

MoversSuite

by **EWS**

What's New in MoversSuite

MoversSuite Version 2025.21.1

RELEASE DATE: October 13, 2025

Notices

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

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	9
2	Release Enhancement	27
4	Release Fix	33
1	Schema Change (tables affected)	137
	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.

Automatic Payments	NEW! Instructions for setting up a payment method to automatically pay recurring billing item invoices when generated, including and a back up plan!
MSWeb Claims Alert	NEW! This topic covers the Issue Claim Alert functionality in MSWeb.
MSWeb Issue Claims Alert	NEW! This topic points the user to the MSWeb Claim Alert topic.
MSWeb Find Agent	NEW! This topic points details on the Find Agent functionality within MSWeb.
MSWeb Find Vendor	NEW! This topic points details on the Find Vendor functionality within MSWeb.

Video Updates

This section features new videos available within our [Training Center](#). All the latest MoverSuite, [MSWeb](#), [MSO&ISales](#), [MSCrew](#), and [BI Tool](#) videos are found in that center.

NO NEW VIDEOS WITHIN THIS RELEASE

MoversSuite Updates

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

General Functionality and Atlas Integration

The option to indicate a VIP order is now available.

A new VIP option can be set at the order level. When set, a gold star appears next to the Order Number in the blue **Information Bar**, as shown in Figure 1. Users can manually set this flag in the MoversSuite desktop application. By default, this option is not set.

When an order is downloaded from Atlas and marked as a VIP Order, the VIP flag is set in MoversSuite. If an order is downloaded from Atlas that is not set as a VIP order, MoversSuite reflects this as "Empty."

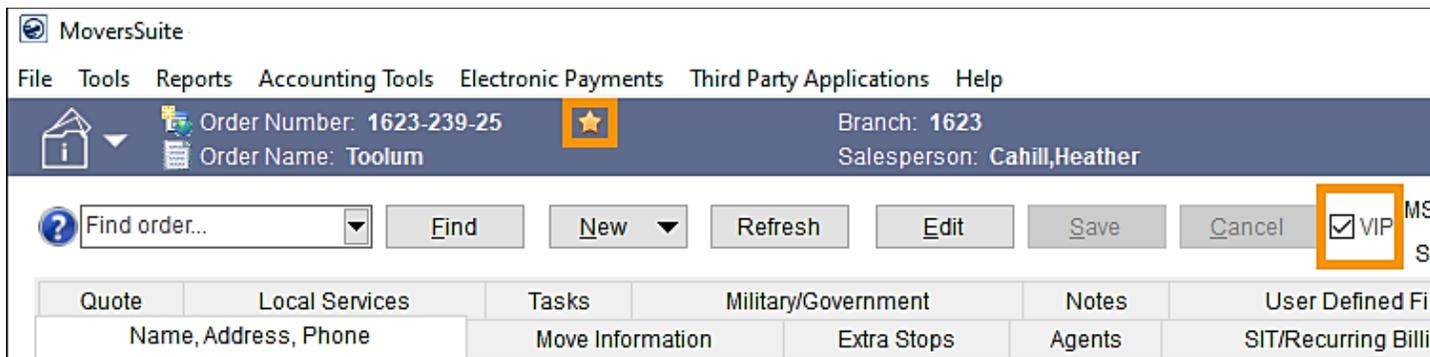


Figure 1: Order with the VIP setting set. The gold star indicates this status as well.

There are three states for this setting:

Setting		Description
Not Set	<input type="checkbox"/>	This is the default setting.
Empty	<input type="checkbox"/>	This is "not VIP" as sent down by Atlas. This setting also applies when the VIP is "unchecked."
Set	<input checked="" type="checkbox"/>	This has VIP status checked.

To set an order as VIP:

1. Click the Edit button
2. Check the VIP box
3. Press Save.

This setting and indicator (the gold star) will be available in a future release for MSWeb.

