

# MoversSuite

by **EWS**

## What's New in MoversSuite

### MoversSuite Version 2026.13

RELEASE DATE: June 8, 2026

#### Known Issue

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##### Text Messaging – Users unsubscribed from conversations








If your company is upgrading to this release, are coming from a release prior 2024.23 (published on November 11, 2024), and are using Text Messaging, then contact Support to ensure that your users remain subscribed to conversations to which they are included. Support can reference case MOV-7757 for instructions.

#### Release Summary






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This is a list of new features, enhancement, and/or bug fixes in this release. Access more details by clicking “Learn More”.

##### MoversSuite:

-  Long Distance Dispatch: Widened Driver fields in Long Distance Dispatch for better readability of long names.
-  Forms Designer: Nine bookmarks have been added.
-  Sirva Integration: Updated Sirva integration to download rated compensation for all sister-branch agents on an order.
-  Fixed storage transactions breaking when accounting system validation fails for XLedger or BC
-  MSCrew: Fixed MSCrew iOS so the "Is Crew Time Locked" flag properly prevents crew from changing punch-in times.
-  Report Viewer: Fixed the Print button so combined reports print correctly as PDF.
-  Forms Designer: Fixed Forms Designer invoices not saving correctly to Document Management

##### MSWeb:

-  Office & Industrial functionality is available
-  Basic Quote functionality is available
-  Basic Forms and Letters functionality is available
-  The ability to search for and display archived orders is now available within MSWeb.
-  MSWeb Order Story notes to list the newest entries at the top.

-  The "Open Order" option has been added to MSWeb Global Tasks for quick access to a task's order.
-  The SIT Discount field has been added to MSWeb.
-  Improved visibility of Local Services action buttons, especially "Send to Dispatch".

## Resources

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[Release Requirements](#)  
[Software Compatibility](#)  
[Database Changes](#)  
[Known Issues](#)

## Documentation Changes

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This section notes new topics, deleted topics, or topic name changes affected within the Online Help with this release.

Topic	Change
MSWeb Office & Industrial Overview	New!
How to Create an Office & Industrial Order within MSWeb?	New!
MSWeb Office & Industrial Permissions	New!
MSWeb Locations	New!
Edit Location in MSWeb	New!
MSWeb Job Story	New!
MSWeb Job Information	New!
MSWeb Contacts	New!
MSWeb Client Notes	New!
MSWeb Operational Notes	New!
MSWeb Building Constraints	New!
MSWeb Quotes	New!

## How many updates?

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The following table contains the counts of the following items related to this release, as well as Year-to-Date totals.

Change Summary	This Release	All Releases YTD
New Product Features	2	3
Release Enhancements	5	26
Release Fixes	4	26
Schema Change (tables affected)		34
Admin Changes		6
Standard Reports Affected		

# MoversSuite Updates

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

## Long Distance Dispatch: Widened Driver fields

Within Long Distance Dispatch, the Driver fields have been widened to accommodate longer driver names. Previously, names could be cut off or difficult to read, requiring users to click into the field. This update improves readability so dispatchers can quickly identify drivers at a glance.

## Forms Designer: Nine bookmarks have been added

The following bookmarks were added to [Forms Designer](#) (arranged by category).

### New **Order Information** Group Bookmarks

Bookmark	Field Location in MoversSuite
Actual Amount	Move Information > Billing Information tab > Actual Amount
Commodity	Move Information tab > Commodity
Discount	Move Information > Billing Information tab > Discount
Moving From Address Location Type	Name, Address, Phone tab > Moving From > Address Location
Primary Moving To Address Location Type	Name, Address, Phone tab > Moving To - Primary > Address Location Type
Secondary Moving To Address Location Type	Name, Address, Phone tab > Secondary Moving To Address Location Type
Within the <b>Order Information</b> Group, these tables have been added and can be used in standard letter templates.	
Additional Charges	Move Information > Billing Information tab > Additional Charges
Third Party Services	Move Information > Billing Information tab > Third Party Services

Within the **International** Group, these bookmarks have been added:

Bookmark	Field Location in MoversSuite
Container Numbers	It lists all container numbers on an order in the order they appear, separated by commas (e.g., "CONT#1, CONT#2, 3-333, 4-444"). Additionally, the existing "Containers" bookmark has been renamed to "Containers Total Pieces" for clarity.

