



Release Notes - 8.42.0

August 28, 2025





VERSION

8.42.0

Real Estate Information Management System (RIMS) Version 8.42.0 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:

SUPPORT ANNOUNCEMENT

In-App Support Chat

We're making support simpler, faster, and right at your fingertips! With our new in-app support chat, you can reach our team instantly—without breaking your workflow. Whether you need quick guidance or in-depth help, support is now just a click away. We'll be rolling out In-App Support in the coming weeks to specific users within your institution. Your Customer Success Manager will be in touch with additional information.

NEW FEATURES

RIMSCentral

Subscription Payment System Update

We are transitioning the RIMSCentral subscription payment system from **PayPal Manager** to **CyberSource**.

- An existing PayPal subscription will remain active until its current expiration date.
- Once a PayPal subscription ends, the user will need to create a new subscription using our updated credit card payment system, CyberSource.
- All subscriptions will continue to run on a one-year term.
- If a user **upgrades their subscription** during the year, CyberSource will automatically **prorate** the payment.
- If a user **cancels** a subscription, it will remain active until the end of the annual term.
- If a user **downgrades a subscription**, the current subscription will run until the end of the term, at which point the user may resubscribe at the new level.
- Sales Tax: Certain states require sales tax collection on subscriptions.
 CyberSource will now automatically calculate and include applicable sales tax in your payment.



QUALITY & USABILITY IMPROVEMENTS

Advanced Project Search

Account Officer Multiple People Filters

After performing a **Project Advanced Search** as an **Account Officer (AO)**, the UI failed to display tooltips showing the full names of selected **Account Officers** or **Job Managers** when hovering over the icon next to the user picker text box.

- Resolved the issue preventing tooltip display for selected users in the Project
 Advanced Search interface.
- Now, when hovering over the icon beside the AO or JM picker, the tooltip correctly displays the selected user's full name.

Advanced Project Search

New "Property Name" Filter

A new "Property Name" field has been added to the Projects Advanced Search interface, providing users with more flexible and precise search capabilities.

Functionality Details:

Case-Insensitive Matching:

The field supports **case-insensitive** input, allowing users to search without worrying about capitalization.

• Partial Match Support:

Searches will match the input **anywhere within the property name**. *Example:*

- Input: "house"
- Matches: "Brian's House", "Little House on the Prairie"
- Minimum Character Requirement:
 - A minimum of 2 characters is required to trigger a valid search on this field.

Input Validation Enhancements:

• Advanced Search Validation:

The system now validates inputs before executing the search to improve performance and prevent invalid queries.

- Current Validation Scope:
 - o **Only the "Property Name"** field currently has input validation.
 - o Additional field validations may be introduced in future updates.

Impacted Areas:

- Quick Search
- Advanced Project Search



Advanced Project Search

Search for Multiple Job Managers by Account Officer

We have addressed an issue in the **Advanced Project Search** functionality where an **Account Officer** encountered an error when attempting to **search for multiple Job Managers** simultaneously.

Batch Invoice

Download Option on PDF and Zip Download

Resolved an issue where PDF files were unavailable in both the PDF and ZIP download options within the Batch Invoice feature. Users can now successfully download PDFs and ZIPs containing invoice files without errors.

Batch Update

GL Account

The **GL Account dropdown** logic on the Batch Update page has been corrected. When the GLAccountByLGEnabled feature is active, the dropdown now dynamically loads and displays the **correct set of GL Accounts**, ensuring users can update records as expected.

Change Log-User

Logging of Lending Group

Fixed an issue where the User Change Log was incorrectly recording entries for Lending Group information—even when no actual changes were made to that field.

Cloning

Year Roll Over Issue

When clicking "Send Selected Services" with Tier 3 cloning enabled and RollOverOnYear enabled, the system was submitting the original project's service instead of generating a correct cloned service for the new project — but only in cases where the unsent service was not created in the current year.

This has been corrected. The system now **properly creates a new service** for the new project during the cloning process, ensuring data integrity and avoiding cross-project contamination.