RELATED TOPICS:

[Atlas Integration](#)

[Atlas Order Download Content](#)

Information Bar
 Order-Level Functions
 Order Number

INTERNAL REFERENCE:
 MOV-7522

ADP Integration

Setting needs to be adjusted due to an ADP process

During our testing, it was discovered that the setting “MinimumTimeBetweenPunches” needs to be adjusted due to a processing variable introduced by ADP. Essentially, this setting must be used to avoid possible failures within ADP. Failures can occur when an employee time punches overlapping or “nearly overlapping” as they usually fail to upload correctly to ADP.

As an example, an employee has the following time punches (both on the same date): 8:00 AM - 12:00 PM and 12:02 PM - 4:02 PM. These punches may fail as the punches are too close together.

To prevent failure, it is highly recommended that MinimumTimeBetweenPunches setting is set to 5. If this setting was in place, then the second time punch should be sent to ADP as 12:05 PM - 4:05 PM; however, the punch times do not change in MoversSuite.

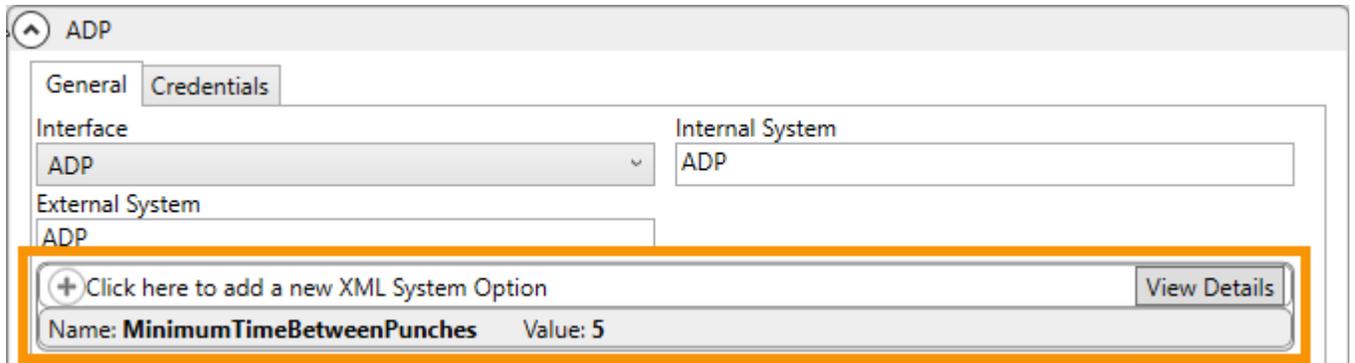


Figure 2: XML System Option MinimumTimeBetweenPunches is set here.

To change this setting:

1. Go to [Admin Tool](#) > Administration > [XML System Setup](#) > ADP record. (Figure 2)
2. Click View Details within “Click here to add a new XML System Option.” (Figure 3)
3. This opens this screen. Expand the record for MinimumTimeBetweenPunches. (Figure 4)
4. Change the value to 5.(Figure 4)
5. Click Save and click the x in the upper right corner of the screen.

The screenshot shows the 'ADP' configuration window with two tabs: 'General' and 'Credentials'. Under the 'General' tab, there are fields for 'Interface' (set to 'ADP'), 'Internal System' (set to 'ADP'), and 'External System' (set to 'ADP'). Below these fields, there is a list of XML System Options. The first option is 'MinimumTimeBetweenPunches' with a value of '5'. A 'View Details' button is highlighted with an orange box and a mouse cursor. Below this, there is a 'View Details' button for an XML System Data Type Map.

Figure 3: Click View Details to edit MinimumTimeBetweenPunches setting.

The screenshot shows the 'View XML System Option Details - Master Record: ADP' window. It has a search bar at the top with '1 record found.' Below the search bar, there is a 'Click here to add a new XML System Option' link. The main content area shows the details for the 'MinimumTimeBetweenPunches' option, with a 'Value' field containing '5'. The 'Value' field is highlighted with an orange box. At the bottom right, there are buttons for 'Duplicate', 'Delete', 'Save', and 'Cancel'. The 'Save' button is highlighted with an orange box.

Figure 4: Edit the value here and click Save.