**Note:** the “Containers” bookmark has been renamed “Containers Total Pieces” within the International Group.

**Sirva Integration: Updated logic to include revenue from other agents**

The Agent Compensation Import has been updated to include revenue from other agents participating on an order. When the revenue is pulled in from Sirva STS, you now can access the revenue for each sister agent associated with the order. The image below shows a sample order that includes multiple Agent IDs under Accessorials.

Import	Description	Agent ID	Distribution Code	Amount	Waived	Imported On
<input type="checkbox"/>	BOOKING COMPENSATION	2204000	BOOK	\$662.06	<input type="checkbox"/>	
<input type="checkbox"/>	BUNDLED SERVICE ORIG/DEST	2212000	BNDL	\$335.15	<input type="checkbox"/>	
<input type="checkbox"/>	BUNDLED SERVICE ORIG/DEST	2212000	BNDL	\$291.88	<input type="checkbox"/>	
<input type="checkbox"/>	CBS SERVICE FEE CHARGE	2204000	CBS	(\$88.81)	<input type="checkbox"/>	
<input type="checkbox"/>	FUEL RELATED GEN INC-L/H	2212000	FSUR	\$1,001.90	<input type="checkbox"/>	
<input type="checkbox"/>	HAULING COMPENSATION	2212000	HAUL	\$3,085.85	<input type="checkbox"/>	
<input type="checkbox"/>	IRS CUST CHG L/H-CART/BKR	2204000	IRSB	\$39.07	<input type="checkbox"/>	
<input type="checkbox"/>	IRS CUST CHG L/H-CART/HLR	2212000	IRSH	\$170.06	<input type="checkbox"/>	
<input type="checkbox"/>	IRS CUST CHG L/H-CART/OA	2204000	IRSO	\$5.48	<input type="checkbox"/>	
<input type="checkbox"/>	ORIGIN COMPENSATION	2204000	ORGN	\$99.39	<input type="checkbox"/>	

**Fixed storage transactions breaking when accounting system validation failed for XLedger.**

Validation for XLedger now happens earlier in the storage transaction process, helping prevent incomplete transactions when validation does not pass. It also resolves an issue where validation occurred too late—after storage records were created—sometimes requiring manual database correction.

**MSCrew: Fixed MSCrew iOS so the "Is Crew Time Locked" flag properly prevents crew from changing punch-in times**

When the "Is Crew Time Locked" flag was enabled, iOS crew members were still able to change their punch-in time on the current day, even though punch-out time was correctly locked. This fix ensures that when the flag is set, crew members cannot modify their time at either punch-in or punch-out and are taken directly to the confirmation prompt.

**Report Viewer: Fixed the Print button so combined reports print correctly as PDF.**

The Report Viewer was throwing an error when the host application was Microsoft Edge or Wondershare. After clicking on the Report Viewer's "Print all selected reports" button, this error occurred: *"Failed to print the report — there is no application installed to handle .pdf files."*

The root cause is that the Report Viewer uses the Windows' *printto* verb to send the combined PDF to the default PDF application, but not all PDF applications support *printto*; however, with the new logic:

- Microsoft Edge and Wondershare use the *open* verb and the new logic will run fine on those applications.
- Adobe Acrobat Reader and Foxit PDF Reader use both *open* and *printto* verbs and continue to be supported.

**NOTE:** If your company uses Microsoft Edge or Wondershare as the host application for the Report Viewer, please contact EWS Support at [support@ewsgroup.com](mailto:support@ewsgroup.com) as they need to make some changes to your setup for this new fix.

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### **Forms Designer: Forms Designer invoices were not saving correctly to Document Management.**

In some cases, invoices generated in Forms Designer appeared in Document Management Viewer; however, the file itself was not attached, which led to a missing URL error. This fix ensures invoices are now saved correctly with their full content.