Services Page Enhancements

"Send Selected Services" Flow:

- When the user selects unsent services and clicks "Send Selected Services", the project cloning page will now:
 - Display all properties from the original project.
 - Automatically check only those properties tied to the selected unsent services.
 - Show hover text: "Service types to be sent require this property to be cloned." for these required properties.
 - Allow users to manually check other properties to include them in the new project.
 - o **Removed** the "Delete" link for a cleaner, more guided experience.



"Add Services" / "Add Services to New Property" Flow:

- When users choose to add services via these buttons and cloning is prompted:
 - The cloning page shows all original project properties checked by default.
 - Users may uncheck any properties they do not wish to clone.

UI Consistency Updates:

The "Resubmit Selected Services" and "Add Services to New Property" buttons
have been restyled to match the standard blue button styling, ensuring
consistent appearance across the application.

New Project Form Improvements Redirect Behavior:

- After clicking "Save and Continue" on the new project form:
 - Users are redirected to the new project's services page.
 - The page lists cloned properties and:
 - If the original action was "Send Selected Services", the new services are automatically marked as sent.

Adding a New Property:

- When adding a new property to the cloned project:
 - Clicking "Add Additional Property" brings the user to the new property form.
 - After saving, the user is directed to the services page, showing:
 - All cloned properties.
 - The newly added property.
 - If applicable, cloned unsent services sent as part of the flow.

Cloning

Cloning Properties

The property list checkbox selector has been updated to improve usability.

• Column Header

- Replaced the "Actions" header and its "Select All / Select None" links with a single "Clone" column header that contains a checkbox.
- Checking the header checkbox will select all properties, while unchecking it will unselect all properties not required for cloning by the selected service type(s).

Row-Level Checkboxes

- Removed brackets and the "Clone" label next to each row checkbox for a cleaner design.
- If certain properties are required for cloning by service type(s), they will remain selected as needed.

Hover Messaging

 When a property is required, the checkbox will automatically be checked and a hover message display is "Service type(s) to be sent require this property to be cloned."



 The clone column header will always display the hover message "Select/Unselect all."

Import Vendors

Remove Login Step for SSO and Non-SSO Users

Users who are already **logged in** to RIMS and have the appropriate access can now navigate to **System Settings > Import Vendors without being prompted to log in again**. This update streamlines access for authorized users while maintaining security and compatibility with both standard and SSO login workflows.

Notice Management

Added 'Designation' Field

A new smart field has been added to Notice Management:

-Current User Designation

References the Designation from the profile of the currently logged-in user. Available across all notification types, not limited to task-specific notices.

The following existing smart fields have been updated to broaden their use:

- -Task Job Manager Designation
- -Job Job Manager Designation
- -Vendor Designation

These fields are now available in any task-related notice template, providing more flexibility in customizing notifications.

Notice Management

Additional Document Uploaded After Award Notice

Previously, when using *Batch Update* to update document types, the notice would display "Not Available" instead of listing the names of the updated documents. Customers requested the ability to see the actual file names in these notices.

Document notices will now display a list of the uploaded file names when using *Batch Update* to update document types, replacing the "Not Available" placeholder.

Notice Management

Copy Recipients When Saving as New Template

When using the "Save as New Template" option while creating a new Notice Template, the recipients from the original (source) template will now be automatically copied to the new template. This enhancement eliminates the need to manually re-enter recipient information, making it faster and easier to replicate templates with consistent distribution lists.



Notice Management

Editing a Template

Users experienced an issue in **Notice Management** where clicking **"Edit"** on the **Subject** or **Content** of a notice template caused the **"X"** (close button) at the topright corner of the modal to disappear. This left no visible way to close the modal window.

Corrected the scrolling behavior on the Notice Management page to ensure the **Edit Template modal remains fully in view** after clicking to edit the Subject or Content.

The "X" close icon is now consistently visible and accessible, allowing users to properly dismiss the modal at any time.

Notice Management

Notice Links

A defect was resolved where the **link name** in a **notice smart field** was not being displayed, even when it had been provided.

- The smart field now correctly displays the **link name** (label) if it exists.
- Users will see the expected descriptive text rather than just the raw hyperlink or a missing label.

Notice Management

"Portfolio Name" Field

The "Portfolio Name" smart field, previously available only in Award Amendment notification templates, is now available in all portfolio-related and task-related notices.