INTERNAL REFERENCE: MOV-7605

RELATED INFORMATION:

[XML System Option](#)

[XML System Timeclock](#)

Report: Storage Details

Description is not showing within the Storage Details report

This bug seemed to occur sometime on or after the 2025.18 release. The issue was that the Storage Details report no longer displayed anything within the line item Description, which should match what shows within the Billing Items record, such as "Monthly Perm Storage." The description was showing on the Storage Billing Summary.

<u>Shipper</u>	<u>Order #</u>	<u>Customer</u>	<u>Storage In</u>	<u>Last Bill Cycle</u>				
Doe, John	GJ-149-23	(CODCOD) COD Orders	3/18/2025	4/1/2025 - 4/30/2025				
Storage								
<u>Description</u>	<u>Quantity</u>	<u>Quantity</u>	<u>Rate</u>	<u>Amount</u>	<u>Billed</u>	<u>Recurring</u>	<u>Recurring End</u>	<u>Location</u>
		3.00 Ea	\$50.0000	\$150.00	Yes	Yes		
Storage Item Totals:		3.0000		\$150.00				

Figure 5: Highlighted area shows empty Description, which was the bug.

INTERNAL REFERENCE: MOV-7600

Recurring Billing

Generating Storage can lead to error

Error 280 was the result when one of the following selections occurred when generating **Recurring Billing** for storage:

- Select all branches
- Select all storage types
- Select all branches and select all storage types

The error didn't happen if one branch and one storage type was selected.

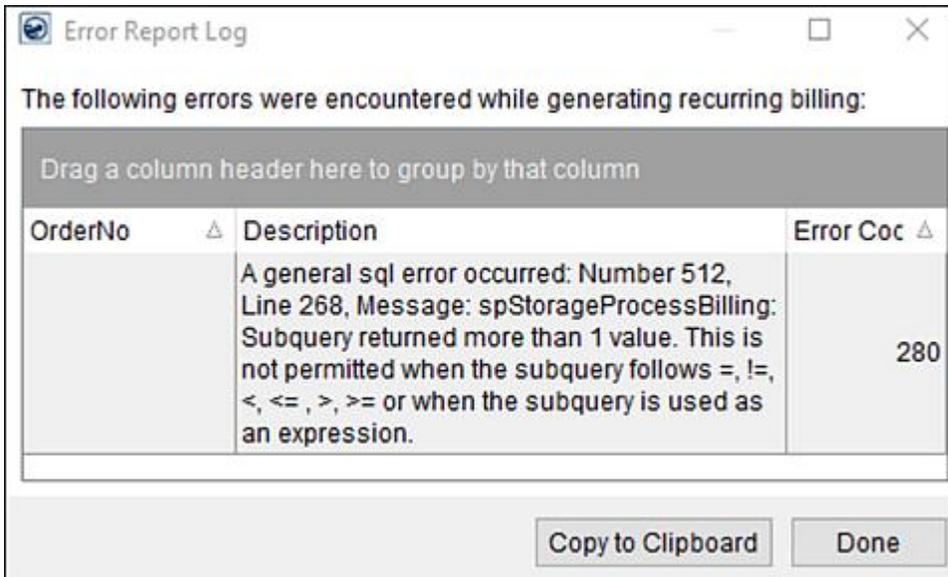


Figure 6: This is the 280 error and its Description.

INTERNAL REFERENCE: MOV-7602

Billing

Multiple Alternate Addresses could throw an error

This error occurred if the GP Customer had alternate Customer Addresses and if there were 2 or more of the 3 address lines with data within them.

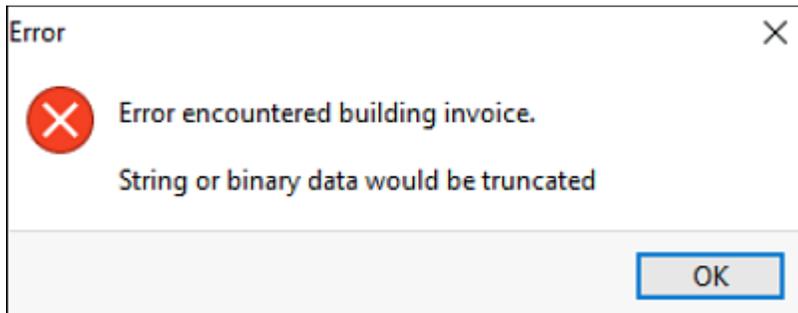


Figure 7: Error that resulted for this bug.