# MSWeb Updates

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

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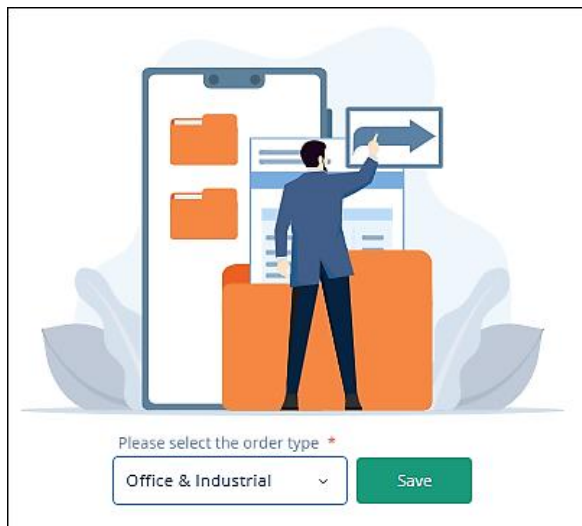
## Office & Industrial functionality is available

MSWeb now supports creating and managing Office & Industrial orders. This brings the web application closer to feature parity with the desktop version, allowing users who work primarily in MSWeb to handle Office & Industrial moves without switching to the desktop application. See [MSWeb Office & Industrial](#) for details!

### PLEASE NOTE:

Permission settings for MSWeb are different than the permission settings for Office & Industrial within MoversSuite Desktop. For MSWeb, security access to the Office & Industrial module requires the user's Personnel Setup record to have a Security Profile set to the Order Information module (with proper branch access). See [MSWeb Office & Industrial Permissions](#) for details and images of the process.

Use the Order Type selector to designate an order as Office & Industrial.



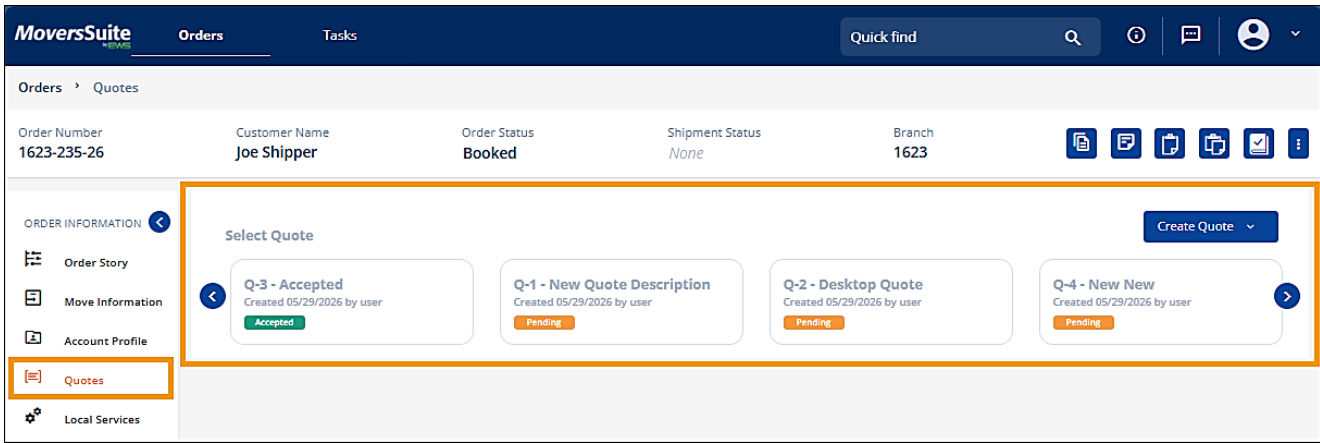
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## Basic Quote functionality is available

The initial offering of basic quote functionality is available. With this release you will have the ability to create a basic quote record along with viewing complete quotes created from the desktop application. Additional functionality will come in future releases. Refer to [MSWeb Quotes](#) to see what is currently available along with a list of features that will soon be available – these show under the *Coming Soon* section.

### PLEASE NOTE:

Limited Quote functionality is available with this release.



**Basic Forms and Letters functionality is available**

You can access the initial functionality of the Forms and Letters feature to generate PDF documents from existing Forms Designer forms.