- The smart field will now appear as an option in **any notification template** related to **portfolios or tasks**.
- The "Portfolio Name" will be populated only if the task is part of an active portfolio.
- If the task is not associated with a portfolio, the smart field will remain empty.

Notice Management

Task Completion Notice

Fixed issue where Task Completion notice was only sent on one job in a portfolio when all the tasks are completed.

Notice-RIMSCentral

Amendment Rejection Notice

When a vendor rejects an amended award, a modal will pop up for the vendor to enter the reason for the rejection. The "Award Amendment Rejection" notice will now include the "Reject Reason" entered by the vendor at the time of rejection. This applies to both Portfolio and Non-Portfolio amended awards and will provide better visibility into why an amended award was rejected.

Notice-RIMSCentral

Report Received Notice

Changes in Report Notices

- 1. Improved Clarity in Report Received Notices
 - We've **removed** this line from the "Report Received" notice:



"Notice: The vendor's report has been received in a non-electronic form."

 This helps eliminate confusion, especially when reports are received electronically.

2. More Accurate Job Links

- We've updated job links in notices to a **new, reliable format** to prevent errors when clicking.
- What's changing:
 - Old (no longer in use):
 https://rims.exactbid.net/default.asp?...
 - New (now in use): https://rims.exactbid.net/project/myjobs?...
- This change ensures your links open directly to the correct job with attachments preloaded.

3. Conditional Visibility for Borrower and Loan Info

- For notices that include Borrower Name and Loan #, visibility is now controlled based on your organization's settings.
- These details will appear only if enabled by your lender's configuration.

Reminder: Enable Link Visibility Settings

To ensure job links appear in your notices, make sure your organization has these settings turned on:

- NoticeLinkVisible
- NoticeRecipientLinkVisible

If you're not seeing job links in your notices, please contact your CSM or Support Team to confirm these settings.

If you have any questions about these changes or experience any issues, please reach out to our Support Team. We're here to help!

Online Review Document (ORD)

New SmartFields

Newly Added SmartFields:

- PreviousRetechNo (Transaction Level)
 - o **Label Name:** Previous Project Number
 - Retrieves the project number from a prior transaction for reference or comparison.
- Current NAICS Code (Property Level)
 - Label Name: Current NAICS
 - Reflects the current North American Industry Classification System (NAICS) code associated with the property.
- Historic NAICS Code (Property Level)
 - Label Name: Historic NAICS



 Displays the historic NAICS code if applicable, useful for tracking property classification changes over time.

These fields are now available in the **SmartFields panel** within the **ORD Template Editor** and can be incorporated into your templates as needed.

Online Review Document (ORD)

Text Field & Date Fields Required Checkbox

Feature Update: "Required" Checkbox for Text & Date Fields

- The **Property Modal** for template **Text** and **Date** fields now includes a visible "**Required**" checkbox.
- This enhancement allows users to explicitly mark these fields as required during template configuration, improving flexibility and clarity when defining data expectations.

Validation Enhancement: Required Fields on Review Document Publishing

- The system now enforces **required field validation** for **Text** and **Date** fields when **publishing a review document**.
- If these fields are marked as required in the template but left empty, users will be prompted to complete them before proceeding with publication.

Pay Invoice

Payment Comments Field

- When entering Payment Comments during invoice submission, the field was too small, making it difficult to:
 - See what you were typing
 - View submitted comments afterward

This limited visibility impacted usability and could lead to miscommunication or errors in submitted invoice details.

We've improved the layout and visibility of the **Payment Comments** section:

- **Expanded the Payment Comments field** so you can now clearly see what you're typing.
- Comments are now properly visible after submission when reviewing invoices.
- **Modal and payment grid widths** have been dynamically adjusted based on whether payment amounts are split, optimizing the display space.

Project Search

Project Number Grouping

- When the "Project #" column header is dragged into the grouping area, the data will now default to sorting in descending order (highest to lowest project numbers).
- Users can still manually toggle the sort order (ascending \$\frac{1}{2}\$ descending) by clicking the arrow icon to the left of the "Project #" label in the grouped view.



Property Subtype

New Property Subtype Added - Cooperative Unit (Co-op)

A new **Property Subtype** has been added under the **Residential** major type.

