

# MoversSuite

by **EWS**

## What's New in MoversSuite

### MoversSuite Version 2026.15

RELEASE DATE: July 6, 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.

##### MoversSuite:

Two new Auto Apply Options for Payment Management
Note on Invoice allow more characters
Document Viewer now shows connection errors
Invoice Generation Bug Fix: Grouped Items not tracking correctly

##### MoversSuite Administration:

New Setup Area: <a href="#">Van Line Service Codes To Move Chargebacks To Unapplied Amount setup</a>
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#### 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.

##### Article

[Van Line Service Codes to Move Chargebacks to Unapplied Amount Setup](#)

## Resources

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

## 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	1	6
Release Enhancements	2	42
Release Fixes	1	27
Schema Change (tables affected)		42
Admin Changes		7
Standard Reports Affected		

# MoversSuite Updates

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

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## Van Line Statements: New Auto Apply Option for Payment Management Moves Remaining AR Balance to Unapplied Amount

What's changed: Two options have been added to the Auto Apply settings in Statement Import Process within Payment Management.

### New Option 1: After Auto Apply, move remaining payment balance to Unapplied Amount

After one of the existing auto apply rules\* runs and applies part of the payment, MoversSuite checks whether the payment amount exceeds the AR balance. If it does, and this option is checked, the remaining payment amount is applied to the Unapplied Amount. This setting is optional and need not be set should you not wish to use it.

- The “existing auto apply rules” refers to any of the three options within the “If payment does not match the balance” section. One of these options must be checked for this new option #1 to be applied.
- This option applies only to van line statement imports (not cash receipts or online payments).
- The order must have a customer number on it for this to take effect.

### New Option 2: Move chargebacks for certain service codes to Unapplied Amount

Sometimes there are service codes that are chargebacks (negative payments) and you want to move that amount to the Unapplied Amount. This option allows you to decide which service codes automatically get applied to Unapplied Amounts. This helpful when the van line charges the agent back for entire cost of the move.

Setup requires records to be created within a new admin setup area - [Van Line Service Codes To Move Chargebacks To Unapplied Amount setup](#) - developed to support this new functionality. This (very lengthy named!) setup area lets you specify which van line service codes (e.g., "PAY CC" for SIRVA) should have their chargebacks automatically moved to unapplied.

- The service code to be entered within [Van Line Service Codes To Move Chargebacks To Unapplied Amount setup](#) is one or more of the “Vanline Statement Code(s)” that you see in the [Statement Import Detail](#) screen.

For those users who want to use this new functionality, using Statement Detail Imports will need to enable this option in their own Auto Apply settings.

**Import Auto Apply Options**

Use this section to control the Auto Apply feature of imports to Payment Management. In all cases, the application applies beginning with the oldest document first.

**AR Options**

Note: To affect Auto Apply, there must be a match on Order Number and Customer Number.

Auto Apply On

**If payment matches the balance:**

Apply the entire payment to the balance

**If payment does not match the balance:**

Auto Apply by Invoice Number

Auto Apply by Service Code

If payment does not match the Invoice Number, and/or Service Code, still Auto Apply (beginning with oldest document first)

**Option 1**  After Auto Apply, move remaining payment balance to Unapplied Amount

**Option 2**  Move chargebacks for certain service codes to Unapplied Amount

**AP Options**

Auto Apply to existing and matching AP documents

**These notes apply to both options:**

- Auto Apply options are now permanently saved no matter which dialog you use to change them (previously, changes made during statement import were temporary).
- Unapplied Payments have always required a Customer Number to be on the order, in order to set the unapplied amount.

**Why this matters:** This eliminates the repetitive, error-prone task of manually setting the Unapplied Amount on each order distribution after import when the payment amount exceeds the open AR amount and you always move the additional payment amount to the unapplied amount. It's especially helpful for users processing high-volume van line statements (like SIRVA), where doing this by hand was a significant time drain. The new admin screen also gives you control over exactly which chargebacks are handled automatically.

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**Longer Invoice Notes**

**What's changed:** The Invoice Note field (the "Conditions" field at the bottom of invoices) has been expanded from 256 characters to 1,024 characters. The field on the report automatically expands in height to fit the longer text.

The area where the Invoice Note is configured is within the Admin Tool > [Invoice Terms Setup](#) > Condition section:

The screenshot shows a configuration window for 'EWS Group Moving & Storage (1623)'. It includes several input fields: 'Invoice Charge Amount Type' (Percentage), 'Days Due' (15), 'Minimum Charge' (\$5.00), 'Branch' (EWS Group Moving & Storage (1623)), and 'Charge Amount' (1.50). A 'Conditions' text area is highlighted with an orange border and contains the text: 'Payment is due upon receipt of Invoice. Thank you for your prompt payment.' At the bottom, there are buttons for 'Duplicate', 'Delete', 'Save', and 'Cancel'.

**Why this matters:** You now have four times the space to include important notes, terms, or instructions on your invoices. This has been a frequently requested change - 256 characters was often not enough. Note: if your company uses custom invoice reports, you should verify the longer text displays properly on those reports.

### Document Viewer Now Shows Connection Errors

Previously, when the API service was down or unreachable, the Document Viewer would just show the loading spinner indefinitely - giving no indication that anything was wrong. Now, when the Document Viewer can't connect to the API service, it displays a clear error message at the bottom of the viewer. The error also reappears appropriately when you switch orders or use the Refresh button while the service is still unavailable.

**Why this matters:** Instead of waiting and wondering why your documents aren't loading, you'll now immediately know there's a connection issue. This helps you (or your IT team) identify and resolve the problem faster rather than assuming the system is just slow.

### Invoice Generation Bug Fix — Grouped Items Not Tracking Correctly

**What's changed:** A bug has been fixed where identical revenue items that were combined into a single line on an invoice were not being properly marked as invoiced. Previously, if you grouped those items, hid them, and modified the description or amount, the system would still treat those items as un-invoiced when you created a new invoice — causing them to reappear. The only workaround was to make each invoice description unique, which was tedious.

**Why this matters:** You no longer need to worry about duplicate items showing up on new invoices after grouping and editing. Invoicing now correctly tracks combined items, saving you time and preventing billing errors.

# Database Changes

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

## **NO SCHEMA CHANGES IN THIS RELEASE**

The most current update is listing within the following:

[Tables 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