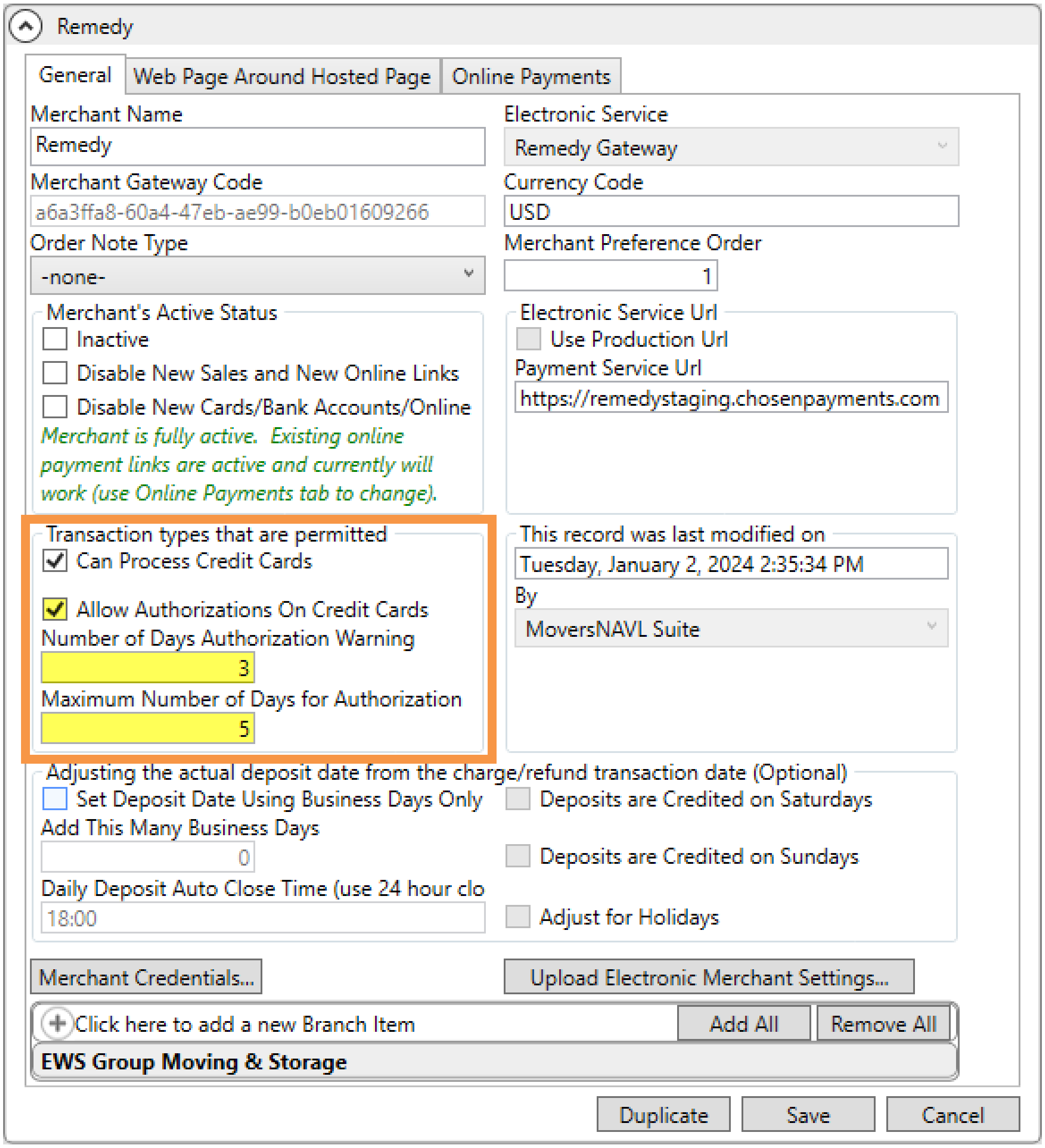
When the *Authorize Only* checkbox is clicked, two things happen: the Payment Amount becomes Authorization Amount, and the Payment button is now named Authorize. Also, it is suggested that the *Attach Credit Card To This Customer* is checked to associate the payment information referenced for this transaction with the customer for future payments. If checked, the payment information will be available as a payment option on other orders that are using this exact customer number.

