PRODUCT SPECIFICATIONS FOR
OPSINVOICE™

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 OPSINVOICE

    OPSINVOICE is a paperless invoice processing solution. The solution provides the ability to centralize the mail room, and perform data entry and document management functions. The OpsInvoice processing service leverages the features and functions of the OpsBuyer™ application to track and process invoices based on a company's business rules.

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

    - Data entry from invoice images
    - Utility invoice image processing
    - Data lookup from the OpsBuyer application.
    - Integration with OpsBuyer and OpsBid™ applications
    - Supplier-specific processing notes
    - Workflow and exception handling processes
    - Support for Statements
    - Ability to tag invoices
    - Reports

    Note: The OPSINVOICE Product Center was not designed to store electronic protected health information, as defined by Section 160.103 of the HIPAA Regulations, 45 CFR Parts 160, under the Health Information Portability and Accountability Act Omnibus Final Rule released on January 17,

2013. Users should not use any feature of the OPSINVOICE Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR OPSINVOICE

This section outlines the major capabilities of OPSINVOICE:

3.1. Data entry from invoice images

   a. Ability to manually create electronic invoices from scanned invoice images
   b. Ability to assign invoices to users for data entry
   c. 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
   d. Ability to create statement invoices
   e. Ability to tag invoices

3.2. Utility invoice image processing

   a. Ability to enter consumption information for utility invoices
   b. Ability to look up utility meter information from OpsBuyer application

3.3. Workflow

   a. Ability to validate data entry
   b. Ability to specify workflow routing comments
   c. Ability to specify data entry exceptions during invoice data entry
   d. Ability to receive clarification from company representatives

3.4. Integration with OpsBuyer and OpsBid applications

   a. Ability to submit invoices to OpsBuyer and OpsBid applications
   b. Ability to look up company and supplier information available in OpsBuyer/OpsBid applications
   c. Ability to do a real-time lookup order, unit, meter, ledger code information available in OpsBuyer

3.5. Reports

   a. Summary report of invoice exceptions
   b. Invoice register report

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. <u>Sub-Service Providers.</u> 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. <u>Security.</u> 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. <u>Retention.</u> 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. <u>Assistance with Consumers' Rights Requests.</u> 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. <u>Enforceability.</u> 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 invaliding 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.