

PRODUCT SPECIFICATIONS FOR OPSENERPRISE

UPDATED: March 5, 2020

These Product Specifications describe the current functionality and certain dependencies of the above-referenced product center (the “Product Center”). Access to and use of the Product Center is governed by an underlying agreement and, as applicable, addendum (collectively, the “Agreement”) with RealPage, Inc. and, as applicable, its affiliates (collectively referred to herein as the “Provider” “we” or “us”). Capitalized terms used in these Product Specifications have the meanings provided in the Agreement unless otherwise defined herein.

Subject to the terms of the Agreement, these Product Specifications may be modified at any time. If we modify these Product Specifications, we will post the updated version at <http://www.specifications.controls.realpage.com> and update the “Updated” date above. We recommend that you review these Product Specifications periodically for any changes. Your continued access to or use of the Product Center will constitute your acceptance of the updated Product Specifications.

1. AUTHORIZED USERS AND PASSWORD

Provider will provide the licensee under the Agreement (“Licensee”) with a user name and password permitting Authorized Users to access the Product Center. Licensee is responsible for the protection and dissemination of such user name and password and for any activities or actions occurring under Licensee’s account or log-in credentials—including, without limitation, for any losses or damages resulting from the loss, theft or misuse of or failure to protect any such user name or password. Licensee will permit only Authorized Users to access the Product Center, will ensure that all Authorized Users comply with the terms and conditions set forth in the Agreement and herein, and will not permit any person that ceases to be an Authorized User to continue to use a user name or password.

2. OVERVIEW OF OPSENERPRISE

OPSENERPRISE is a fully-integrated spend management system that automates purchase order entry, invoice entry, and eProcurement functionality with budget-based controls and real-time reporting. The OPSENERPRISE system fully leverages and integrates the OpsBuyer™, OpsInvoice™, and OpsMarket™ solutions. OpsBuyer provides the ability to fully encapsulate and customize spend management and invoice processing. OpsInvoice is a paperless invoice processing solution that provides the ability to centralize the mail room and perform data entry and document management functions. OpsMarket allows for complete and customized eProcurement functionality with suppliers.

3. DETAILED SPECIFICATIONS FOR OPSENERPRISE

This section outlines the major capabilities of OPSENERPRISE:

3.1. OpsBuyer

The major capabilities of OpsBuyer include:

- a. Dashboard: Provide visibility to orders, approvals, and invoices
- b. Purchase orders: Ability to create and process purchase orders
- c. Invoices: Ability to create and process invoices and credit memos
- d. Budget controls: Ability to configure order and invoice approvals based upon a user’s profile budget limits

- e. Spending controls: Ability to configure order and invoice approvals based upon a user's profile limits
- f. Workflow approval and notification system: Ability to electronically route, stamp, and approve/reject orders and invoices based upon a company's business rules
- g. Vendor information management: Ability to manage vendor documents and information
- h. Offline parts management: Ability to create parts lists for use with offline purchase orders
- i. Customized integration with third-party accounting systems
- j. Utility module: Ability to record consumption information for utility invoices
- k. Allocation codes: Ability to split offline orders and online/offline invoices using allocation codes
- l. Dispute management: Ability to electronically manage disputes with OpsCommunity suppliers
- m. Batch upload management: Ability to upload Budgets, Vendors, Vendor – Ledger Code mapping, Category – Ledger code mapping, Shopping List, and Part List
- n. Link users: Allow users to link and manage multiple user IDs
- o. Vendor relations: Ability to copy supplier (online/offline) property relations from an existing property to other properties in the portfolio
- p. Reports: Standard and adhoc reporting

3.2. OpsInvoice

The OpsInvoice application allows suppliers to seamlessly integrate with the OpsTechnology suite of applications. The major capabilities of OpsInvoice include:

- a. Data entry from invoice images
- b. Utility invoice image processing
- c. Data lookup from the OpsBuyer application.
- d. Integration with OpsBuyer and OpsBid applications
- e. Supplier specific processing notes
- f. Workflow and exception handling processes
- g. Support for Statements
- h. Ability to tag invoices
- i. Reports

3.3. OpsMarket

The major capabilities of OpsMarket include:

- a. Dashboard: Provide visibility to orders and invoices
- b. Purchase orders: Ability to create and process purchase orders for OpsCommunity suppliers from an online catalog
- c. Invoices: Ability to process invoices and credit memos electronically received from OpsCommunity suppliers
- d. OpsCommunity supplier catalog hosting: Ability to use OpsCommunity supplier catalogs
- e. Automated order submission to Suppliers in the OpsCommunity
- f. Reports: Standard and adhoc reporting

