



# The CrossFire<sup>→</sup> System

## **Product Specifications:**

---

CrossFire Gold Portal

September 2009

Version 1.0

Highly Confidential

---

# The CrossFire System

## Contents

---

- 3 Introduction
- 4 User Authorization
- 5 CrossFire Gold Portal

## **Introduction**

Access and use of CrossFire<sup>®</sup> product centers at a particular site is governed by a CrossFire Product Center Use Agreement. The Use Agreement contains a Product Center Warranty that states that each product center will perform the functions applicable to the product center set forth in the then most current version of these specifications.

Thus, the most current version of these specifications is an integral part of the overall agreement between RealPage, Inc., and Licensees of CrossFire product centers.

---

## **User Authorization**

---

### Authorized Users

Site Owner's access to and use of the CrossFire System shall, at times, be limited to employees and agents of Site Owner, each of whom shall have been identified by the Site Owner to Provider as an authorized user (an "Authorized User"). Site Owner shall permit only Authorized Users to access and use the CrossFire System. Site Owner must not permit any other entity to access and use the CrossFire System without the permission of Provider. Site Owner shall ensure that all Authorized Users of Site Owner's passwords comply with these terms and conditions of use. Site Owner shall not permit anyone who has not been designated as an Authorized User to obtain or use an assigned password, nor permit anyone who has ceased to be an Authorized User to continue to use an assigned password.

### Site Owner's Agents

Any agent of Site Owner accessing and using the CrossFire System on behalf of Site Owner shall, prior to such access and use, agree to be bound in its individual capacity to all of these terms and conditions of use by means of acceptance of a CrossFire System Agent's Master Agreement.

### Passwords

Site Owner will be solely responsible for the confidentiality of the passwords used to access the CrossFire System and will be solely responsible for any and all losses and damages to either Party resulting from the loss, theft, or misuse thereof, or from Site Owner's failure to maintain, the confidentiality of Site Owner's passwords.

### On-Demand Learning User Access

Access to CrossFire On-Demand Learning requires activation within CrossFire Setup options. Once CrossFire On-Demand Learning has been activated for a property, all users assigned a CrossFire role within the property will be able to access CrossFire On-Demand Learning web-based training courses. Authorized users may easily access the menu of available CrossFire product center courses by selecting the Learning tab. Selecting the desired class launches the user's web-based learning experience.

---

## SPECIFICATIONS – VERSION 1.0

### Overview

---

CrossFire Gold Portal is an easy-to-use online apartment leasing system that enables prospects to pre-qualify for apartment homes, complete their lease application, and sign their lease—on the web—24 hours a day. CrossFire Gold Portal gives prospects real-time access to floor plans, amenities, and availability information. Prospects that start the leasing process online can choose to complete the leasing process at the property site, or those who visit the leasing office can choose to complete their leasing documents on the web at their convenience. This system is configured to match leasing processes at the property site.

CrossFire Gold Portal is a complete leasing system that requires OneSite Leasing & Rents and LeasingDesk Screening.

### CrossFire Gold Portal

---

CrossFire Gold Portal fulfills the following tasks and services:

- **Pricing and Availability**
  - Presents real-time unit availability to online prospects
  - Presents price quotes
  - Integrates with major Internet Listing Services
  - Allows the prospect to virtually tour rooms and facilities
  - Automatic guest card creation and insertion into OneSite Leasing & Rents
  - Prospect Portal creation
- **Screening and Reservations**
  - Allows prospect to reserve units online
  - Permits prospects to pre-qualify for a unit (Pre-screen requires LeasingDesk Screening)
- **Application and Lease Execution**
  - Permits prospects to complete a lease application online
  - Permits prospects to sign lease documents online
- **General Functions**
  - Activity is posted in OneSite Leasing & Rents
  - Configurable to match the leasing process at the site
  - Allows prospects to start and stop the leasing process at any time
  - E-mails are sent throughout the duration of the online leasing process

- **Additional Features**
  - Property web site photos, floor plans, interactive location maps, and URL indexing
  
- **Optional Features**
  - Interactive site plan with unit availability
  - 3D floor plans
  - 3D animation

