



What's New in MoversSuite

MoversSuite Version 2026.16

RELEASE DATE: July 20, 2026

Known Issue

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

This is a list of new features, enhancement, and/or bug fixes in this release.

MoversSuite:

	Sirva Integration: Hauling Agent, Current Driver, and Van Number
	AR Balance Summary is available for Gen2 accounting systems
	Sirva Integration: Discounted Linehaul now pulls automatically from QLAB (MoveScout)
	Sirva CRST/STI Statement Import: Support for processing multiple agents per branch
	Sirva Cloud Statement Import now supports consolidated totals
	Sirva Integration: Leads causing duplicate orders issue resolved

Jump to [MoversSuite Updates](#).

MoversSuite Administration:

	MOV-7864: Branch Setup updated to support multiple agents for Sirva statement imports
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Jump to [Administration Updates](#).

Resources

[Release Requirements](#)

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How many updates?

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		6
Release Enhancements	5	47
Release Fixes	1	28
Schema Change (tables affected)	1	43
Admin Changes	1	9
Standard Reports Affected		

MoversSuite Updates

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

Sirva Integration: Hauling Agent, Current Driver, and Van Number

What changed:

MoversSuite now automatically updates the Hauling Agent, Current Driver, and Van Number of an order with details from the Trip Resource Assign and Trip Resource Remove events from Sirva QPD.

When this data comes down, MoversSuite sets each field accordingly. If data exists in any of the fields and does not match what is coming in, then a warning is issued to Third Party Error Management. For removal events, MoversSuite updates a field only if the incoming value matches what is currently set. For example, if the Hauling Agent matches what is coming down for a removal, then it is cleared - otherwise a warning is issued.

NOTE:

The Hauling Agent and Van Number display on the Agents tab, whereas the Current Driver shows in Order History. In MSWeb, you can find all these fields within the Order Story as well as through the following:

- Move Information > Agents > Hauling Agent
- Move Information > Order Details > Current Driver
- Move Information > Registration > Van Number

AR Balance Summary is available for Gen2 accounting systems

What changed:

The AR Balance Summary grid is now available for Gen2 accounting systems (non-Dynamics GP). This grid allows you to see a full picture of AR for multiple customers and is found within the Summary tab in Revenue Entry.

Sirva Integration: Discounted Linehaul now pulls automatically from QLAB (MoveScout)

What changed:

When Sirva sends an Opportunity event through QLAB (now MoveScout), MoversSuite automatically populates the Discounted Linehaul field on the order using the ForecastedAmount value from that event. Previously, this field had to be entered or updated manually.

NOTE:

The Discounted Linehaul dollar amount shows on the Move Information tab as well as on the Billing Information tab in Revenue Entry (under the "Estimated" column). In MSWeb, the Discounted Linehaul shows under Move Information > Order Details > Measures as well as the Order Story.

Sirva CRST/STI Statement Import: Support for processing multiple agents per branch

What changed:

Previously, a branch in MoversSuite could only have one agent assigned to it. This was a problem for some companies with branches that manage multiple agencies wishing to process statements for each under a single branch.

You can now assign multiple agents through Branch Setup along with providing a single default branch. Now when you import a CRST/STI Statement from Sirva, you can process items for multiple agencies under a single branch in Payment Management.

Branch Setup has been updated to show “Primary” labels for the Agent and Van Line settings. These assignments are the key drivers of branch functionality.

⬆ EWS Group Moving & Storage (1623)

Branch ID 1623	Name EWS Group Moving & Storage
Primary Agent CRST Agent (CRST)	Primary Van Line SIRVA
Estimate Prefix 1623	Estimate Sequence Number 1021
Common View nloc	Authority Type Own Authority
Image URL 	DOT
Branch GL Code 3003	Company GL Code 04
GL Control 04	Advance Company Number
Advance FTP Host Directory 	Cost/Benefits Percentage
Local Service Default Drive Time 	Sales Tax Company Code
Location 	Rate Schedule for Labor -none-
Time Zone -none-	

+ Click here to add a new Branch Address View Details

Address Type: Default	Title: EWS Moving & Storage, Inc.
Address Type: Payment Remittance	Title: EWS Moving & Storage, Inc.