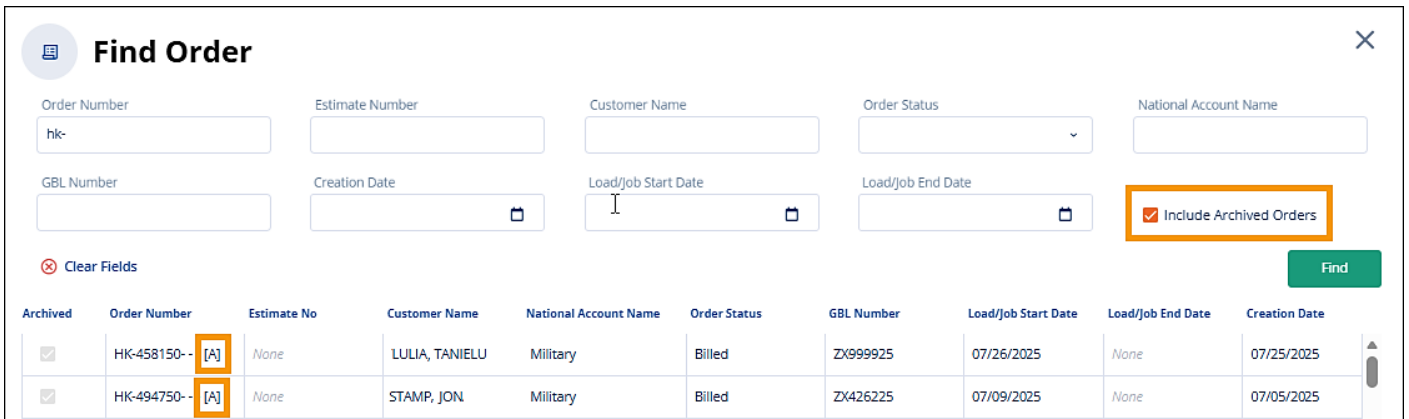
The Forms and Letters menu is available from the lefthand navigation when viewing an order. Clicking this option opens a dialog with all available Forms Designer forms.

**PLEASE NOTE:**

Limited Forms and Letters functionality is available with this release.

**The ability to search for and display archived orders is now available within MSWeb**

The Find Order dialog in MSWeb now includes an "Include Archived Orders" option. When checked, archived orders appear in the search results with "[A]" appended to the Order Number, making them easy to identify. Previously, archived orders were visible in some views but could not be searched for directly.



**REMINDER:**

Open the Find Order screen by clicking the magnifying glass icon within the Quick Find.

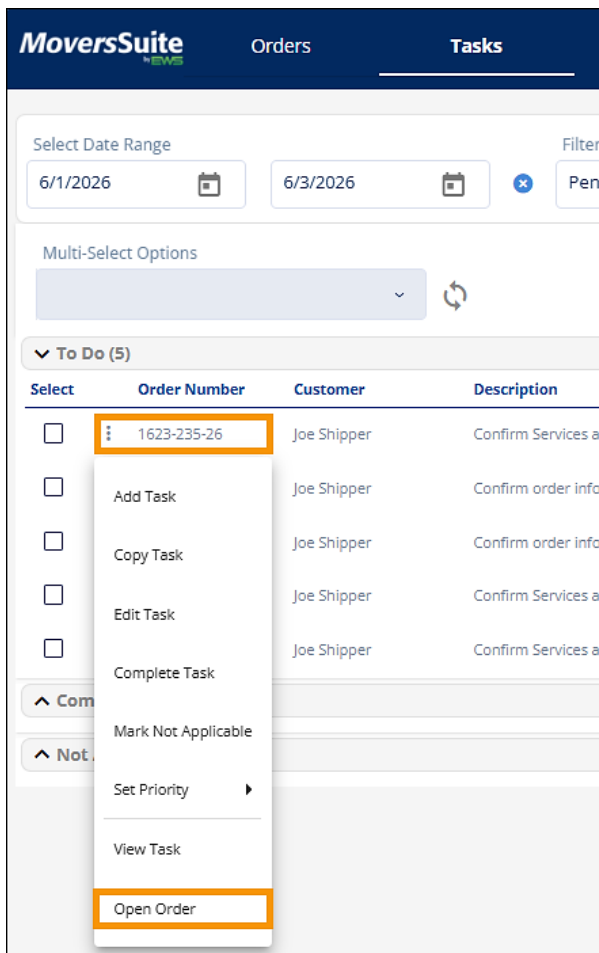


### MSWeb Order Story > Notes to list the newest entries at the top

Notes in the MSWeb Order Story now display the newest entries at the top, matching the behavior of the desktop application. Previously, older entries appeared first, requiring users to scroll to see the most recent updates.

