

MoversSuite

by **EWS**

What's New in MoversSuite

MoversSuite Version 2025.22

RELEASE DATE: October 27, 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 #
1	New Product Feature	10
1	Release Enhancement	28
2	Release Fix	31
	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.

NO NEW TOPICS - OR TOPIC NAME CHANGES - WITHIN THIS RELEASE

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.

BI Tool

There is a new release for the BI Tool

The details on the enhancements and fixes within this release are found within this topic: [BI Tool Release Notes 2025 October](#).

INTERNAL REFERENCE: MOV-7101

Recurring Payment Processing

The method for processing a high volume of online payments during storage has been revised

Problems with incomplete payment processing during large storage runs have been resolved. Improvements made to the process include:

- The retry limit for payment requests made via an [Online Payments](#) link has been set to 15 attempts. After 15 unsuccessful tries, the application prompts the user to select an alternative option, such as choosing a different payment method.
- The payment dialog now includes enhanced confirmation prompts when a user attempts to close it following an initial payment failure. It is important that end users keep this dialog open to allow any ongoing retry processes to complete. Prematurely closing the dialog may prevent the [Online Payment](#) link from appearing in subsequent emails.
- If payments on your system are processing successfully and then suddenly fail for all subsequent transactions, contact the EWS Group [Support Team](#). They can update your allowed concurrent connections as that might resolve the issue.
- The web service now times out payment requests after about 2.5 minutes, reduced from the previous 10-minute limit. This change ensures timely failure notifications without unnecessary waits. To adjust this interval, contact the EWS Group [Support Team](#).
- Trailing spaces have been removed from customer names, making it easier for processes to match or find customers in the Dynamics GP accounting system.
- If a payment request times out, an error is logged and the batch status is updated. This update lets billers know when to reprocess payments.
- The Electronic Merchant Payment Research screen includes auto-retry and retry options from the [Recurring Payment Processing](#) screen.
- An additional check has been added to the payment processing cycle to verify that MoversSuite tables are updated correctly. If for some reason they are not updated, then an error will be attached to the payment.

These changes affect all [Online Payments](#) and specifically the following screens:
[Recurring Payment Processing](#)

[Electronic Merchant Payment Research](#)
[MoversConnect Communications](#)
[Online Payment Links Summary](#)

RELATED TOPICS:

[Recurring Payment Processing](#)
[Recurring Payments](#)
[Online Payments](#)

INTERNAL REFERENCE: MOV-7606

MoversSuite Administration Updates

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

Tasks Setup

Responsible User can now be set

In [Tasks Setup](#), when a Responsible User was set, it wasn't actually being actually saved. Additionally, this wouldn't be apparent unless that Task Detail was reopened. This has been corrected and now saves correctly.

To set the Responsible User setting on an existing Task Detail:

1. Open [Tasks Setup](#).
2. Locate and open the Task Definition you wish to update.
3. Click on an existing Task item.
4. Set or ensure the Responsible Role setting is -none- as this activates the Responsible User field and dropdown.
5. Click the Responsible User field's dropdown and choose a person from the list of active personnel.
6. Click Save.

Figure 1: Either Responsible Role or Responsible User can be set on a Task - not both.

To efficiently update several Task Details with a Task Setup record:

1. Open [Tasks Setup](#).
2. Locate the Task Setup record needing to be updated.
3. Click the View Details button for the Tasks Group. This opens a listing of all the Task Details.
4. Click the [Mass Record Selection Options](#) icon (see Figure 2) and choose Expand All Detail Items. This opens all the records so you efficiently update each Task Detail.
5. Update as needed and save each Task Detail record updated. Remember that Responsible Role must be set to -none- to activate the Responsible User field and dropdown.
6. Click the x in the upper right corner to exit and return to the [Task Setup](#) record.

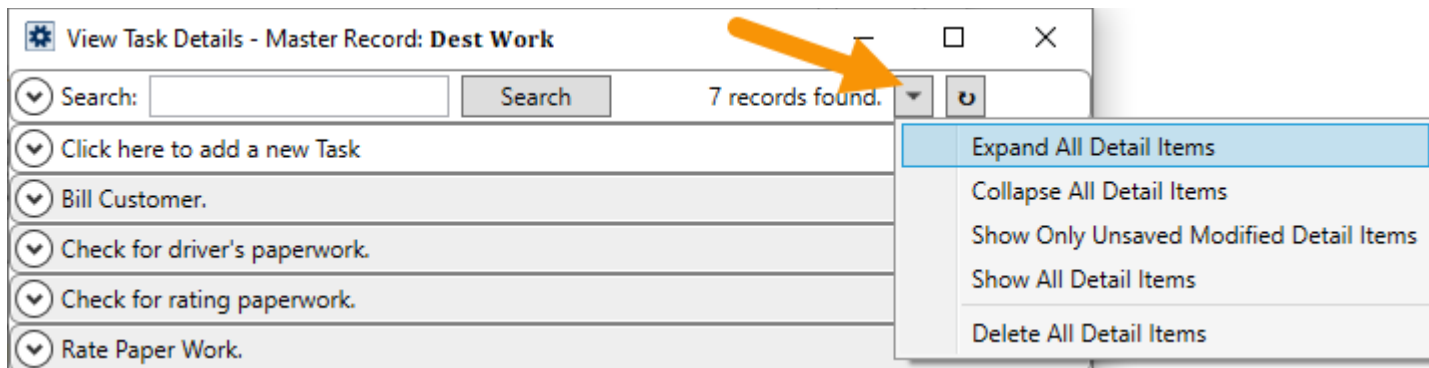


Figure 2: Use Mass Record Selection Options > Expand All Detail Items to open all tasks listed.