3.4. Detailed Specifications for OpsBuyer

- a. Dashboard
 - (i) Ability to view a summary of open orders in various statuses
 - (ii) Ability to view a summary of orders/invoices pending approval
 - (iii) Ability to view an aging summary of invoices pending receipt of goods
 - (iv) Ability to view a summary of invoices in various statuses
- b. Purchase Orders
 - (i) Ability to create orders for company suppliers
 - (ii) Ability to generate, print, and send a purchase order by e-mail
 - (iii) Ability to predefine default supplier ledger
 - (iv) Comprehensive purchase order search with a wide variety of filter criteria
 - (v) Option to post purchase orders to the current or a future period
 - (vi) Option to set up recurring purchase orders
 - (vii) Ability to clone recurring purchase orders
 - (viii) Option to check the budget and approval settings against the current purchase order prior to submission
 - (ix) Ability to code a specific line item on the order to a unit number
 - (x) Ability to code a specific line item on the order to a project code
 - (xi) Option to split a purchase order across multiple phases or properties
 - (xii) Ability to audit user actions of the order in workflow
 - (xiii) Ability to audit progress of the order
 - (xiv) Ability to void orders
 - (xv) Ability to receive orders so the open orders are posted to the current A/P period
 - (xvi) Ability to perform mass operations such as void, receipt, approve, and reject orders
 - (xvii) Ability to add attachments to an order
 - (xviii) Ability to update suppliers on approved offline orders
 - (xix) Ability to create G/L Codes, Unit numbers and offline suppliers on the fly
 - (xx) Ability to track notes entered in the Buyer notes field
 - (xxi) Ability to edit approved offline orders
 - (xxii) Ability to limit encumbrance date range on purchase orders
 - (xxiii) Ability to auto-receive orders at the end of the fiscal period
 - (xxiv) Ability to batch print order summary result set
 - (xxv) Ability to view “Requested delivery date” and “Confirmed delivery date” on orders
 - (xxvi) Ability to flag a line item as non-taxable
 - (xxvii) Ability to specify external work order number on line items
 - (xxviii) Ability to split line items across properties by amount, ratio.
 - (xxix) Ability to resubmit rejected orders
 - (xxx) Ability to route order through appropriate workflow based on update to ledger type
- c. Invoices
 - (i) Comprehensive invoice search by a wide variety of search criteria
 - (ii) Ability to create invoices
 - (iii) Ability to link invoices to purchase orders

- (iv) Ability to drill down to the PO number of the order that was linked to the invoice
- (v) Support for the creation of invoice with utility consumption information.
- (vi) Ability to use items from the supplier's parts list while creating an invoice
- (vii) Ability to create credit memos
- (viii) Ability to perform budget checks against the current invoice prior to submission
- (ix) Ability to print or send invoices by e-mail
- (x) Ability to combine several electronic invoice images and corresponding vouchers into a single PDF document
- (xi) Ability to add attachments to an invoice
- (xii) Ability to track asset information
- (xiii) Ability to enforce receipt of goods for supplier invoices created by a particular user type
- (xiv) Ability to void or dispute an invoice during receipt of goods
- (xv) Option to associate each invoice record with a scanned invoice image URL
- (xvi) Option to allow inter-property allocations
- (xvii) Ability to view the account distribution prior to approval
- (xviii) Ability to view invoices in exception status in OpsInvoice application
- (xix) Ability to generate multiple invoices per purchase order
- (xx) Auto rollover Pending / Open invoices to the new A/P period, automatically updating the posting date and period associated with the invoice
- (xxi) Ability to create G/L Codes, Unit numbers, and offline suppliers on the fly
- (xxii) Ability to change header property
- (xxiii) Ability to track notes entered in the Buyer notes field
- (xxiv) Ability to batch print invoice summary result set
- (xxv) Ability to automatically ROG approve invoices by supplier
- (xxvi) Ability for OpsBuyer exception queue users to assign invoices to a quality control user
- (xxvii) Display supplier logo on invoices and credit memos
- (xxviii) Ability to allow updates to "Grand Total" on offline invoices
- (xxix) Display payment history on invoices
- (xxx) Ability to sort summary screens by column headers
- (xxxi) Ability to display related credit memos on invoices
- (xxxii) Ability to upload invoice/credit memo files and save the files as image URLs
- (xxxiii) Ability to flag a line item as non-taxable
- (xxxiv) Ability to specify external work order number on line items
- (xxxv) Ability to view files attached to invoices/credit memos by OpsCommunity suppliers
- (xxxvi) Ability to capture updates to G/L Codes, Unit numbers, and project codes.
- (xxxvii) Ability to split line items across properties by amount, ratio.
- (xxxviii) Ability to copy ledger codes from order to invoice while linking an order to an invoice
- (xxxix) Ability to resubmit rejected invoices
- (xl) Ability to route invoice through appropriate workflow based on update to ledger type