---

## Detailed Specifications

---

### Pricing and Availability

- **Presents real-time unit availability to online prospects**
  - Provides real-time unit availability
  - Customized availability can be displayed to prospects
  - Allows the property to place an expiration on future searches
- **Presents quotes**
  - Provides an optimized rent range for each unit based on move-in date and lease terms
  - Quotes are based on real-time data
  - Property can set an expiration date on valid quotes
- **Integrates with major Internet Listing Services**
- **Allows the prospect to virtually tour rooms and facilities (additional fee)**
  - Kitchen
  - Living room
  - Bathroom
  - Bedroom areas
  - Common areas
  - Amenities
- **Automatic guest card creation**
  - Information automatically creates a guest card in prospect management
  - The system will enter guest cards seamlessly into OneSite Leasing & Rents
  - The system will generate and send e-mail messages to prospects as they move through the system
- **Prospect Portal creation**
  - Prospect is prompted to create a unique identifier
  - Prospect Portal password is used for the eSignature process
  - Prospect Portal ensures security during lease execution

### Screening and Reservations

- **Allows prospects to reserve units online**
  - Allows prospects to select and reserve a unit online
  - Allows leasing office to determine reservation expiration
  - Immediately removes reserved units from availability
  - Allows for collection of fees via credit card or an ACH (e-Check) payable to RealPage, Inc. for reservations
  - Prospect can log in to the Prospect Portal to view their reservation
- **Allows prospects to pre-qualify for a unit (Pre-screen)**
  - Pre-qualifies prospects for an apartment (requires LeasingDesk Screening)
  - Pre-qualification results are available in about 15 seconds
  - Apartments that prospects have qualified for are reserved and removed from availability
  - Sites can configure screening settings
  - Allows for collection of fees via credit cards or an ACH (e-Check) to RealPage, Inc. for reservations
  - Prospects can log in to the Prospect Portal to view screening results

---

### Application and Lease Execution

- **Allows prospects to complete lease application online**
  - Allows prospects to fill out a lease application online
  - Provides a secure location for prospect's personal information
  - Customized settings for site needs
  - Enables prospects to start the leasing process online and complete the process at the site or on the web
  - Prompts prospects to enter their password from their Prospect Portal account
- **Allows prospects to sign lease online**
  - Enables an applicant to digitally execute a document over the web
  - Uses a secure algorithm that binds the document signer identification and authentication, and the document thumbprint, into a single unique identifying number
  - Digitally stamps lease with an ESA seal
  - Prospects can sign multiple forms required by the property
  - A progress ledger shows all forms to be signed and progress thereof
  - Signed document is stored in a tamper-proof storage system

### General Functions

- **Activity is posted in OneSite Leasing & Rents**
  - Registers price quotes
  - Tracks pre-qualifications
  - Activity is posted in OneSite Leasing & Rents (e.g. quotes, apply/pre-screen, unit reservations)
- **Configurable to match leasing processes at the site**
  - Option to allow online reservations
  - Option to allow online quotes for prospects
  - Manage available units online
- **Allows prospects to start and stop the leasing process at anytime**
  - Prospect information is saved
  - Prospects can log in and resume leasing process where they left off
- **E-mails are sent throughout the duration of the online leasing process**
  - After registration with name, password, phone number, and e-mail address
  - After screening
  - After completion of the lease application online
  - After signing the lease documents



**Additional Features**

- **Property Web Site**
  - Display of photos, floor plans, amenities, interactive location maps, property descriptions, and any other marketing content used to describe the property
  - URL submission for indexing by Google, Yahoo, and MS Bing

**Optional Features**

- **Interactive Site Plan with Unit Availability**
  - Allows prospect to graphically see all available units on a site map and link to online leasing unit details to start the pre-qualification process
- **3D Floor Plans**
  - Provides a 3D-rendered still shot of converted 2D line art floor plan
- **3D Animation**
  - Provides a 3D-rendered, animated walk-through of a 3D floor plan

---

## California Consumer Privacy Act of 2018 (“CCPA”) Data Processing Statement

This CCPA Data Processing Statement applies to “Personal Information” of a “Consumer” as those terms are defined under the CCPA (referred to hereafter as “Personal Data”) that RealPage processes in the course of providing services under the Product Center (“Services”) governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

- **Customer’s Role.** The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.
- **RealPage’s Role.** RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.
- **Data Processing, Transfers and Sales.** RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as “selling personal information” as that term is defined under the CCPA.
- **Sub-Service Providers.** Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer (“Sub-Service Providers”). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.
- **Security.** RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.
- **Retention.** RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer’s written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.
- **Assistance with Consumers’ Rights Requests.** If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer’s Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.
- **Enforceability.** Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.