When the *Authorize* button is clicked, if the card has not been processed before, the Electronic Capture Processing Page is prompted. Enter the credit card information. If the card has been processed successfully before and it is listed within Payment Information On Hand, the authorization is processed without having to complete the Electronic Capture Processing Page again. The authorization is successfully completed when the Electronic Authorization Success screen appears.

2. The Authorization is processed into a payment using Complete Authorized Payment. Of note, the payment processed cannot exceed the authorized amount. If the amount does need to be larger than the authorized amount, the authorization must be revoked using Complete Authorized Payment, and a new authorization processed through Credit Card/Bank Payment or Authorization.

If interested in having the ability to process authorization and credit card captures through Remedy Payments:

1. Contact Remedy to enable authorizations and credit card captures for your account.
2. Once updated, a few details need to be updated within your Electronic Merchant Setup record. From the Electronic Merchant Setup record (for Remedy) and within the *Transaction type that are permitted* section:
   - Check the *Allow Authorizations On Credit Card* box. This step is required for this functionality.
   - The *Number of Days Authorization Warning* and *Maximum Number of Days for Authorization* fields are not required but highly recommended. The warning message refers to a warning that will appear within Complete Authorized Payment notifying you that the authorization needs has not been processed. The Maximum Number of Days field is the number of days that the authorization can be processed. Once the number of days has passed, the authorization is expired and must be revoked within Complete Authorized Payment screen.



RELATED INFORMATION:

Electronic and Online Payments Setup (Remedy)
Electronic Payments (Videos)
Remedy Payments

INTERNAL REFERENCE:

MOV-6977

Quickbooks ENHANCEMENT

MoversSuite is upgraded to version 14.6.3.6.

INTERNAL REFERENCE:
MOV-6997

MSCrew BUG

Time Punches were not being removed after being imported to PayCom.

After time punches were transmitted to PayCom, those punches did not disappear from the Export Punches to Payroll screen as they should have. This could have resulted in duplicate punches to PayCom if transmitted again. This has been fixed so time punches will be removed from the Export Punches to Payroll screen once the import is transmitted to PayCom.

INTERNAL REFERENCE:
MOV-6884

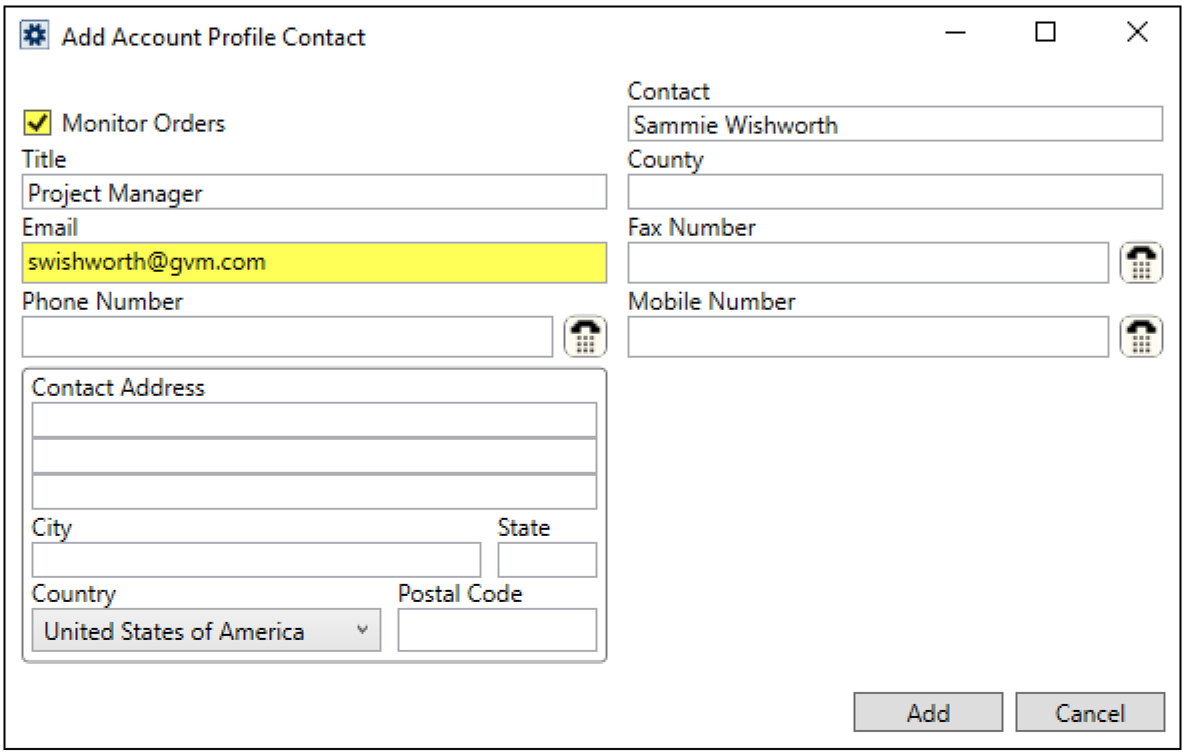
Version 2024 R02 MoversSuite Administration