- d. Budget Controls
 - (i) Ability to perform a detail budget check at any time during the generation of a purchase order or invoice
 - (ii) Option to notify the user, or an approver, if the summary account budget is exceeded
 - (iii) Option to require approval if the summary account budget is exceeded
 - (iv) Option to require approvals on invoices which exceed the total of matched purchase orders by a specified percent variance and minimum variance dollar amount
 - (v) Option to run a budget check at the time of review by an approver
 - (vi) Ability to view or print a budget variance report
 - (vii) Ability to import budgets from an Excel spreadsheet
- e. Purchasing Associate Spending Controls
 - (i) Option to establish a monetary spending limit, per order, for each user type with purchasing authority
 - (ii) Option to establish a monetary spending limit, per invoice, for each user type with purchasing authority
 - (iii) Option to notify the user, or an approver, if a user exceeds their spending limit
 - (iv) Option to require approval if a user exceeds their spending limit
 - (v) Ability to view or print a spending detail report
 - (vi) Ability to save vendor information, including name, a unique vendor number, address, web site, status, contact, and customer number
 - (vii) Ability to import vendors from a customer's accounts payable system
 - (viii) Option to require a purchase order to an invoice to have approval
 - (ix) Ability to restrict the use of certain ledger types and/or G/L Codes for selected suppliers
 - (x) Ability to import vendors from a tab delimited file
- f. Online Approvals
 - (i) Ability to generate e-mail messages and reminders when a purchase order or invoice requires approval
 - (ii) Shortcut for approvers to click a link embedded in an e-mail message, to log in, and approve purchases
 - (iii) Option for approvers to approve from a mobile device
 - (iv) Option for approvers to forward a purchase approval decision to another approver through endorsement
 - (v) Ability for approvers to see all purchasing activity forwarded to them for approval
 - (vi) Option for approvers to process all order or invoice approvals for all properties under their portfolio, in a single action, or to process approvals one property at a time
 - (vii) Complete approval history record kept for each purchase order and invoice
 - (viii) Option to allow users to schedule out-of-office days so they are not included in the workflow approval process during that time
 - (ix) Ability to auto-escalate orders and invoices that have crossed predefined workflow timeout limits
 - (x) Ability to approve on behalf of subordinates
 - (xi) Ability to assign a final approver for a ledger type workflow
 - (xii) Ability for approvers to search and filter for documents pending approval
- g. Vendor Payments
 - (i) Option to import invoice payment information

- h. User Types
 - (i) Ability to group users into user types with a given set of responsibilities
 - (ii) Ability to set up order and invoice workflow hierarchy per user type
- i. Accounting
 - (i) Support for multiple chart of accounts
 - (ii) Ability to specify ledger code restrictions at supplier and property level
- j. Utility Bills
 - (i) Support for different types of utility bills
 - (ii) Support for utility meters
 - (iii) Ability to create meters for units
- k. Projects
 - (i) Ability to manage national projects
 - (ii) Ability to manage property-specific projects
- l. Integration
 - (i) Ability to import vendor information from PMC's accounting system
 - (ii) Ability to import payment information from PMC's accounting system
 - (iii) Ability to integrate with OpsInvoice
 - (iv) Ability to integrate with OpsBid for a near real-time budget synchronization
 - (v) Ability to import project codes from PMC's accounting system
- m. Password Management
 - (i) Ability to enforce complex password requirement
 - (ii) Ability to lock account after 'x' failed attempts
 - (iii) Ability to auto reset locked account after 'x' minutes
 - (iv) Ability to change password enforcement after 'x' days
 - (v) Require new users to change password when they log into the application for the first time
 - (vi) Ability to reset password
- n. Allocation Codes
 - (i) Ability to create/edit allocation codes
 - (ii) Ability to split offline orders using allocation codes
 - (iii) Ability to split online/offline invoices using allocation codes
- o. Dispute Management
 - (i) Ability to dispute invoices from OpsCommunity suppliers
 - (ii) Ability to electronically resolve disputes with OpsCommunity suppliers
- p. Batch Upload Management
 - (i) Ability to upload Budgets, Vendors, Vendor – Ledger Code mapping, Category – Ledger code mapping, Shopping List, and Part List
- q. Link Users
 - (i) Allow users to link and manage multiple user ids.
 - (ii) Allow users to seamlessly change user session from one id to another
- r. Vendor Relations
 - (i) Ability to copy supplier (online/offline) property relations from an existing property to other properties