INTERNAL REFERENCE: MOV-7603

MoversSuite Administration Updates

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

NO UPDATES WITHIN THIS RELEASE

MSWeb Updates

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

General Functionality

Issue a Claim Alert within MSWeb

The ability to issue a **Claim Alert** is now available within MSWeb. Click the new Option button (outlined in orange) and choose “Issue Claim Alert.” This opens the **Claim Alert** screen.

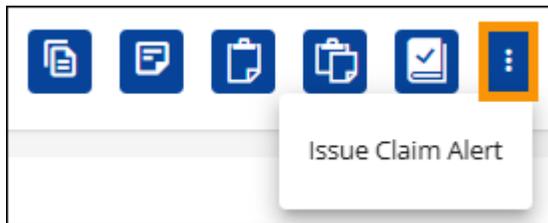


Figure 8: Click the Option Menu for the Issue Claim Alert.

A new feature added to **Claim Alert** is the notice at the top of dialog that indicates if an alert has already been issued on the order.

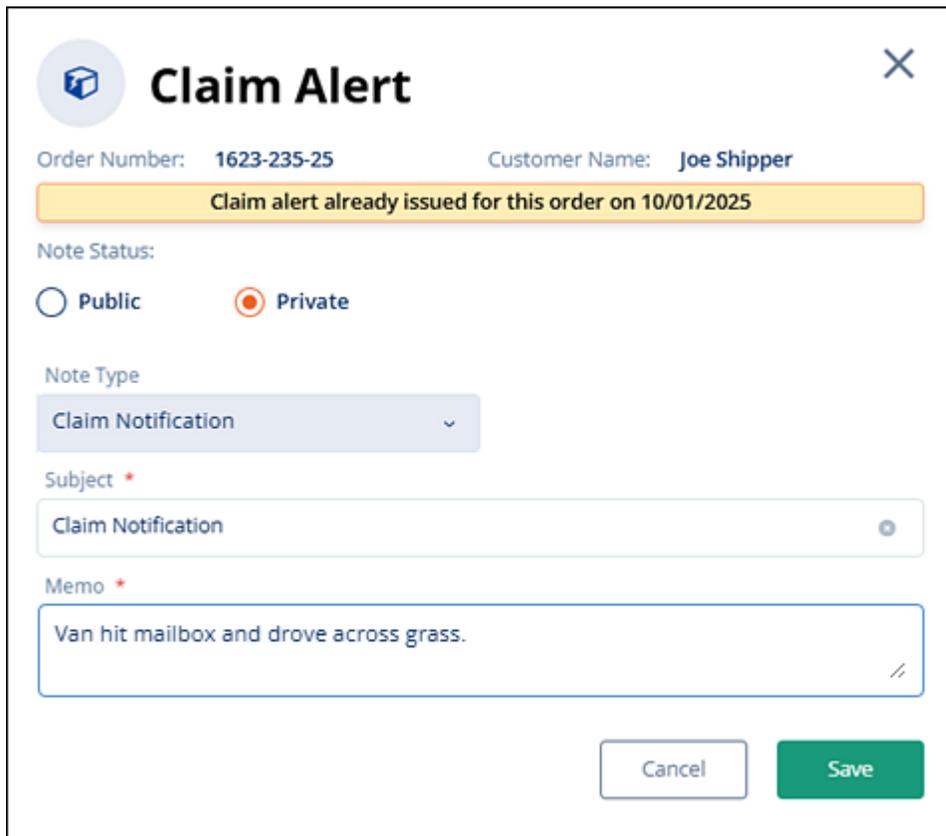


Figure 9: Claim Alert with new Memo added in Memo box.

If another Memo is added to the [Claim Alert](#) screen when the new warning is present (such as in [Figure 9](#)), the Memo will be added as an appended note to the existing Claim Notification within the [MSWeb Order Timeline](#). Notice the new Memo is added in [Figure 10](#). An automatic email notification will go out, as well.