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

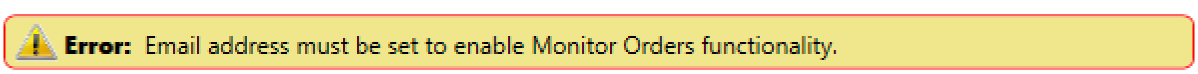
MoversSuite Administration: Account Profile ENHANCEMENT

An email address is required when setting "Monitor Orders" on an Account Profile Contact within Account Profile Setup.

An email address must be set when *Monitor Orders* is set for an Account Profile Contact within Account Profile Setup. An acceptable email address must include an "at" sign (@).



Should an attempt to Add/Save a contact with *Monitor Orders* set and without an email address, the following error message will appear reminding you to add an email address when using the *Monitor Orders* functionality.

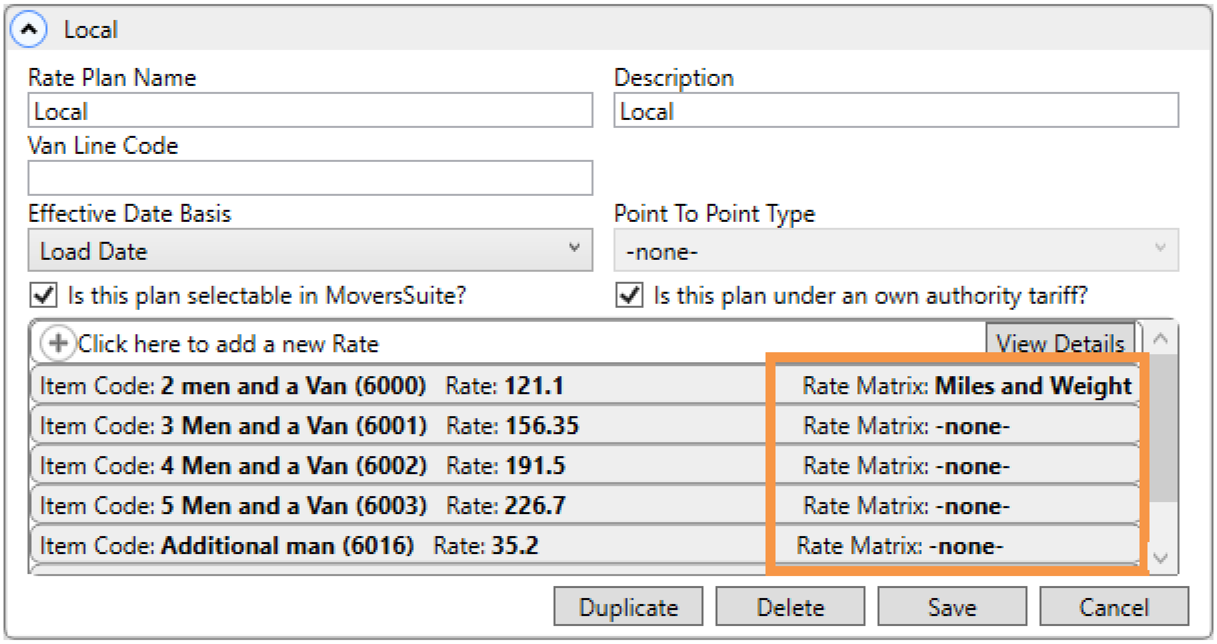


INTERNAL REFERENCE:
MOV-931

MoversSuite Administration: Rate Plan ENHANCEMENT

The Rate Matrix assigned on a Rate is easily viewed on the Rate Plan Setup record.

A new Rate Matrix column (see highlighted section in XX) has been added to Rates set within Rate Plan Setup records. Having this column, rate assignments are easily viewed and helpful. Previously, the rate had to be opened to view the Rate Matrix assignment.



