



The CrossFire[→] System

Product Specifications:

CrossFire Leasing Online

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Version 1.0

Highly Confidential

The CrossFire System

Contents

- 3 Introduction
- 4 User Authorization
- 5 CrossFire Leasing Online

Introduction

Access and use of CrossFire[®] 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 Leasing Online is an easy-to-use online apartment leasing system that enables prospects to pre-qualify for apartment homes. CrossFire Leads Online collects fees and deposits throughout the leasing process, including pre-qualification (screening), reservation, and application fees and deposits. CrossFire Leasing Online gives prospects real-time access to floor plans, amenities, and availability information. This system is also configurable to match leasing processes at the site.

CrossFire Leasing Online

CrossFire Leasing Online fulfills the following tasks and services:

Pricing and Availability

- Presents real-time unit availability to prospects
- Presents quotes
- Integrates with property web sites and most major Internet Listing Services
- Allows the prospect to take a virtual tour of rooms and facilities
- Creates automatic guest cards
- Creates prospect portal account

Screening and Reservations

- Allows a prospect to reserve a unit online
- Permit a prospect to pre-qualify for a unit (Requires LeasingDesk Screening)

General Functions

- Transaction Activity is posted in OneSite Leasing & Rents (*e.g.* quotes, apply/pre-screen, unit reservations)
- Customizable workflow and branding (Additional fees apply)
- Configurable to match leasing processes at the site
- E-mails are sent out throughout the duration of the process

Detailed Specifications

Pricing and Availability

- **Presents real-time unit availability to prospects**
 - Provides real-time unit availability (requires OneSite Leasing & Rents)
 - Customizes how available apartments are displayed to prospects
- **Presents Quotes**
 - Provides an optimized rent range for each unit based on move-in date and lease term (requires YieldStar's Price Optimizer)
 - Quotes are in real time
 - Property can customize length of time for a quote to be valid
- **Integrates with property web sites and most major Internet Listing Services**
 - The system works within existing web sites
 - Customizable workflow and branding (Additional fees apply)
 - Allows property website to link to a view of available units
- **Allows the prospect to take a virtual tour of rooms and facilities**
 - Kitchen
 - Living room
 - Bathroom
 - Bedroom areas
 - Common areas
 - Amenities
- **Creates automatic guest cards**
 - Information automatically creates a guest card in prospect management (Requires OneSite Leasing & Rents)
 - 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
- **Creates prospect portal account**
 - Prospect is prompted to create a unique identifier
 - Prospect portal ensures security of personal information.

Screening and Reservations

- **Allows prospects to reserve units online**
 - Allows prospects to select a unit online to be reserved
 - Allows leasing office to determine reservation fees
 - Allows leasing office to determine reservation expiration dates
 - Immediately removes reserved units from availability
 - Permits credit cards or an ACH (e-Check) for processing reservation fees
 - Prospect can log in to the portal to view reservation
- **Permits prospects to pre-qualify for a unit (pre-screen) (Requires LeasingDesk Screening)**
 - Pre-qualifies prospects for an apartment
 - Pre-qualification results are available in about 15 seconds
 - Pre-qualification approval letter can be customizable
 - Apartments that prospects have qualified for are reserved and removed from availability

- Settings enable sites to configure their screening settings
- Permits Credit Cards or an ACH (e-Check) for processing screening fees
- Prospects can log into portal to view screening results

General Functions

- **Transaction Activity is posted in OneSite Leasing & Rents**
 - Registers quotes
 - Tracks pre-qualifications
 - Transaction Activity is posted in OneSite Leasing & Rents (e.g. quotes, apply/pre-screen, unit reservations)
- **Customizable workflow and branding (Additional fees apply)**
- **Configurable to match leasing processes at the site**
 - Customizable fees
 - Option to allow online reservations or not
 - Option to allow online quotes for prospects or not
 - Controls in place to manage which units are shown as available online
- **E-mails are sent throughout the duration of the process**
 - After registration with name, password, phone number, and e-mail address
 - After screening

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.