- Subtype: Cooperative Unit (Co-op)
- **PropertyTypeDetail:** A form of property ownership in which each unit owner holds stock in a cooperative apartment building or housing corporation. Stockholders receive a proprietary lease for a specific unit and are responsible for monthly maintenance fees.

Default Settings in Property Types Lookup Table (LUT):

- Improvement Size Primary Measure Unit: "SRF's"
- Improvement Size Secondary: "."
- Land Size Measure Unit: "Acres"

NOTE: With the addition of this new property subtype, you must update Job Manager Service Area and Vendor Service Area to approve this property subtype in any service areas.

Property Subtype

New Property Subtype Added – Planned Unit Development (PUD)

A new **Property Subtype** has been added under the **Residential** major type.

- Subtype: Planned Unit Development (PUD)
- **PropertyTypeDetail:** A residential unit within a planned development. Ownership includes automatic, non-severable membership in the homeowners association (HOA), with mandatory assessment payments. Common areas are jointly owned and maintained by the HOA, and the unit is not legally classified as a condominium or coop.

Default Settings in Property Types Lookup Table (LUT):

- Improvement Size Primary Measure Unit: "SF"
- Improvement Size Secondary: "SF"
- Land Size Measure Unit: "Acres"

NOTE: With the addition of this new property subtype, you must update Job Manager Service Area and Vendor Service Area to approve this property subtype in any service areas.

Quick Access

File Download Handling in RIMSCentral

We've improved how **RIMSCentral** manages file downloads to make the experience more reliable:

- File size detection is now more accurate, preventing browsers from hanging when downloading large files.
- This ensures smoother and faster downloads, even for very large files.

Network Reliability

We've added proactive monitoring to increase service stability:

The system now alerts our team if a potential issue arises.



 This allows us to address problems early, helping to avoid interruptions before they impact users.

Reports

All Current Assignments, My Assignments for PA/JM/VJM

We've added support for a new "SBA Involvement" data point across key reporting and project summary interfaces to enhance visibility into SBA-related project attributes.

Assignments Reports

- A new column titled "SBA Involvement" has been added to the Assignments Reports.
- **Hidden by Default:** To display this column, users must **manually enable it** by updating their **report settings** for each specific report.

PJT Project Summary

- A new field for "SBA Involvement" has been added to the Project Summary view within PJT.
- **Hidden by Default:** The field is not visible by default and can be made available through the **Customization Framework Settings**.

Please contact your CSM or Support for assistance.

Reports

Archived Appraisal Indices Report

Corrected name on Report page and breadcrumbs from Appraisal Indices to Archived Appraisal Indices Report.

Reports

Company Name Field Length

Following a recent update that expanded the **Company Name** field length from **80 characters to 255 characters**, several reports have encountered unexpected behavior. Resolved issue so that reports will return all matching vendor data within the selected date range, regardless of changes to the Company Name field length.

Reports

Data Summary Report

Resolved issue where Data Summary Report was intermittently throwing an error when export to Excel or CSV.

Reports

Logi AdHoc Report

Resolved an issue with the Invoice for Task View where only "Payment Processed" data was included in a report. After the fix, "Payment Processed", "New" and "Approved for Payment" data is included when using the Invoice for Task View.



Reports

Vendor Handling Fee Report & Review Fee Report Updates

- Removed Calculation-Based Handling Fee: The calculated Handling Fee has been removed from Vendor Handling Fee Reports (including the monthly VHF report) and the Review Fee Report.
- Consistent VHF Display: VHF/HandlingFee columns now always reflect the stored VHF value.
- **Review Report Print Icon Fix:** Resolved an issue where the print icon appeared in the middle of the report output heading.

Review Documents

Disabling Old ActiveX Review Documents

Previously, users were unable to disable non-appraisal ActiveX review documents without also disabling access to the newer V2 review documents in the Online Review Documents (ORD) interface. This was due to the lack of separate configuration settings for managing these document types independently.

Added new configurations to provide more granular control over document configuration by job type. Controls visibility of **Store & Create** and **View Documents** buttons for **legacy (ActiveX-based)** review documents on the appraisal/environmental summary pages and task detail views. Controls visibility and behavior of **V2 (modern)** Online Review Documents features across summary pages and task detail pages.