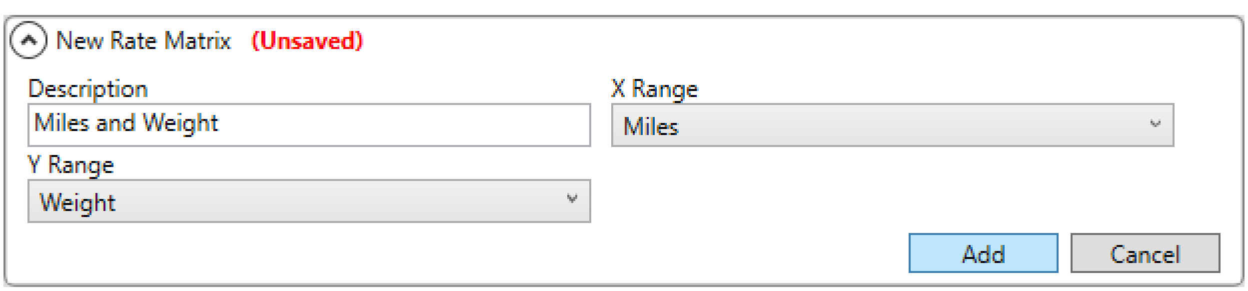
There is a bit more work to do regarding alignments within that column and that is in progress. We thought it more important to get you the functionality as soon as possible.

INTERNAL REFERENCE:
MOV-7008

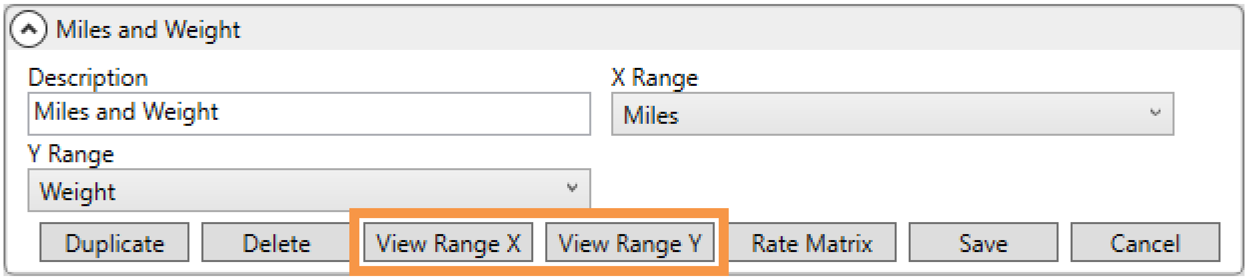
MoversSuite Administration: Rate Matrix BUG

Duplicating records within Rate Matrix Setup was tricky due to errors that occurred when setting *View Range X* and *View Range Y* options parameters before the *Add* button was clicked.

To prevent this from happening, the process was reorganized. Now, after clicking *Duplicate* on an existing Rate Matrix Setup record, the *New Rate Matrix* screen now has just three fields, as shown in XX. The *View Range X* and *View Range Y* fields are not yet available. Set the three fields and click *Add*.



The *View Range X* and *View Range Y* fields are now available on the new record.

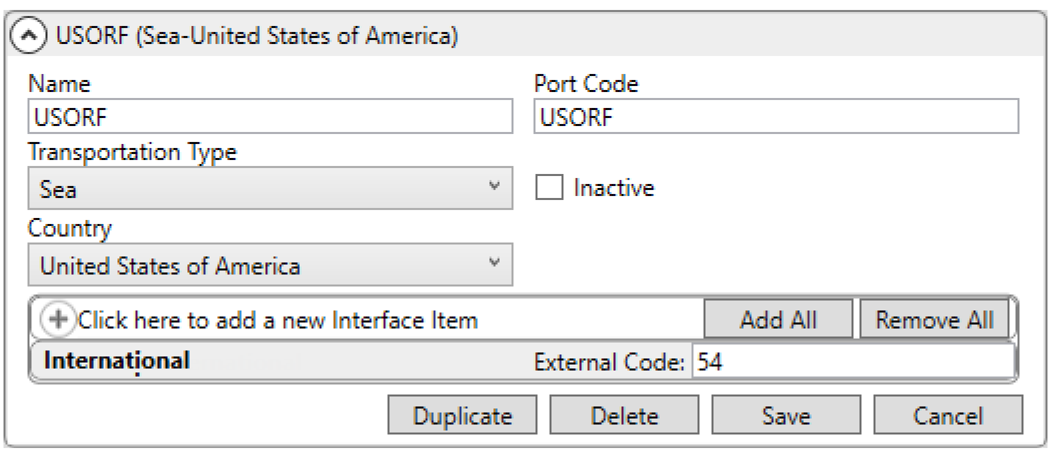


INTERNAL REFERENCE:
MOV-1115

MoversSuite Administration: International BUG

Data within Carrier Setup, Consolidator Setup, Port Setup, and Transportation Mode Setup have been reorganized.