- s. Reports
 - (i) Standard transaction reports
 - (ii) Standard budget reports
 - (iii) Advanced reports from the data warehouse
 - (iv) Standard and adhoc reports from the Integrated Custom report writer
- 3.5. Detailed Specifications for OpsInvoice
- a. Data Entry from Invoice Images
 - (i) Ability to manually create electronic invoices from scanned invoice images
 - (ii) Ability to assign invoices to users for data entry
 - (iii) Facilitate quick and accurate data entry with the ability to look up work order, ledger codes, property unit, and utility meter information from OpsBuyer application
 - (iv) Ability to create statement invoices
 - (v) Ability to tag invoices
 - b. Utility Invoice Image Processing
 - (i) Ability to enter consumption information for utility invoices
 - (ii) Ability to look up utility meter information from OpsBuyer application
 - c. Workflow
 - (i) Ability to validate data entry
 - (ii) Ability to specify workflow routing comments
 - (iii) Ability to specify data entry exceptions during invoice data entry
 - (iv) Ability to receive clarification from company representatives
 - d. Integration with OpsBuyer and OpsBid Applications
 - (i) Ability to submit invoices to OpsBuyer and OpsBid applications
 - (ii) Ability to look up company and supplier information available in OpsBuyer/OpsBid applications
 - (iii) Ability to do a real time look up order, unit, meter, ledger code information available in OpsBuyer
 - e. Reports
 - (i) Summary report of invoice exceptions
 - (ii) Invoice register report
- 3.6. Detailed Specifications for OpsMarket
- a. Dashboard
 - (i) Ability to view a summary of open orders in various statuses
 - (ii) Ability to view a summary of orders/invoices pending approval
 - (iii) Ability to view an aging summary of invoices pending receipt of goods
 - (iv) Ability to view a summary of invoices in various statuses
 - b. Purchase Orders
 - (i) Ability to create catalog orders for OpsCommunity suppliers
 - (ii) Ability to manage a list of purchase order line items into a shopping list, and allow the saved shopping list to be added to future purchase orders
 - (iii) Ability to electronically submit catalog orders to OpsCommunity suppliers
 - (iv) Support for a pricing and availability check for catalog orders with suppliers that are utilizing this functionality

- (v) Option to enter promotion codes on catalog orders with suppliers that are utilizing this functionality
- (vi) Ability to predefine product category general ledger code
- (vii) Ability to create back orders
- (viii) Ability to request electronic order cancellation prior to its fulfillment
- (ix) Ability to obtain available installation dates from suppliers (subject to supplier system support)
- c. Invoices
 - (i) Ability to receive electronic invoices and credit memos from OpsCommunity suppliers
 - (ii) Ability to order items from invoices from OpsCommunity Suppliers
- d. Budget Controls
 - (i) Ability to perform a detail budget check at any time during the generation of a purchase order or invoice
 - (ii) Option to notify the user, or an approver, if the summary account budget is exceeded
 - (iii) Option to require approval if the summary account budget is exceeded
 - (iv) Option to require approvals on invoices which exceed the total of matched purchase orders by a specified percent variance and minimum variance dollar amount
 - (v) Option to run a budget check at the time of review by an approver
 - (vi) Ability to view or print a budget variance report
 - (vii) Ability to import budgets from an Excel spreadsheet
- e. Purchasing Associate Spending Controls
 - (i) Ability to invite company vendors to join the OpsCommunity to facilitate electronic invoicing and online ordering
 - (ii) Ability to request accounts numbers for properties from an OpsCommunity supplier
 - (iii) Ability to view OpsCommunity statistics and the status of account provisioning requests
- f. Catalog
 - (i) Ability to host a fully normalized supplier catalog
 - (ii) Allows for extensive taxonomy and categorization of products in the catalog
 - (iii) Ability to configure additional parts and services from the catalog
- g. Integration
 - (i) Ability to order from a supplier's catalog
 - (ii) Option to access supplier's inventory management system through a pricing and availability check
 - (iii) Ability to receive electronic order confirmations and service dates from OpsCommunity suppliers
- h. Reports
 - (i) Standard transaction reports
 - (ii) Advanced reports from the data warehouse
 - (iii) Standard and adhoc reports from the Integrated Custom report writer

4. 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.

- 4.1. 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.
- 4.2. 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.
- 4.3. 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.
- 4.4. 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.
- 4.5. 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.
- 4.6. 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.
- 4.7. 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.
- 4.8. 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.