Please contact your CSM or Support for assistance.

RFP/Amend RFP

Updated Text for RFP Amendments

The instructional text displayed when amending an RFP has been updated to better reflect the new behavior and expectations for vendors:

Previous Text:

Amend RFP will send a notice to current list of recipients that the RFP has been amended. Submitted bids will remain in place for the vendor to update.

New Text:

Amend RFP will send a notice to current list of recipients that the RFP has been amended so they can submit a new bid. Original bid will be cleared out.

This change clarifies that:

- Vendors must submit a new bid after an RFP is amended.
- Previously submitted bids will be cleared to ensure a clean slate for resubmission.

This update improves transparency and aligns messaging with the actual system behavior.



RFP/Award History

Portfolio Award Amendment Accepted

Previously, when a **vendor accepted an Amendment** on a Portfolio Award, the RFP/Award History section displayed an inaccurate status message of "Portfolio award accepted." The system has been updated to correctly log amendment accepted. Going forward, whenever a **portfolio amendment is accepted**, the RFP/Award History will now display "Portfolio award amendment accepted."

RFP/Award History

Portfolio Award Amendment Rejected

Previously, when a **vendor rejected an Amendment** on a Portfolio Award, the RFP/Award History section displayed an inaccurate status message of "Portfolio award rejected." The system has been updated to correctly log amendment rejections. Going forward, whenever a **portfolio amendment is rejected**, the RFP/Award History will now display "Portfolio award amendment rejected."

RFP Recipient

Set Multiple Qualification Statuses by Default

Introduced two powerful configuration settings that provide **greater flexibility and control** over how **vendor qualification statuses** are applied in the RFP recipient selection and award automation process.

- In addition to the standard "Qualified Active" status, you can now define multiple vendor statuses to be included by default.
- Default qualification statuses can also be **customized by Job Type**, allowing for more precise vendor filtering across different workflows.

These enhancements help reduce manual effort, improve accuracy, and give you more control over vendor engagement in your RFP and award workflows.

If you'd like assistance in configuring these new settings, please contact your CSM or Support.

Role Management

User Management with Chrome and Edge

Enhancements and Fixes to Role Management and User Permissions Pages We've rolled out a series of UI and functional updates to improve the usability, clarity, and accuracy of the **Role Management** and **Contact's User Permissions** pages.

Role Management Page Updates

Functional Fixes:

Fixed broken modal link:

The **User Management** checkbox link under {Role} > User Management now correctly opens the **User Type Selection modal**.

UI/UX Improvements:

- Improved link display for User Type selection:
 - Replaced the "+" symbol with "(x)", where x = number of selected User
 Types for the associated permission checkbox.



• Tooltip message enhancement:

 Mouseover tooltip changed from "Click to Limit UserType Access" to

"Click to set {No/View/Add/Update/Delete} Access to select User Type(s)" – dynamically displaying the appropriate access level.

Scrollbar repositioning:

- Moved the left-side role section scrollbar to sit next to the role section itself, instead of next to the permissions section on the far right.
 - Result: Improved accessibility and better user experience when navigating large role lists.

Shared Changes (Role Management & User Permissions Pages) Visual/Alignment Fixes:

Corrected checkbox alignment:

 Fixed skewed vertical alignment of permission checkboxes across both pages for a more polished and consistent UI.

Parent Category Behavior Fixes:

- Removed empty parent categories:
 - Blue parent category rows (e.g., AWP Project) will now be hidden if they contain no active permissions.
- Scoped uncheck behavior for permission columns:
 - Unchecking a blue row's Add, Update, or Delete checkbox now correctly only unchecks checkboxes in the same column under that parent category.
 - Previously, it incorrectly removed all permissions under the category regardless of column.

These improvements address both functionality gaps and visual inconsistencies, resulting in a more intuitive and responsive permissions management experience.

Service Request (SRF) Cost Center Handling

An issue was identified where: When an **Account Officer** updated their **user profile**, the **Cost Center** was no longer carried over into newly created **SRFs (Service Request Forms)**. This issue only occurred when a site is set up to allow **Account Officers to be associated with multiple Cost Centers**. The logic handling SRF creation has been updated: When Account Officers update their profiles, the correct **Cost Center** is now retained and **automatically brought into newly created SRFs**, even when multiple cost centers are configured.