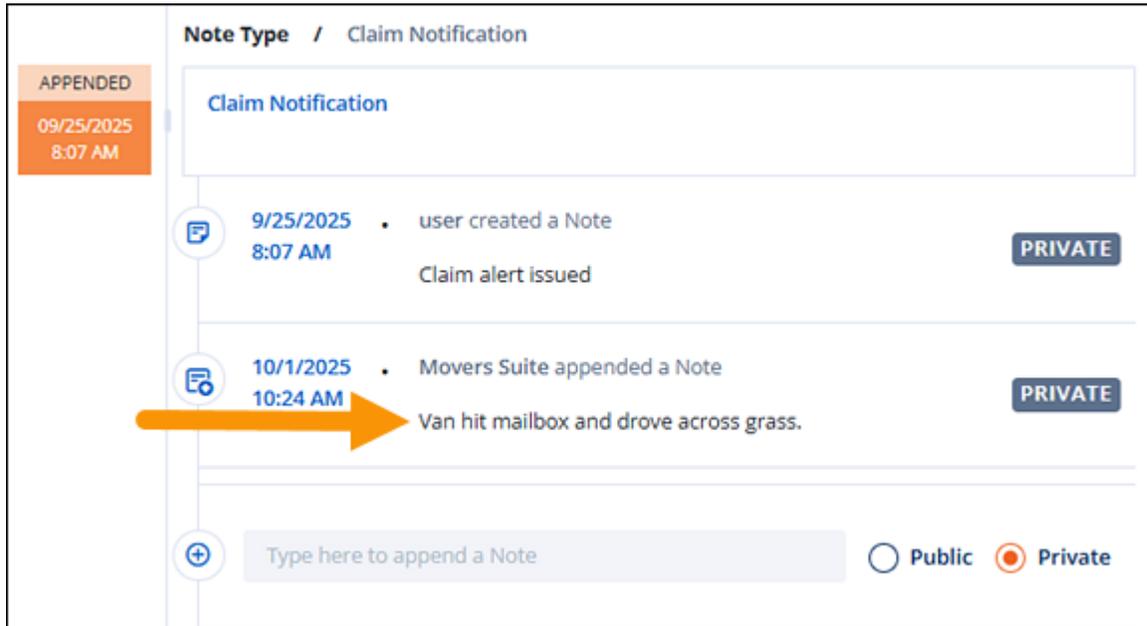


Figure 10: This is the Memo added to Claim Alert within [Figure 9](#).

Issue Claim Alert is available throughout the application, such as below within the [MSWeb Order Story](#).

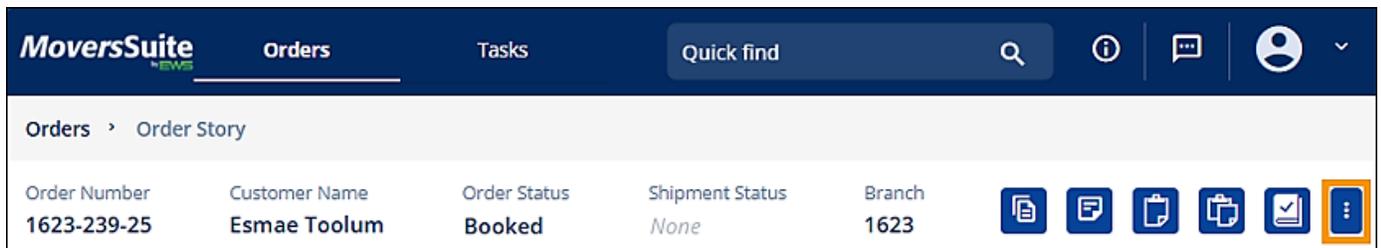


Figure 11: Options menu is outlined in orange.

