# RIMS®

Release Notes – 8.44.0

February 19, 2026

# RIMS

VERSION

8.44.0

Real Estate Information Management System (RIMS) Version 8.44.0 is a release for all RIMS 8 users.

These Release Notes provide a summary of selected bug fixes and performance improvements for the following noted areas:

## NEW FEATURES

**Advanced Project Search**

**Partial & Flexible Matching for Borrower Name and Loan Number**
You can now search using partial Borrower Names or Loan Numbers in Advanced Project Search.

**Partial Match Search**
The system will return results when your search term appears **anywhere within the field**, including:
- Beginning of the value
- Middle of the value
- End of the value

For example, searching for:
- **"Mark"** will return results such as *Markham Holdings*, *Newmark Capital*, or *Benchmark Lending*
- **"1234"** will return loan numbers containing 1234 in any position

**Case-Insensitive Matching**
Search results are no longer case-sensitive.
Entering:
- mark
- Mark
- MARK

will all return the same results.

**Minimum Character Requirement**
To ensure optimal performance:
- A minimum of **2 characters** is required to trigger a search.
- If fewer than 2 characters are entered, a tooltip will display:

"Please enter at least 2 characters"

**Removal of "Exact Match" Labels**
The "Exact Match" labels have been removed from Borrower Name and Loan Number fields in Project and Report searches to reflect the new flexible search behavior.

**Online Review Document (ORD)**

**Export to Word**
We're excited to announce a new enhancement to the Online Review Document (ORD) page.

You will now see an **"Export to Word"** button on the ORD screen. This feature generates a Word document version of the review document, similar to how the PDF export functions today.

**What to Expect**
Because this process converts HTML content into a Word format, there may be minor discrepancies such as small spacing differences. Our current templates were originally optimized for PDF output, so a few behaviors will differ in Word:

- Headers and footers will appear at the top of the first page and the bottom of the last page only.
- Word does not handle pagination the same way as PDF, so page breaks may not match exactly.
- The Word document is designed to mirror the ORD screen as closely as possible.
- Nested tables are not supported and may not render correctly in the Word export.
- Text justification in short lines (with only a few words) may appear uneven or improperly spaced in the Word document.

If you notice any significant formatting differences, please let us know. We're happy to review and determine whether adjustments are feasible.

| Save | Save As | Publish | Export to PDF | Export to Word | Cancel | Delete | Refresh Data |
| --- | --- | --- | --- | --- | --- | --- | --- |

**RIMSCentral**

**MISMO 3.6 Appraisal ZIP Processing**
Support has been added for vendor-submitted **MISMO 3.6 appraisal reports delivered as ZIP files**. When a ZIP file is positively identified as part of the MISMO 3.6 appraisal process, the system will automatically extract and process the contained PDF and XML files.

This enhancement applies **only to appraisal and valuation job types** and does not impact other job categories.

**MISMO 3.6 Appraisal ZIP Processing**

When a vendor uploads a ZIP file that contains:

- At least one MISMO 3.6 XML file, and
- At least one PDF file

The system will automatically:

- Extract all XML and PDF files from the ZIP archive
- Upload extracted files to the associated appraisal job
- Retain the original ZIP file for audit and traceability

If the ZIP file does **not** contain both at least one MISMO 3.6 XML file and one PDF file:

- The ZIP will be uploaded as **Vendor Upload (A)**
- No automatic extraction will occur

ZIP files uploaded:

- To non-appraisal jobs, or
- As Invoice or "Other" file types on appraisal jobs

will continue to function as they do today.