Though there are differences in the changes within the different setup areas, a common one is the moving of the *Transportation Type* field. Previously, this field had been listed first on each record within Carrier Setup (International Orders), Consolidator Setup, Port Setup, and Transportation Mode Setup. Of course, the name of the record should list first so these setup areas were reorganized.



INTERNAL REFERENCE:
MOV-776, MOV-777, MOV-778

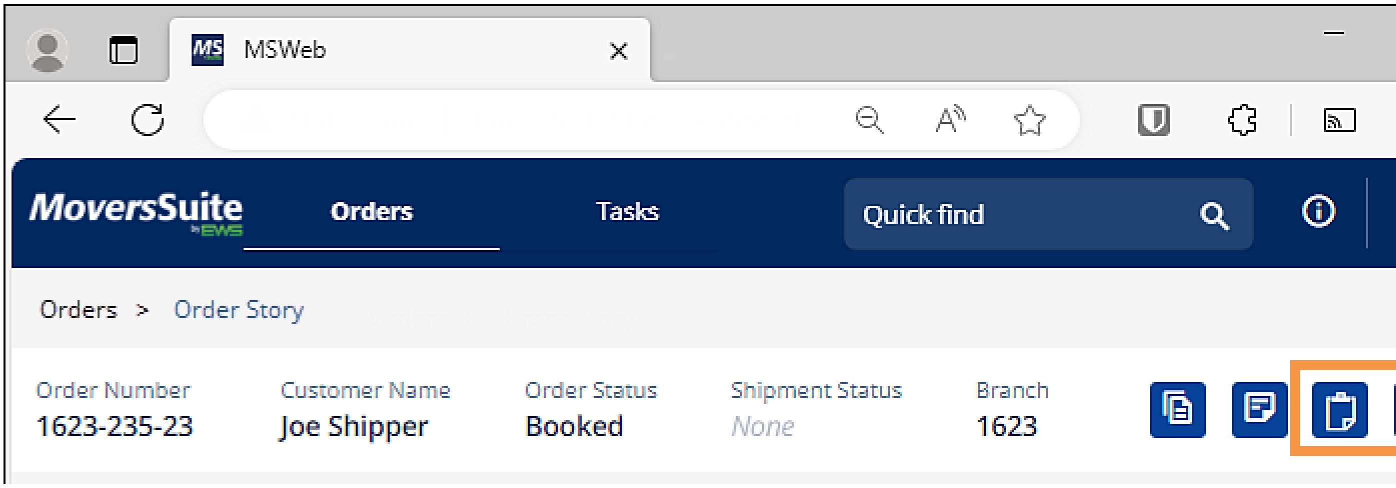
Version 2024 R02 MSWeb

This section lists the fixes made to MSWeb.

New Buttons FEATURE

New buttons on the order header!

The *Create Order*, *Create Duplicate Order*, *Book Order*, and *Re-Book* order buttons on the MSWeb header.



Hover over each icon to see its functionality. The functionality for each icon is described below.