RELATED TOPICS:

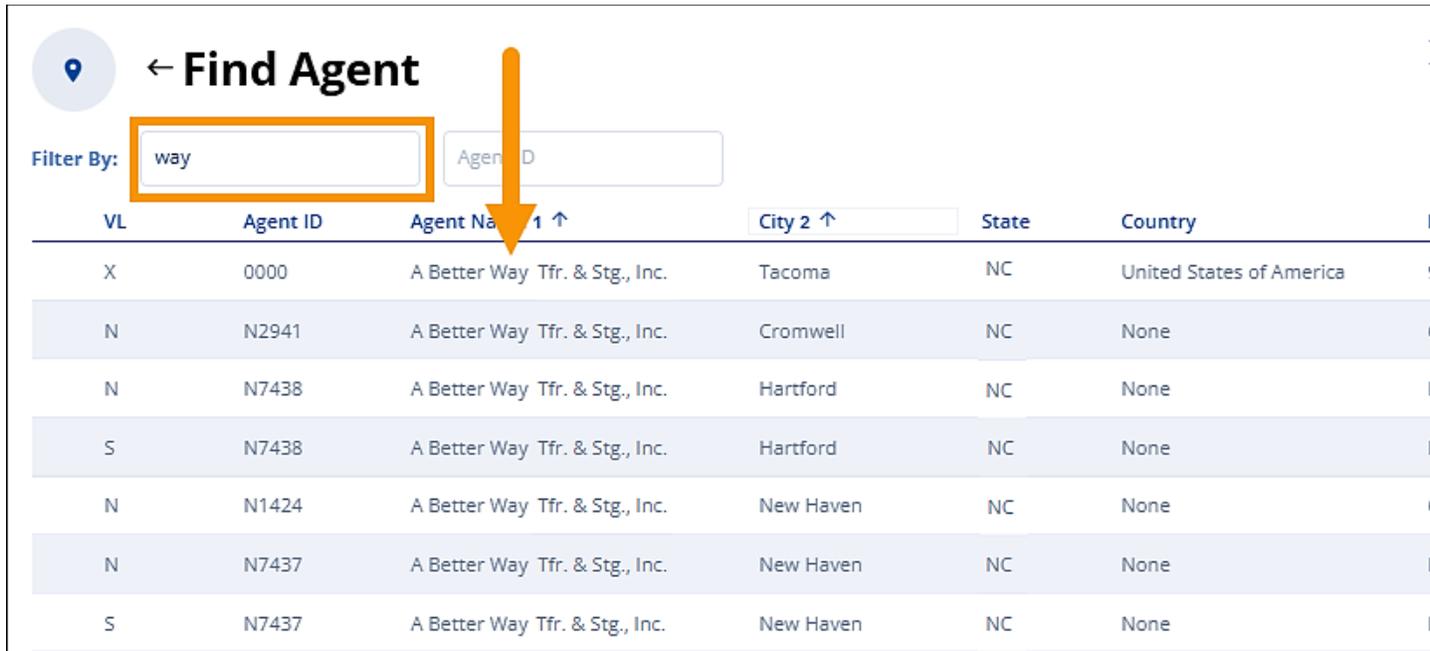
- [Claim Alert](#)
- [MSWeb Order Details](#)
- [Order Story](#)

INTERNAL REFERENCE:

MOV-7521

Improved filtering within Find Agent and Find Vendor

The find dialogs have been improved for both the Find Agent and Find Vendor. Each now features the ability to filter on name and/or Agent ID. Partial filters are allowed within Find Agent, as shown in Figure 12. Searches within Find Agent will look to anywhere within the Agent Name for a match. In Figure 12, “way” is found within “A Better Way Tfr & Stg, Inc.” See [MSWeb Find Agent](#) for more details.