**New System Document Types**

The following document types have been created and added to all customer sites by default:

- **MISMO 3.6 Appraisal ZIP**
  - Stores the original ZIP container file
  - Not intended for end-user consumption
  - Not exposed by default
  - Will be used in submitting to UCDP (FHA has not updated to 3.6)
- **MISMO 3.6 GSE**
  - Assigned to extracted MISMO 3.6 XML files
  - Not exposed by default

Both document types:

- Are created as system document types
- Are not visible to users unless enabled
- Can be exposed and permissioned by CSM or Support

**Extracted PDF Handling**

- Extracted PDF files are uploaded as **Vendor Upload (A)**
- Existing customer configurations are honored, including:

- - Automatic transitions to final appraisal report document types
  - Standard appraisal workflow behavior

**User Experience Update**

When uploading attachments to a portfolio job:

- The upload results modal will no longer close automatically
- Users may review upload results before closing the modal
- Closing the modal will refresh the award page to display updated attachment data

**RIMSCentral**

**Job, Portfolio & Master Notification Logs**

**Overview**

RIMSCentral now includes three new Notification Logs designed to centralize and streamline tracking of communications related to awarded jobs, projects, vendors, and portfolios. These enhancements improve visibility, transparency, and auditability of project-related communications.

**Job Notification Log**

Provides a consolidated view of all communications associated with a specific awarded job, including vendor messages, job manager communications, and system-generated notifications.

**Access**: Award Information section within a job.



**Portfolio Notification Log**

Displays communications across projects within a selected portfolio, allowing users to review activity at the portfolio level.

**Access**: Portfolio View page → Award Information section.

## Master Notification Log

Offers a centralized, cross-project view of notifications grouped by Lender/Customer. This log includes communications tied to projects where the logged-in user is either the sender or recipient.

**Access**: Main navigation bar (between My Customers and Reports).





## Core Functionality (All Logs)

• Sortable columns including Date Sent, Sender, Subject, and Project Number (where applicable) and Email Content.

• Default sort by Date/Time (most recent first)

• Search filters including:
- From/To Date Range
- Sender Email
- Recipient Email
- Subject
- Project Number (Portfolio and Master Logs) See format below.
- Lender (Master Log only)

Additional Notes
• A maximum of 300 entries can be displayed at one time. To retrieve older records, apply a date filter.

**Content Viewing**
Selecting **"View Content"** opens a modal displaying:
- Full email body
- Sender
- All visible recipients
- Subject
- Date sent

**Important:**
BCC recipients are not displayed unless the logged-in user was the BCC recipient.

**Project Number Format**
The Project Number column reflects the level of the notice:
- Project Level: xx-xxxxxx
- Job Level: xx-xxxxxx-xx
- Task Level: xx-xxxxxx-xx-xx

**Pagination & Export**
- Results are limited to **50 records per page** for performance optimization.
- Pagination allows navigation between result pages.
- Export to **CSV** is available.
- Export includes only the records displayed on the current page (up to 50 results).
- Export does not include notice content.
- Full dataset export is not supported.

These enhancements provide a centralized, searchable, and sortable record of vendor and project communications within RIMSCentral, improving oversight and reporting capabilities.

**RIMSCentral**          **Vendor Email Reply Tracking**

**Overview**

E-mails sent by Vendors in RIMSCentral are now automatically tracked when recipients reply. This enhancement ensures that all vendor communications are properly logged at the appropriate level within RIMS.

**How It Works**

When a Vendor sends an e-mail to the Job Manager:

- A **hidden tracking code** is embedded in the e-mail.
- The **RIMS INGEST address** is automatically CC'd on the message.

When a recipient replies to the e-mail, the **Notice Tracker Service** detects the reply and logs it to the corresponding **Task** associated with the original e-mail. Logging may take **up to 5 minutes** from the time the reply is received.

**Required Conditions for Tracking**

For reply tracking to function properly, the following conditions must be met:

1. **The RIMS INGEST address must remain CC'd** on the reply.
   - Removing this address will prevent the system from capturing the response.
2. **The embedded tracking code must not be removed.**
   - The tracking code is not visible in standard e-mail view.
   - Although it can be accessed through advanced options, removing it will break tracking functionality.

If either of these elements is removed, the reply will not be logged in RIMS.

**Where Replies Appear**

Once processed:

- **Vendors** can view the reply in the new **Notifications Log** page in RIMSCentral.
- **RIMS users** can view the reply under **Project / Job Notifications** in **RIMS Core**.

This enhancement improves communication visibility and ensures consistent tracking of vendor responses within RIMS.

Security

**Implementation of Transparent Data Encryption (TDE)**

We are pleased to announce the successful implementation of Transparent Data Encryption (TDE).