### The "Open Order" option has been added to MSWeb Global Tasks

A new "Open Order" option has been added within MSWeb > Global Tasks for quick access to a task's order. Click the three dots next to the order number to open the menu. Selecting "Open Order" opens the Order Story for the order associated with that task, giving users a quick way to jump from a task directly to its related order without navigating separately.



## The SIT Discount field has been added to MSWeb

SIT Discount is now available within MSWeb. Find the field when clicking the SIT card within the New Section.

The screenshot shows a modal window titled 'SIT' with a close button (X) in the top right corner. Inside the modal, there is a text input field labeled 'SIT Discount' which is highlighted with an orange border. Below this field are two sections: 'SIT Origin' and 'SIT Destination', each featuring a truck icon and a plus sign. At the bottom of the modal are two buttons: 'Cancel' and 'Save'.

## Improved visibility of Local Services selected and the "Send to Dispatch" button

When more than one Local Service is selected to be sent to Dispatch, the service card changes to the blue background to easily identify which services were selected. Before, just the white checkmark/orange icon was the indicator. Also, the "Send to Dispatch" functionality has been redesigned for better visibility and is now the green button. When multiple services are selected, buttons now have colored backgrounds. On selected rows (blue background), options appear in white text; on unselected rows, options use the standard font color. The services list also refreshes automatically after a Cancel or Send action.

Of note, if Cancel Service is clicked accidentally, a confirmation pop-up appears asking the user to confirm the cancellation.

The diagram illustrates the visual changes for selected services. On the left, three service cards are shown. The top card, 'Commercial Move', has a white background and a red 'Idle' status. The middle card, 'Debris Pickup', and the bottom card, 'Auto/Truck', both have blue backgrounds and red 'Idle' statuses, indicating they are selected. An orange arrow points from the selected cards to a callout box titled '2 Local Services Selected'. This callout shows two buttons: a red 'Cancel Service' button and a green 'Send to Dispatch' button. To the right of the callout is an illustration of a person in a black shirt and blue pants standing next to a calendar.

# Database Changes

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

Table	Change
AccountingVendorClass	Added IsCommissionable flag. This flag corresponds to the Is Commissionable flag within Vendor Class Setup and instructs the application to identify when commissions are available or not on a vendor.
AccountingVendorTransaction	New table storing details on vendor transactions to support multiple accounting systems and the different ways that holds and advances, etc. are processed.
AdvanceUserAccount	Expanded the size of the CardNumber column to 32-characters (from 16) to support the Wex Integration. Also updated AccountNumber and AccountID to not be required field.
CommStmntDetail	Increased the size of DocumentNumber to 50-characters (from 21). This change is part of the support for multiple accounting systems project.
CommStmntHeader	Added PriorCommStmntHeaderFid as a reference point to the most recently referenced CommStmntHeader record for a vendor. Also increased the size of VendorClassID to 15-characters (from 11). This change is part of the support for multiple accounting systems project.
GLMapGroup	These new tables store the records entered through the Item Code GL Expense Group Setup, which is in turn referenced by the Item Code Mapping Setup for XLedger accounting systems only.
GLMapGroupLaborType	
MssWebFormPreview	New table storing the contents of a Forms Designer file generated from within MSWeb.

The most current update is listing within the following:

- [Tables Listing](#)
- [Documents Table Listing](#)
- [Data Views Listing](#)

**RELATED TOPIC:**

[Schema Changes](#)

# 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.

## Text Messaging – Users unsubscribed from conversations

If you are upgrading to this release and coming from a release prior 2024.23 (published on November 11, 2024) and you are using Text Messaging, then you will need to contact Support to ensure that your users remain subscribed to conversations that they are a party to. Support can reference case MOV-7757 for instructions. **Issue added at Version 2026.04**

## 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 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](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

MoversSuite may not scale properly on all HD screen configurations, but starting with the 2018 R15 release, many scaling issues have been addressed. (3705, 4114)

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.