These instructions and all related details are listed within the topic: [Add Task \(Tasks Setup\)](#).

RELATED TOPICS:

[Add Task \(Tasks Setup\)](#)

[Mass Record Selection Options](#)

[Tasks Setup](#)

INTERNAL REFERENCE: MOV-7505

MSWeb Updates

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

Order Find

Advanced Search feature is available

An advanced Find Order dialog is available. To access this dialog, you can click on the looking glass icon within the Quick Find. Hover over the icon indicated in Figure 3 and “Advanced Search” pops up as a reminder.

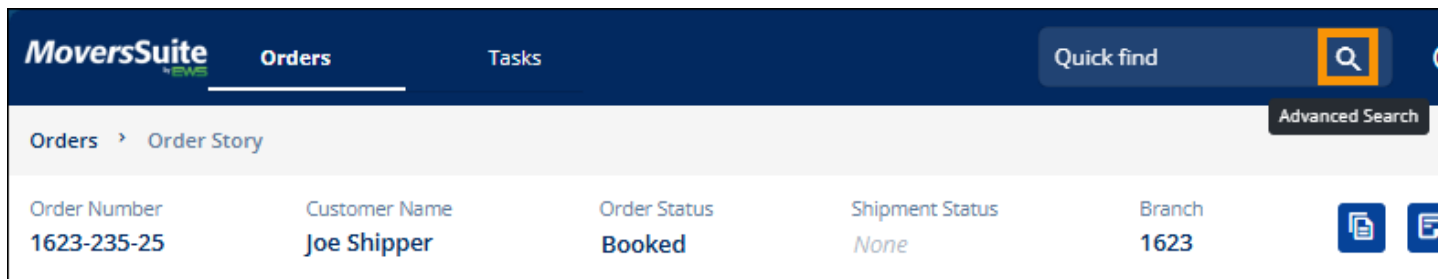


Figure 3: Click the spyglass icon to open the advanced Order Find.

Another way to access this feature through a link available at the bottom of a Quick Find results menu when the list contains more than eight entries. It is labeled “Click here for advanced search.”

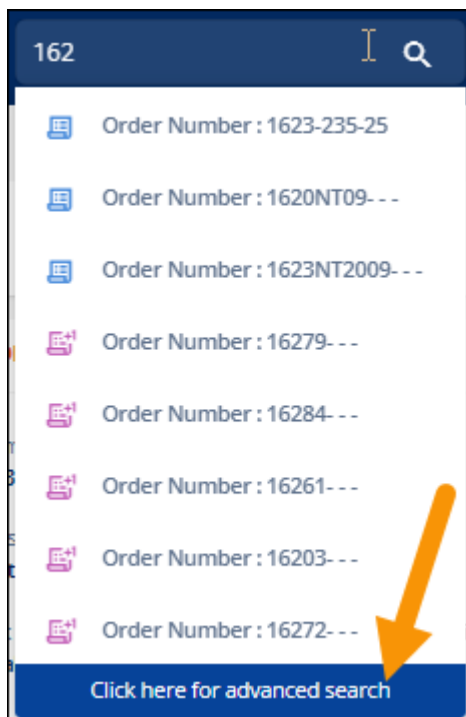


Figure 4: This option shows when results are longer than eight in the list.

From the Find Order dialog, you can search by entering data in one or more of the settings presented. These include:

Order Number Customer Name National Account Name Creation Date
 Estimate Number Order Status GBL Number Load or Job Start and End Dates

Once search data is entered, pressing Find will generate a list of matching records. Double-click a record to open it.

Order Number	Estimate No	Customer Name	National Account Name	Order Status	GBL Number	Load/Job Start Date	Load/Job End Date
F07-1123-09	None	PARKER, LEE	None	Booked	None	12/30/2024	None
M2528-1236-9	2528-2528-9	LANC, SASHA	POWERTRACK/FAMILIES	Booked	BKAS0002116	12/30/2024	12/30/2024
HN512340	502-5021	Barrett, Jimmy	Military	Booked	BKMT0001213	12/04/2024	None
F08-123-09	None	MORIE, SHANE	None	Booked	None	10/16/2024	None

Figure 5: New Find Order screen within MSWeb

Two wildcard characters are available to assist in your searches:

- The percentage (%) character look anywhere within the value for a match.
- Use the underscore (_) character to skip a single character.

Using the Order Number as an example:

Example	Results
123	Locates any order that starts with "123", such as "123-456-25"
_123	Locates orders that start with a single character before "123", such as "Z123"
%123	Locates "123" anywhere in the Order Number, such as "INTL-123-25"

RELATED TOPICS:

[MSWeb Find Order](#)

[MSWeb Quick Find](#)

INTERNAL REFERENCE: MOV-6917

Database Changes

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

NO TABLE CHANGES IN 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.