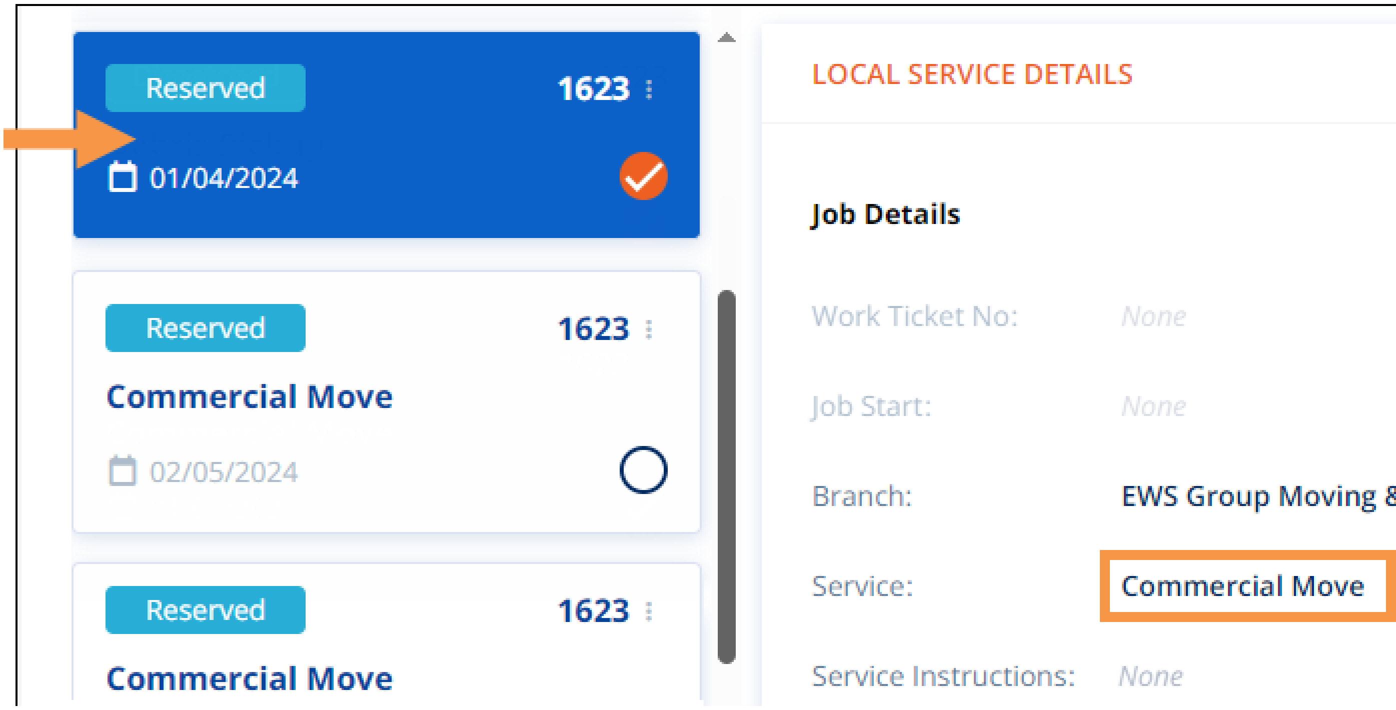
Icon	Description
	Create Order Click to create a new order or lead.
	Create Duplicate Order Click to open the Create Duplicate Order dialog which prompts a user to select the level of detail to add to new order.
	Book Order Click to book the lead and create the order.
	Re-Book Order Click to re-book the order.

INTERNAL REFERENCE:
MOV-6692

Local Services BUG

Local Service Type should be listed on the Local Service card when the card is selected.

When a Local Service was chosen, indicated by the checkmark on the card, the Local Service description would disappear on that card. Notice in the image below that the card does show “Commercial Move?” This has been fixed and the Local Service description will appear on the card.



INTERNAL REFERENCE:
MOV-6883

Document Management BUG

Filenames with a “#” in the name were causing errors within the Legacy (desktop) application.

When a file was added within MSWeb with a name that included the pound sign (“#”), an error would appear in the Legacy application side; however, should the same name be used when adding a file using the Legacy application (desktop), it would work fine. The error would read: Object reference not set to an instance of an object. The fix requires MoversSuite to drop the “#” from the name when it is used to prevent the error.

RELATED INFORMATION:
Filename Characters Not Supported

INTERNAL REFERENCE:
MOV-6995

Using MSWeb BUG

Multiple fixes have been resolved.

The following issues were fixed to improve the user experience:

- Using Tab to move from one field to another is improved.
- The calendar ripple, the circular halo around the calendar icon, has been reinstated.
- When using the delete icon, the animation was not correctly rendering.
- Alignment issues within the Agents selection (within SIT) has been corrected.
- Within Move Information, after entering Billing Information, an extra click was needed to proceed.
- In certain situations, adding military score caused multiple errors.

INTERNAL REFERENCE:
MOV-6928, MOV-7036, MOV-7045, MOV-7049, MOV-7054, MOV-7055

Version 2024 R02 Database Changes

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

NO DATABASE CHANGES IN THIS RELEASE

MOVERSSUITE DATABASE SCHEMA RESOURCES:
Tables Listing
Documents Table Listing
Data Views Listing

RELATED TOPIC:
Schema Changes

Version 2024 R02 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 R02 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.