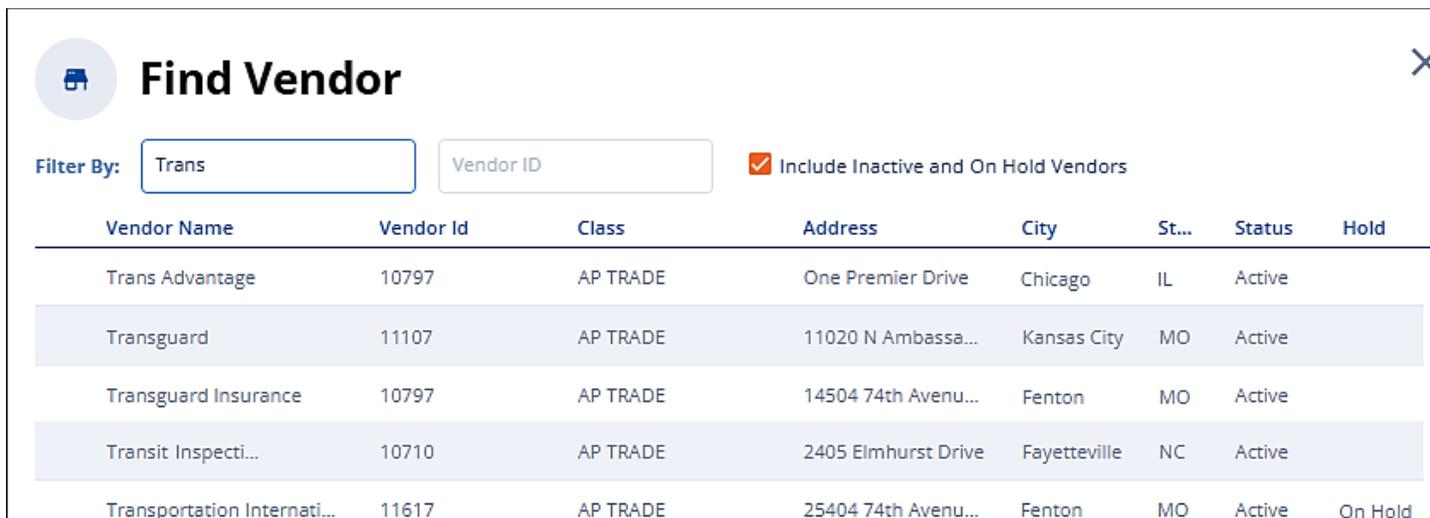
Find Agent

Filter By:

VL	Agent ID	Agent Name	City 1	City 2	State	Country
X	0000	A Better Way Tfr. & Stg., Inc.	Tacoma		NC	United States of America
N	N2941	A Better Way Tfr. & Stg., Inc.	Cromwell		NC	None
N	N7438	A Better Way Tfr. & Stg., Inc.	Hartford		NC	None
S	N7438	A Better Way Tfr. & Stg., Inc.	Hartford		NC	None
N	N1424	A Better Way Tfr. & Stg., Inc.	New Haven		NC	None
N	N7437	A Better Way Tfr. & Stg., Inc.	New Haven		NC	None
S	N7437	A Better Way Tfr. & Stg., Inc.	New Haven		NC	None

Figure 12: Find Agent looks for the filter anywhere within the Agent Name.

Additionally, Find Vendor initially hides vendors that are Inactive or On Hold within the accounting system. Tick the “Include Inactive and On Hold Vendors” flag to show this in the search results. Searches in Find Vendor search using the values entered in the field and then looks to the beginning of the Name or Vendor Id field for matches. It does not search anywhere within the Vendor Name or Vendor Id field for a match. See [MSWeb Find Vendor](#) for more details.



Find Vendor

Filter By: Include Inactive and On Hold Vendors

Vendor Name	Vendor Id	Class	Address	City	St...	Status	Hold
Trans Advantage	10797	AP TRADE	One Premier Drive	Chicago	IL	Active	
Transguard	11107	AP TRADE	11020 N Ambassa...	Kansas City	MO	Active	
Transguard Insurance	10797	AP TRADE	14504 74th Avenu...	Fenton	MO	Active	
Transit Inspecti...	10710	AP TRADE	2405 Elmhurst Drive	Fayetteville	NC	Active	
Transportation Internati...	11617	AP TRADE	25404 74th Avenu...	Fenton	MO	Active	On Hold

Figure 13: Find Vendor has a new format.

RELATED TOPICS:

- [MSWeb Agents](#)
- [MSWeb Advanced Search](#)
- [MSWeb Find Agent](#)
- [MSWeb Find Vendor](#)

INTERNAL REFERENCE:

MOV-7168

Canelling a new order keeps you on the same order you were viewing

When starting a new order in [MSWeb Create Order](#) and then cancelling it, the app now returns back to the previously viewed order (the image with the smiley face.) The earlier behavior redirected the user to the [MSWeb Orders List](#) (the background image.)