# System Requirements

To install and run MoversSuite, a workstation and network must meet certain requirements. The following sections detail the requirements for hardware and software on a client, server(s), and related devices.

Listed below is the minimum hardware and software infrastructure needed to operate MoversSuite and related applications at Version 2026.03.1. Additionally, high-speed internet access is needed to facilitate installs and to run Terminal Services for MoversSuite customer support.

## Hardware Requirements

The following section lists the different hardware requirements for the client and server.

### Client Machine

- 1 GHz or faster 32-bit (x86) or 64-bit (x64) processor
- 1 GB RAM (32-bit) or 2 GB RAM (64-bit)
- 16 GB available hard disk space (32-bit) or 20 GB (64-bit)

### Database Server

A dedicated database server for MoversSuite and Microsoft Dynamics GP is strongly recommended. These are minimum requirements. Requirements may be higher based on the number of users.

- Processor minimum 1 GHz (x86 processor) or 1.4 GHz (x64 processor); recommended 2 GHz or faster
- 8 GB RAM
- Separate disks for SQL database data, transaction log, and backup files. RAID with redundancy is recommended.
- 200 GB free disk space
- Tape backup device or better

### Microsoft Dynamics GP requirements: 2018 (with Move Custom Code 18.0.1)



MoversSuite needs constant connection across all networks and a VPN may not be able to provide this. We cannot troubleshoot or fix issues related to using a VPN. Terminal servers are recommended instead.

### Terminal Server

MoversSuite provides the following recommendations when running MoversSuite and/or Microsoft Dynamics GP through a terminal server.

MoversSuite requires Terminal Services when providing MoversSuite or Microsoft Dynamics GP over a WAN.

While no exact benchmark exists, the MoversSuite application is approximately 200 MB of RAM per open user session. The amount of memory needed per user session could increase depending on other applications running in conjunction with MoversSuite on the terminal server, such as Microsoft Dynamics GP, Microsoft Office, van line interfaces, QuickMove/TechMate, etc. **NOTE:** For specific information on scaling, please refer to related help topics for *Microsoft Windows Server* on the internet.



See the *Client* section under [Software Requirements](#) for terminal server software requirements.

### Label Printer (Optional)

- Label printer capable of printing 1 inch high by 3.5-inch-wide labels

### Dot Matrix Printer (Optional)

- Dot Matrix Standard
- Okidata 320 / 320 Turbo / 420 / 520 (using standard Okidata driver)

## Software Requirements

The following section lists the different software requirements for the client and server as well as optional, collaborative software tools.

### Client

- Member of Active Directory Domain
- Supported Operating Systems (32-bit or 64-bit):
  - Microsoft Windows Server 2022
  - Microsoft Windows Server 2019
  - Microsoft Windows Server 2016
  - Microsoft Windows Server 2014
  - Microsoft Windows 11
  - Microsoft Windows 10
- TLS 1.2 encryption protocol enabled browser to support electronic payments (refer to the [Browser Security Settings](#) for details.)
- Microsoft .NET Framework 4.8 or higher
- Adobe Acrobat Reader 6.0 or higher

**OPTIONAL:** Microsoft Office 2007, 2010, 2013\* (Microsoft Word, Microsoft Excel and Microsoft Outlook) with the OLE Integration for Office Components installed. Microsoft Office 2013 is included as part of the Office 365 installation package.

### Database Server

- Supported Operating Systems:
  - Microsoft Windows Server 2022
  - Microsoft Windows Server 2019
  - Microsoft Windows Server 2016
- Supported Database Servers:
  - Microsoft SQL Server 2019
  - Microsoft SQL Server 2016
  - Microsoft SQL Server 2014
- Microsoft .NET Framework 4.6.1 or higher
- PowerShell 3.0 or higher
- Microsoft Message Queueing Service

## Microsoft Dynamics GP

If you are using [Microsoft Dynamics GP Custom Integration](#), then the following requirements are needed to support this version of MoversSuite:

- Microsoft Dynamics GP 2018 18.0.6 (with Move Custom Code 18.0.6) (b)
- Microsoft Dynamics GP 2018 18.0.5 (with Move Custom Code 18.0.5) (b)
- Microsoft Dynamics GP 2018 18.0.4 (with Move Custom Code 18.0.4)
- Microsoft Dynamics GP 2018 18.0.3 (with Move Custom Code 18.0.3)
- Microsoft Dynamics GP 2018 18.0.2 (with Move Custom Code 18.0.2)
- Microsoft Dynamics GP 2018 (with Move Custom Code 18.0.1) (b)

## Collaborative Tools

*Optional:*

- MoversSuite can provide automatic notification of events related to a move via email. [MoversSuite Email Service](#) is recommended.
- Microsoft Exchange 2003-2007 is required to access online calendars and scheduling functions that integrate with MoversSuite lead generation functions.

## Supported Third Party Application Compatibility

- TechMate FirstMate Version 3.1.139

## Browser Requirements for Applications

### Browser Version Requirements for QuickBooks Online Connection Authorization

Due to security requirements, only Chromium-based embedded browsers such as Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari (11+) are supported for QuickBooks Online Connection Authorization

screens. This is for the users who first turn on the QuickBooks feature or who have not used the feature in a long while. Refer to this blog for further details on changes made.

The Internet Explorer 11-based embedded browsers are not compatible for the authorization purpose.

### **Browser Security Requirements for Credit Card Payments**

With recent changes to support TLS 1.2 encryption protocol enforced by the credit card and banking industries, your internet browser must support TSL 1.2 encryption to process Electronic and Online Payments. Refer to the Browser Security Settings topic for more information on this requirement on how to test your browser.

### **Windows Domain Authentication to log into MoversSuite**

With the release of MoversSuite Version 2017 R08, you get the ability to open MoversSuite by using the credentials you enter when logging into your Windows environment. MoversSuite references the user identity associated to your Windows account to retrieve your MoversSuite login information. Then, when you launch MoversSuite or MoversSuite Administration, it opens without you having to enter your MoversSuite username and password.



If your company is not utilizing Windows Domain Authentication, then you will be unable to upgrade to version 2017 R08 or later. (8638)

### **Browser Requirements for MSWeb**

MSWeb is currently being developed for Google Chrome, Microsoft Edge, and Firefox. It is highly recommended to use the latest update for any browser to ensure the latest security updates are in use. MSWeb may be deployable on other browsers but their use has not yet been tested.

## Software Compatibility

The chart below lists the various integrated and supporting applications that are compatible with version 2021 R23 of MoversSuite.

Product
IBM MQ Client 9 <sup>(a)</sup>
Microsoft .NET Framework 4.6.1 or higher
Microsoft Dynamics GP 2018 18.0.6 (with Move Custom Code 18.0.6) <sup>(b)</sup>
Microsoft Dynamics GP 2018 18.0.5 (with Move Custom Code 18.0.5) <sup>(b)</sup>
Microsoft Dynamics GP 2018 18.0.4 (with Move Custom Code 18.0.4)
Microsoft Dynamics GP 2018 18.0.3 (with Move Custom Code 18.0.3)
Microsoft Dynamics GP 2018 18.0.2 (with Move Custom Code 18.0.2)
Microsoft Dynamics GP 2018 (with Move Custom Code 18.0.1) <sup>(b)</sup>
Microsoft Office 2013 <sup>(c)</sup>
Microsoft Office 2010
Microsoft SQL Server 2019 <sup>(d)</sup>
Microsoft SQL Server 2016 <sup>(d)</sup>
Microsoft SQL Server 2014 <sup>(d)</sup>
Microsoft Windows 11
Microsoft Windows 10
Microsoft Windows Server 2019
Microsoft Windows Server 2016

### NOTES:

- (a)** Required for UniGroup Agents and Atlas Agents
- (b)** Microsoft GP 2018 18.0.5 and 2018 18.0.6 requires MoversSuite 2022 R25 or newer versions.
- (c)** Included as part of an Office 365 installation.
- (d)** The Microsoft SQL Server version in use must be compatible with the primary MoversSuite database (such as MoversSuite2) in use. See [Microsoft SQL Server Compatibility Check](#) for more details.

Additionally, most versions of the software listed below works with any version of MoversSuite software:

- TechMate International FirstMate