



2023 Spring Customer Town Hall - Questions and Answers

Below are the questions asked during the Spring 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](#).

View the [Customer Town Hall](#) page for more information.

QUESTION: Is there any update on uploading editable PDFs/Publisher files into the Forms Designer?

ANSWER

It's an upcoming project, it's related to point two on the screen right now.

We anticipate incorporating a potential integration with Forms Designer and AcroForms to allow you to build forms directly on Word or PDF documents and then have them merge with MoversSuite data and also to allow you to build custom forms that could be filled-out on the fly from personnel in the field.

ONLINE HELP REFERENCE: Forms Designer, MSWeb, MSCrew

QUESTION: Awesome, thanks you. Do you have a projected launch date for AcroForms?

ANSWER

We don't yet, I'm in the process of upgrading some development tools we need for the project. More to come.

ONLINE HELP REFERENCE: Forms Designer, MSWeb, MSCrew

QUESTION: Is there any update on the Vanline reconciliation piece on the Allied side? There have been issues with the file not being accurate. Do they have any time line on the fix on this?

ANSWER

We have been having conversations with Tom @ SIRVA and we are still seeing some payments getting lost in the process.

Follow Up Question: What is the time line on the resolution?

We are getting push back that it's not really a problem as the spreadsheet is more important. So we are discussing how best to address it. Not sure yet.

ONLINE HELP REFERENCE: SIRVA Integration

QUESTION: Is there a release date set for MSWeb? Also, will it have API's that will allow a company to push data into it/out of it?

ANSWER

MSWeb is running on top of the existing MoversSuite database, so there API's in place for that still apply. We are thinking we are about 4 weeks from making it available.

ONLINE HELP REFERENCE: MSWeb

QUESTION: Also, we see IGC within MS - is TechMate the solution to replace this?

ANSWER

Techmate is a competitor of the old IGC product for sure.

ONLINE HELP REFERENCE: TechMate Integration

QUESTION: Would MSWeb be truly web based? Or would users have to VPN in?

ANSWER

It is web based.

ONLINE HELP REFERENCE: MSWeb

QUESTION: I've compiled a list of changes we'd like to see in MS - mostly on the Accounting & Financial Services side. What would be the best avenue to submit those, please?

ANSWER

If there is a few things you can start by emailing them to Alex, or you can submit them one at a time through the feedback site.

REFERENCE: [Feedback Site](#)

QUESTION: Thanks for the answers on web-based. In MS, under the Tools tab, it has an option to Send to IGC for Survey. I haven't had any success with that path, do you know if it's active?

ANSWER

The IGC connect doesn't work anymore, they have changed their side so much over the years it's not feasible anymore.

QUESTION: I think that was being discussed when I arrived to the meeting. How could I access the feedback site,?

ANSWER

Here's a link to the Feedback Site: <https://feedback.moverssuite.com/forums/9118-moverssuite-enhancements>. Let me know if you need further assistance with that site or any enhancement request: aruppe@ewsgroup.com.

REFERENCE: [Feedback Site](#)