**What's New**

Transparent Data Encryption (TDE) has been enabled to provide encryption at rest for our database environments. This enhancement strengthens our data security posture by automatically encrypting database files, backups, and transaction logs without requiring changes to existing applications.

### Key Benefits
- Encrypts sensitive data at rest
- Helps support compliance and regulatory requirements
- No impact to application functionality
- Minimal performance overhead

This update is part of our ongoing commitment to improving platform security and protecting customer data.

## QUALITY & USABILITY IMPROVEMENTS

**Email Pop-up**

### DKIM Handling Update
We've implemented a fix addressing an issue when a configuration setting used the Current User's email address.

Previously, this configuration caused some customers' DKIM settings to block outgoing emails. As a workaround, we changed the configuration setting which allowed delivery but resulted in the loss of visibility into the original sender of the email.

### What's Changed
- The **actual sender** of the email will now remain the ExactBid email address defined in the configuration which sets the sender email address for all notices.
- The **Display Name** will now appear as:
  **"On Behalf Of user_email@theirrimsaccount"**

### Impact
- Resolves DKIM-related email blocking issues.
- Preserves clear visibility into the original sender while maintaining proper email authentication.

No action is required from customers currently using the standard configuration which uses the ExactBid email address.

***Contact your CSM or Support if you wish to change the configuration so that the sender's email address is reflected as "On Behalf Of".***

**Notification Log**

### Improved Email Logging
New emails ingested into the Notifications Log—specifically replied emails processed by the Notice Tracker service—for both RIMSCentral and RIMS Core will now have their HTML tags stripped before being logged in the database.

This enhancement ensures that logged emails are cleaner, safer, and easier for users to read from the notification logs.

| **Project Console** | **Disposition Type-Scorecard Required Message Display** |
|---|---|

The toast message *"Score Card must be completed before you can close the task."* was appearing for all Task Code Categories when logged in as a JM user. This message should only display for tasks associated with the **"Review - SC Req"** Task Code Category.

The logic has been corrected so that the toast message now appears **only** when:
- The Task Code Category is **"Review - SC Req"**,
- The associated review task does not have a saved scorecard record, and
- The Disposition Type has not yet been set.

This behavior now applies consistently regardless of user type or permission combination.

| **Reports** | **AdHoc – ReferenceNumber** |
|---|---|

Added Reference Number field to Project / Job / Task / Property and vw Property Details views for support Fundamentals.

| **Reports** | **Bid Status Report – Vendor Performance Window** |
|---|---|

Resolved an issue preventing the Vendor Performance window from opening when clicking on a vendor name.

| **Reports** | **Service Summary & Completed Service Summary Improvements** |
|---|---|

We've made improvements to the **Service Summary** and **Completed Service Summary** reports:

- Removed the previous limit on the number of records returned. Reports will now return all records within the selected date range.
- Added configurable date range limits:
  - **Service Summary Report** – Login Date range
  - **Completed Service Summary Report** – Logout Date range
  - Default limit: **180 days**
  - A value of **0** removes the limit (not recommended due to potential timeouts)

If a selected date range exceeds the configured limit, users will receive a message indicating the maximum number of allowed days.

These updates provide greater flexibility while helping maintain system performance.

| **RFP** | **Improved RFP Access After Award Rejection** |
|---|---|

We have enhanced how the system handles scenarios where a vendor rejects an award to ensure a smoother and more consistent experience for both lenders and vendors.

*Note: This update does not impact the full award automation process, which will remain unchanged.*

**What's Improved**

When a vendor rejects an award (including direct awards):

- The vendor will continue to have access to the RFP.
- The vendor can submit a new bid.
- The original bid tied to the rejected award is automatically canceled.
- The task fee is reset to $0.
- A clear audit trail is maintained through change log entries.

**Vendor Experience (RIMSCentral)**

- The RFP will remain visible under the vendor's **RFP tab**.
- A notification will appear indicating:
  *"Award rejected, please submit a new bid."*
- Previously shared RFP files will remain accessible.
- The vendor can immediately submit a new bid.