Service Request (SRF) Edit Property Timeout

Fixed an issue where the PageLoad function on the Property page could, in some cases, cause the page to remain in a "searching" state indefinitely for certain users.



The update ensures that the page now loads and responds properly, eliminating delays and improving usability for affected customers.

Single Sign-On (SSO)

Display Order for Users with Multiple Accounts

When users log in via **Single Sign-On (SSO)** and have **multiple RIMS accounts**, the system now applies a consistent and intuitive **sort order** to the returned account list.

New Sort Logic

Accounts are now sorted using the following criteria, in order:

- 1. **UserTypeID** Sorted by role priority:
 - o CA
 - PA
 - o JM
 - o VJM
 - AO
- 2. **LoginID** Sorted alphabetically within the same UserType
- 3. **UserID** Used as a final tiebreaker when LoginIDs match

Users with multiple RIMS roles will now see their accounts **displayed in a predictable**, **role-prioritized order**, improving clarity and efficiency during login.

Third-party Services

Boxwood Means

The logic has been updated to **refresh Boxwood order metadata with the latest vendor response** upon report delivery. This ensures that updated pricing is accurately saved and reflected in the task fee. The backend now **automatically queues a status query polling action** even when an order is instantly marked as received—ensuring smooth task and order progression within RIMS. These enhancements improve order accuracy, vendor fee handling, and system reliability across Boxwood-integrated workflows.

Third-party Services

EDR

We've introduced smarter error handling and data synchronization improvements when submitting new orders to **EDR**. These changes ensure users are informed of correctable input issues and prevent repeated failed attempts with outdated data.

Refined Exception Handling During Order Submission

- When an exception error is returned by EDR (excluding invalid credentials):
 - If the property address is non-geocodable, the order will now return an "Input Invalid" status.
 - **Benefit:** Allows users to correct the input directly rather than the system retrying automatically with invalid data.
 - For all other unhandled errors, the order will continue to be set to QueuedForRetry as before.



Dynamic Resubmission of Updated Data

- When an order is in QueuedForRetry status:
 - Any user updates to property details or contact information will now be included in the next attempt to send the order to EDR.
 - Benefit: Ensures the most recent and corrected data is submitted, instead
 of retrying with the originally failed request data.

Third-party Services

EDR

Relaxed Contact Address Requirements for EDR Order Submission Overview:

To streamline the EDR ordering process, we have **removed the requirement** for full contact address information. This change reduces friction during order submission and aligns with more practical data needs.

What's Changed:

EDR Order Contact Validation Updates

- The following **fields are no longer required** when submitting an order to EDR:
 - Street Address
 - City
 - State
 - o Zip
 - Nation
- Required contact fields now include only:
 - Name (at least First Name or Last Name must be populated both cannot be blank)
 - o Email
 - Phone Number

Additional Validation on Service Type Page

 The same validation rules have been implemented on the Service Type page to prevent submission attempts with incomplete contact information early in the order flow.

Impact:

- Simplifies EDR order creation by removing unnecessary address data entry.
- Prevents submission errors due to missing contact address details.
- Provides early feedback during the ordering process via service type validation.

Third-party Services

EDR-Customers with Multiple EDR Accounts

Fixed issues on the Account page accessed via the Order Form that impacted customers with more than one EDR account. Customers with multiple EDR accounts will now see the correct account information displayed without errors or inconsistencies when placing or managing orders.



Third-party Services

First American

Fixed an issue where, when a task was created from an SRF (Service Request Form), the third-party vendor was incorrectly being populated on both the internal and external tasks. Now, the third-party vendor will appear only on the appropriate task.

Third-party Services

First American

Expanded Contact Information

- **COMMENTSTEXT:** Now includes **all property contacts**, along with their **Affiliation** and **Is Cooperative** values.
- The information is presented in full text with line breaks, making it easier to read and review.

Clarified Cooperative Field

• Sys_Contact_Permitted now reflects the "Is Cooperative" field of the first property contact, providing more accurate and consistent data.