+ Click here to add a new Interface Branch Option View Details

Define the agents associated with this branch for van line statement import. The primary agent is defined at the branch level above and is always automatically added to this list. Each agent here enables statement import for the van line associated to that agent.

+ Click here to add a new Van Line Statement Agent Item Add All Remove All

CRST: CRST Agent (SIRVA)
STI: STI Agent (SIRVA)

Duplicate Delete Save Cancel

If you wish to add multiple agents to the branch, then you can do so through the **Van Line Statement Agent Item** section. The “Primary” assignments show in this list by default, and you can add other agents that you wish to include when processing the CRST/STI Statement Import through Payment Management (renamed from just “STI Statement Import”).

Define the agents associated with this branch for van line statement import. The primary agent is defined at the branch level above and is always automatically added to this list. Each agent here enables statement import for the van line associated to that agent.

 Click here to add a new Van Line Statement Agent Item

Add All

Remove All

CRST: CRST Agent (SIRVA)

STI: STI Agent (SIRVA)

This change eliminates the need to manually reassign agents as a workaround to processing subsequent CRST/STI Statements.

Summary of Changes:

- Support for multiple agents added to Branch Setup for statement processing.
- Agent and Van Line were renamed “Primary Agent” and “Primary Van Line” within Branch Setup.
- “STI Statement” renamed to “CRST/STI Statement” within the Import menu in Payment Management.
- When importing through CRST/STI Statement, the application will process without error all agents linked to the branch through assignments in the Van Line Statement Agent Item section on the Branch Setup record.
- These changes only apply to Sirva agents and not other van lines.
- The upgrade process will automatically set a default agent record within the Van Line Statement Agent Item section. This agent matches what was defined as the Agent and Van Line prior to this release.
- A new database table titled BranchAgent was added to support the new Van Line Statement Agent Item section.

Sirva Cloud Statement Import now supports consolidated totals

What changed:

When importing Sirva Cloud Statements for chargebacks and expenses, MoversSuite can now bring in a single consolidated total per payment detail instead of breaking it into individual detail lines. For example, if two charges of \$3.50 each apply to the same item, the import can show one line of \$7.00 rather than two separate \$3.50 entries. This behavior is controlled by a Global System Option called "Cloud Statements Single Distribution Per Payment Detail". When set to False, totals are consolidated. When True (the default), individual detail lines are imported as before.

If you wish to consolidate the amounts -which can reduce clutter on the imported statements - then contact EWS Group Support to set this Global System Option to False.

Sirva Integration: Leads causing duplicate orders issue resolved

What's changed:

When a lead was sent to Sirva and later registered on their side (in STS), the returning order was creating a brand-new duplicate record in MoversSuite instead of updating the original lead. This has been fixed. MoversSuite now recognizes when a returning Sirva order matches an existing lead and updates it in place rather than creating a second entry.

Administration Updates

This section lists the changes affecting the MoversSuite Admin Tool.

Branch Setup

This setup area has been updated as follows:

- Agent and Van Line were renamed “Primary Agent” and “Primary Van Line”
- Van Line Statement Agent Item section added

These changes were made as part of the “Sirva CRST/STI Statement Import: Support for processing multiple agents per branch” changes. See [MoversSuite Updates](#) for details.

Database Changes

This section lists the database changes made in this version.

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

Table	Change
BranchAgent	New table added to store the mappings set within the Van Line Statement Agent Item section on Branch Setup records. View changes made under “MOV-7864: Sirva CRST/STI Statement Import: Support for processing multiple agents per branch” for further details. See MoversSuite Updates for details.

Additional Resources:

[Tables Listing](#)

[Data Views Listing](#)

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

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 TLS 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 ^(a)
Microsoft .NET Framework 4.6.1 or higher
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)
Microsoft Office 2013 ^(c)
Microsoft Office 2010
Microsoft SQL Server 2019 ^(d)
Microsoft SQL Server 2016 ^(d)
Microsoft SQL Server 2014 ^(d)
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