**Lender Experience (Core / RIMS)**

- The vendor remains visible under **View Bids** with a blank bid.
- A **"Direct Award (prior award rejected)"** link is available for easy re-awarding.
- All actions are reflected in the change log.
- The task fee is automatically cleared.

**Impact**

This update ensures:

- Consistent behavior between direct and non-direct awards
- No loss of RFP visibility after a rejection
- Clear re-award workflow for lenders
- Improved transparency and audit tracking

This enhancement applies to both portfolio and non-portfolio awards.

**RFP File Sharing**

**Configurable Default for Sharing RFP Files with Vendors**

Users needed the ability to control whether the option **"Share any available RFP File(s) with the above Vendor(s)"** is checked or unchecked by default when sending an RFP or issuing a Direct Award. This behavior needed to be configurable and support both automated and non-automated award scenarios.

Two new configurations have been added to provide greater flexibility and control over RFP file sharing behavior.

Configuration for non automated award: RfpFileShareCheckedDefault

**Controls whether the checkbox "Share any available RFP file(s) with the above vendor(s)" is checked or unchecked by default when sending an RFP or issuing a Direct Award.**

- Depends on bankRFPFiles being enabled
- Default value: Enabled

**BEHAVIOR**
- If Enabled (and bankRFPFiles is enabled):
  - When *Send RFP* or *Direct Award* is clicked in Portfolio/RFP Manager and vendor(s) are selected:
    - The checkbox is displayed
    - The checkbox is checked by default
    - Users may manually check/uncheck prior to submission
- If Disabled (and bankRFPFiles is enabled):
  - The checkbox is displayed
  - The checkbox is unchecked by default
  - Users may manually check/uncheck prior to submission
- If bankRFPFiles is disabled:
  - The checkbox will not be displayed

Configuration for automated award: RfpFileShareAutomationEnabled

**Determines whether available RFP files are automatically shared with the vendor during an automated Direct Award.**

- Depends on bankRFPFiles being enabled
- Default value: Enabled

**BEHAVIOR**
- If Enabled (and bankRFPFiles is enabled, and the RFP template allows file sharing):
  - Available RFP files are automatically shared with the auto-awarded vendor
  - Activity is logged
- If Disabled, or if:
  - bankRFPFiles is disabled, or

- o The RFP template does not allow file sharing
  → RFP files will not be shared during automated Direct Award
- If an awarded vendor rejects the award or the award is cancelled, any previously shared RFP files will be automatically unshared, regardless of configuration value.

**Additional Enhancements & Fixes**
- **Automated Award Vendor Handling**
  - o When an auto-awarded vendor rejects the award:
    - ▪ The vendor is removed from the RFP recipients list
    - ▪ The RFP is no longer visible to that vendor
    - ▪ The vendor is removed from the *View Bids* page
  - o Only the currently awarded vendor appears on *View Bids*
  - o If no vendor accepts the award and the task reverts to **RFP Draft**, the task functions as a standard (non-automated) RFP going forward.

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| **RIMSCentral** | **Residential XML Embedded Document Selection Logic** |

Updated the embedded document selection logic to correctly identify and retrieve a PDF document when multiple embedded documents are present.

**Previous Behavior**

The system previously selected the first embedded document found, regardless of document type. This caused failures when the first document was not a PDF.

**New Behavior**

The updated logic now iterates through all embedded documents and selects the first document explicitly identified as a PDF. This ensures correct processing when multiple embedded documents exist and the first document is not a PDF.

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|---|---|
| **RIMSCentral** | **Subscription-Improved Error Message for Failed Credit Card** |

**Previous message:**
Your payment method has been entered successfully! Please finish the Subscription process below to authorize and complete your payment.
An Internal Server Error occurred while processing your subscription. Please try again or contact the support team.

**Revised message:**
There was an error while processing your payment. Please double check your billing information and payment details and try again. If the issue persists, please contact the support team.

| | |
|---|---|
| **Third-party Service** | **Updated Order Detail Fetch Logic** |

Since the application expects only a single record to be returned, it was incorrectly selecting the service type detail's task code (i.e., product code) when the order was submitted.

This update ensures that the latest selected task code is reflected when the order is finally submitted.