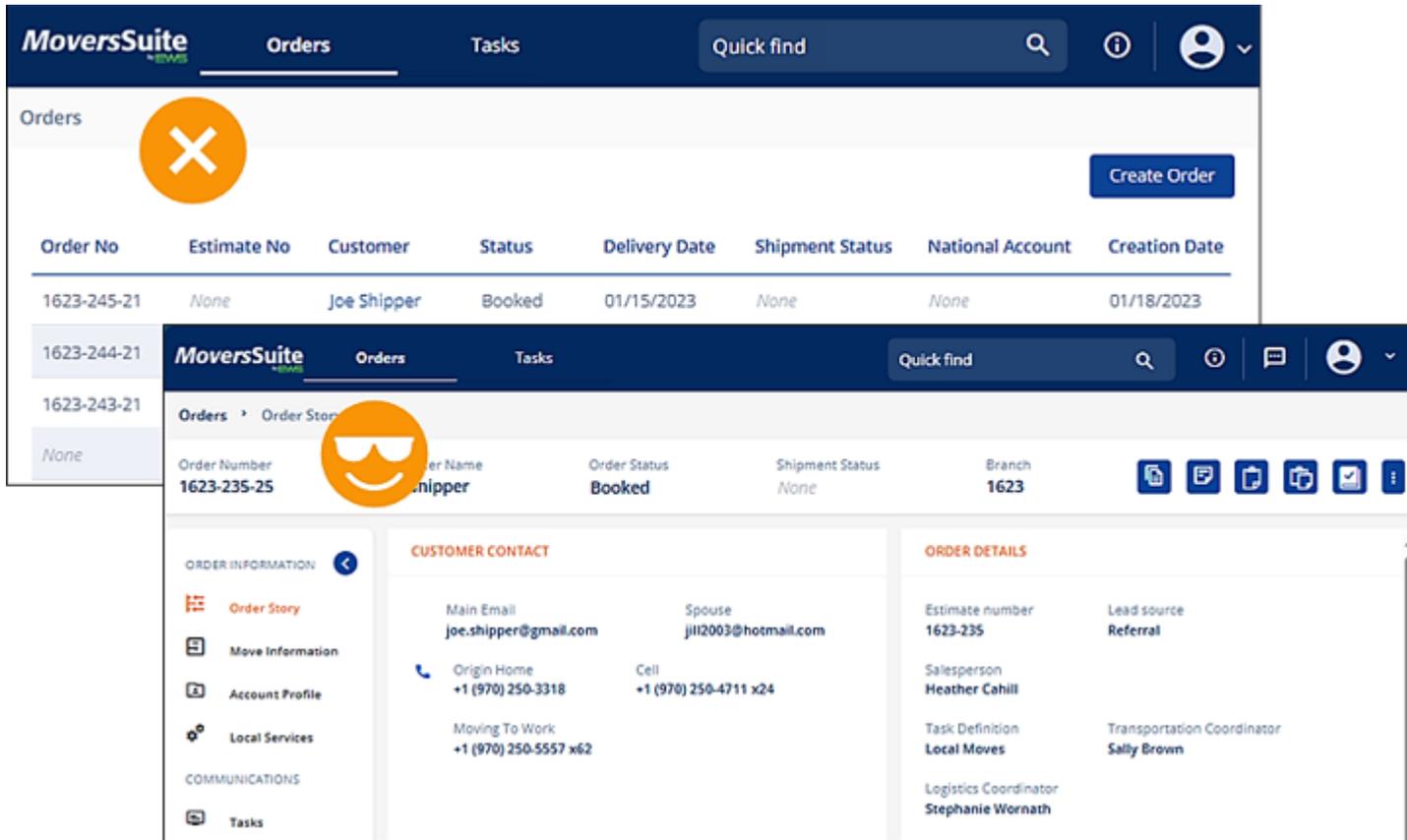


Figure 14: The Orders List shows in the background. Order Story shows in the front.

RELATED TOPICS:

- [MSWeb Create Order](#)
- [MSWeb Orders List](#)

INTERNAL REFERENCE:

MOV-7154

Database Changes

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

There is one (1) table update for this release. Refer to the [Schema Changes Version 2025.21](#) topic 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

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.