

MoversSuite

by **EWS**

What's New in MoversSuite

MoversSuite Version 2025.10

RELEASE DATE: May 12, 2025

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

Notices

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

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	4
1	Release Enhancement	10
2	Release Fix	17
	Schema Change (tables affected)	95

Admin Changes	3
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.

Topic Name	Status
MSWeb Add Template	NEW!
MSWeb Global Messages	NEW!
MSWeb Message Template	NEW!

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: [MSWeb Messages](#)

MoversSuite Updates

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

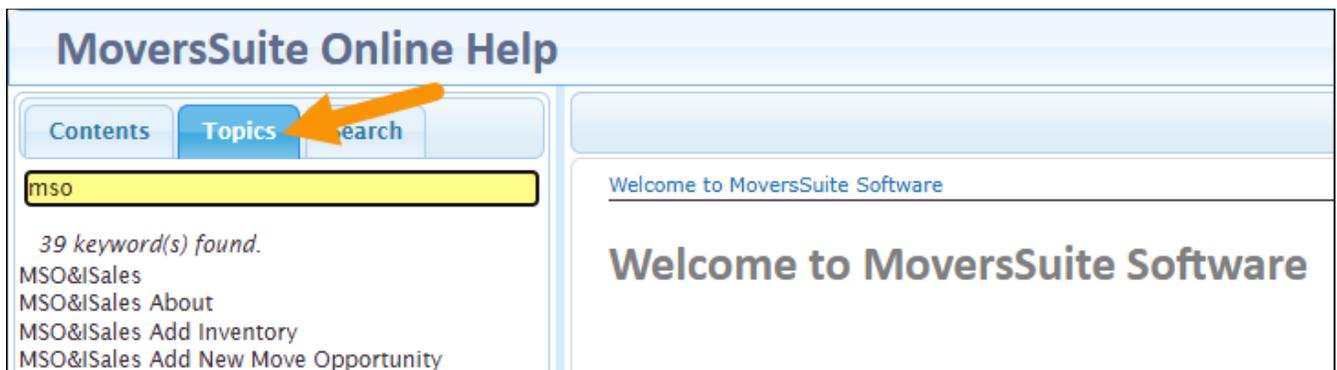
MSO&ISales Integration

Multiple Origin/Destination addresses causing Data Warehouse Refresh issue

If an order that comes down from [MSO&ISales](#) into MoversSuite containing more than one location marked as Origin or Destination, a unique key constraint violation would occur since [Office & Industrial](#) orders can only have one of either type. This violation showed up when administrators attempted to use the [Data Warehouse Refresh](#).

MoversSuite was updated to only record a single Origin and a single Destination location during imports from [MSO&ISales](#). Of note, MoversSuite recognizes the first Origin and Destination location that come down. Any subsequent locations that come down will be assigned as an “Other” location.

TIP: For information on MSO&ISales within the MoversSuite [Online Help](#), use the prefix “MSO&ISales” – or just “MSO” - under Topics to see all the topics on that product.



RELATED TOPICS:

[Office & Industrial](#)
[Contacts and Locations](#)
[Add/Edit Order Location](#)
[MSO&ISales Integration](#)
[Data Warehouse Refresh](#)

INTERNAL CASE: MOV-7500

Atlas Integration

Documents coming down on the correct order

A change was made in a recent release that allowed MoversSuite to correctly identify any overflow orders associated with the main order segment. Prior to this update, overflow orders showed in MoversSuite as distinct, separate orders from the main segment. With changes made in this release, documents coming down from Atlas will go to the new “overflow order type” (detailed in the example below) instead of the old overflow orders. These documents will also show under the main order segment; therefore, you can always reference the main segment order to see all documents that came down for the order.

Example: If there is a main order segment in Atlas named “ARC173330” and overflow orders named “ARC173331” and “ARC173332”, then these three orders show in MoversSuite as:

ARC173330
ARC173330-1
ARC173330-2

Documents that come down for ARC173330-1 will show on that order and under ARC173330. The same is true for documents that come down under ARC173330-2: Documents will list within ARC173330-2 and ARC173330.

Note that documents linked to an overflow order of the original formatted style, e.g., ARC173332, for example, will show under the new formatted order, e.g., ARC173330-2, along with showing under the main order segment as well.

RELATED TOPICS:

[AtlasNet Document Integration](#)
[Atlas Integration](#)

INTERNAL CASE: MOV-7486

MoversSuite Administration Updates

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

NO ADMINISTRATION CHANGES WITH THIS RELEASE

MSWeb Updates

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



Click the link to view the new video: [MSWeb Messages](#)

Messaging

Global Messages: Order Numbers are now show for each conversation

To make it clear what conversation you are on within Global Messages, the order number for the conversations on the screen is indicated at the top of the conversation.

The screenshot displays the MSWeb Messaging interface. At the top, there are navigation tabs for 'Orders' and 'Tasks', a 'Quick find' search bar, and utility icons for search, information, messages, and user profile. The main content area is titled 'Messaging Conversations' and is divided into two sections: 'ORDERS' and 'CONVERSATIONS'.

In the 'ORDERS' section, a list of orders is shown. The order number '1623-24-623' is highlighted with a red box, and an orange arrow points from this box to the 'CONVERSATIONS' section. In the 'CONVERSATIONS' section, a conversation card for 'Cell' is shown, with the order number '1623-24-623' and customer name 'Nicholas Thomas' displayed at the top. A blue box highlights the 'Order Number' and 'Customer Name' fields in the conversation header.

On the right side of the interface, there is a 'Show scheduled messages' checkbox and a 'Today' section containing a message from 'Movers Suite' to 'Nicholas Thomas'.

RELATED TOPICS:

[MSWeb Messages](#)

[MSWeb Messages \(Global Level\)](#)

INTERNAL CASE: MOV-7382

Database Changes

NO SCHEMA CHANGES FOR THIS RELEASE

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

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.