



## 2022 Q1 Customer Town Hall - Questions and Answers

Below are the questions asked during the Q1 Town Hall meeting along with our responses. We will do a follow-up on these responses prior to the next meeting. Thank you! As a reminder, you can also submit and vote on enhancements through our [Feedback Site](#).

**NOTE:** This was a Teams meeting and you can locate the meeting for 3/17/2021 and edit it to view additional resources, such as the full video.

**QUESTION:** In MSS, can we get an email that goes out to the customer and the person running the recurring billing notifying when a credit card or bank payment has failed?

### ANSWER

**Not at this time, we will definitely look into this.**

**ONLINE HELP REFERENCE:** Electronic and Online Payments, MoversSuite Email Service

**QUESTION:** What was the timeline on MSWeb?

### ANSWER

**It's available now. Support does need to install it on your system. If interested, please open a Help Desk ticket to our Technical Team and they will get you on the calendar.**

**ONLINE HELP REFERENCE:** MSWeb

**QUESTION:** On MSWeb: Do I need to update MS now or when they are ready to roll it out to me?

### ANSWER

**We suggest that you upgrade to the latest version of MoversSuite and that way you will get the latest version of MSWeb as well. Our Technical Team will guide you through the process, including which release you'll need to have on your system.**

**ONLINE HELP REFERENCE:** MSWeb

**QUESTION:** Texting is not available in MSCrew, correct?

### ANSWER

**Not yet.**

**ONLINE HELP REFERENCE:** MSCrew

**QUESTION:** AR Credit & Collections: What would it take to update ARCC to allow you to send multiple invoices to a customer and have the online payment reflect all attached invoices?

**ANSWER**

**Great idea! We plan to look into this more. One thought is to update the AR Details grid to recognize multiple invoices being selected and then attach all invoices to an email along with recognizing the payment for all invoices for the online payment link. We would also want to make it easy for your payment team in Payment Management to recognize each of these invoices when the payment is being reconciled.**

**Another thought on this is to open a separate form allowing you to manage (select/unselect) invoice for the customer.**

**ONLINE HELP REFERENCE:** AR Credit & Collections, Electric and Online Payments

**QUESTION:** In MSWhse, can we have the ability to set the date for an adjustment to the last open billing period?

**ANSWER**

**I have this one on the enhancement list. It isn't on the schedule yet.**

**REFERENCE:** MSWhse.com

**QUESTION:** In MSWhse, can we also export a report of what is being billed? Having to download all of the invoices? This could work just like exporting grids in MSS.

**ANSWER**

**Good idea. We will explore it.**

**REFERENCE:** MSWhse.com

**QUESTION:** How are we doing in getting a user manual for FirstMate and SalesMate

**ANSWER**

**I'm not sure, I will need to check into this.**

**REFERENCE:** techmateintl.com