

PRODUCT SPECIFICATIONS FOR PROPERTYWARE EPAYMENTS

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 PROPERTYWARE EPAYMENTS

PROPERTYWARE EPAYMENTS Propertyware ePayments is a web-based payment processing system that offers a number of electronic payment options to improve efficiencies in the leasing office and for residents. Propertyware is providing the Payments Service to Subscriber as payee-agent, and all payments submitted by Subscriber’s customers through the Payments Service provided by Propertyware shall constitute payments to the Subscriber.

3. DETAILED SPECIFICATIONS FOR PROPERTYWARE EPAYMENTS

This section outlines the major capabilities of PROPERTYWARE EPAYMENTS:

3.1. ACH – Automated Clearing House

- a. ARC (Accounts Receivable Collection) - Check conversion for resident checks, consumer checks drawn on U.S. funds
- b. PPD (Preauthorized Payment and Deposit) - Single debit by means of authorization form received at the point of sale
- c. Recurring - Recurring debit by means of authorization form received at the point of sale
- d. WEB-S (Internet Initiated Entries) - Internet initiated single payments through a checking/savings account
- e. WEB-R (Internet Initiated Entries) - Internet initiated recurring payments through a checking/savings account

3.2. IRD – Image Replacement Document

- a. Check conversion for money orders, business checks, traveler’s checks, government checks, convenience checks, and cashier’s checks
- b. U.S. checks drawn on U.S. funds

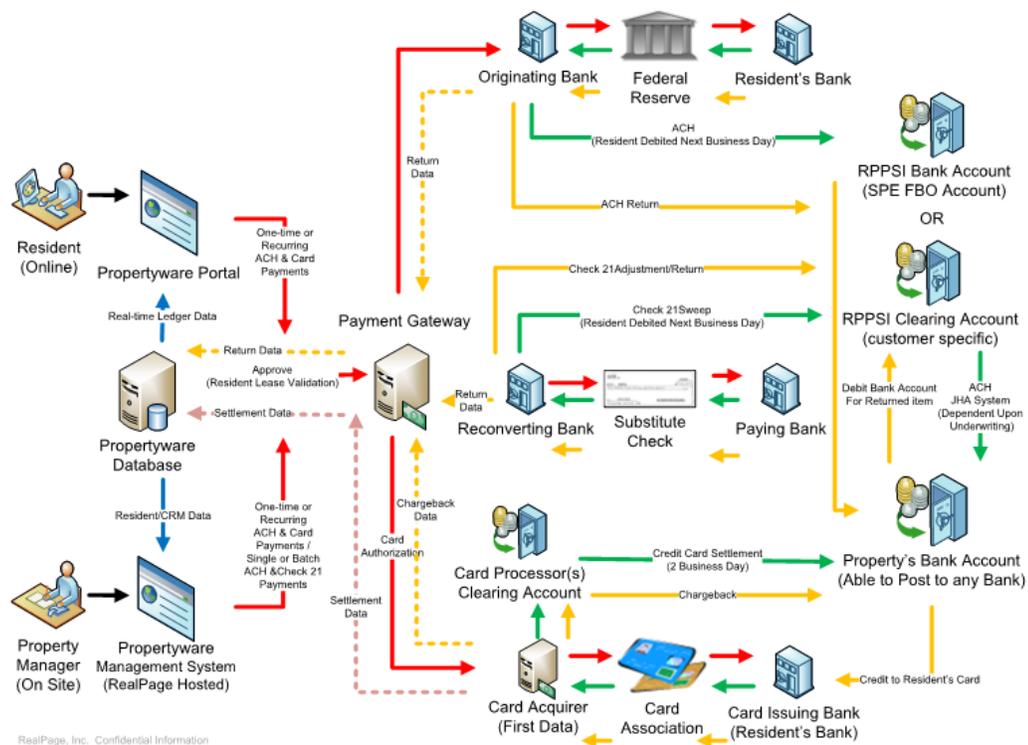
3.3. Credit or Debit Card

- a. Card swipe processing at the point of sale
- b. Single charge by means of authorization form received at the point of sale
- c. Recurring charge by means of authorization form received at the point of sale
- d. Internet initiated single and recurring payments through credit or debit card

3.4. Payment Methods

- a. Bulk Processing of ACH
 - (i) Ability to convert a batch of paper checks to electronic items using a check scanner
- b. Check Conversion (ACH/IRD)
 - (i) Ability to convert a paper check to an electronic item using a check scanner
- c. Preauthorized Single Payments (ACH/CC)
 - (i) Ability to process a single transaction by means of an authorization received by the resident
- d. Preauthorized Recurring Payments (ACH/CC)
 - (i) Ability to process recurring transactions by means of an authorization received by the resident
- e. Card Present Transactions (CC)
 - (i) Ability to process a credit or debit card transaction by swiping the card through the card scanner
- f. Online Payments (ACH/CC)
 - (i) Ability for a resident to authorize and process a single or recurring transaction through a secure web site
- g. Returns/Adjustments/Chargebacks
 - (i) Returns – ACH or CC items that are returned for non-payment; the most common return reasons are:
 - 1. Insufficient funds (NSF)
 - 2. Account closed
 - 3. Unable to locate account
 - 4. Invalid account number
 - 5. Unauthorized debit to consumer account
 - (ii) Chargebacks – The return of the original card transaction from the Issuer, when a specific rule or regulation may have been violated
- h. User Administration
 - (i) Ability for a designated user to add, delete, and maintain users’ rights and roles for ePayments within the Propertyware system
- i. Reports
 - (i) Available for daily transaction monitoring, viewing batch totals and transaction details, and bank reconciliations

3.5. Payment Transaction Flow



- a. Payments are initiated by residents and/or on-site staff.
 - (i) One-time ACH and Card transactions are initiated by residents online.
 - (ii) Recurring ACH and Card payments are automatically processed without user/resident interaction.
 - (iii) Checks and Card transactions are processed by on-site staff.
- b. Online and on-site payments are authorized and posted to the resident ledgers in real time.
 - (i) Residents can view their adjusted balance and see their payment applied the moment it happens whether they pay online or on site.
 - (ii) Site, regional, and corporate staff can see the payments online in the Payments system as they happen throughout the day.
 - (iii) All payments are validated in real time against the resident data to verify that a resident is not marked to not accept checks or other forms of payment.
 - (iv) ACH and Check images are batched together and transmitted to the sponsor bank for RealPage at 8:00 P.M. Central Time.
 - (v) Card transactions are sent real time to the credit card processor for Propertyware.
 - (vi) Batches are automatically closed within the Property Management System without any interaction from customer.
- c. The payments are cleared through the appropriate network: ACH through the Federal Reserve Bank; Card transactions through Visa, MasterCard, etc.; and Checks/Money Orders through bank image clearing networks.
- d. Debits are charged against resident's bank or card accounts.

- e. Funds are received in a RealPage clearing account FBO (for benefit of) RealPage clients for ACH and in the Merchant Service Provider’s clearing account for Card transactions.
 - (i) The RealPage Payment Processing Services, Inc. (RPPSI) clearing account FBO RealPage clients is a bankruptcy remote entity (a Special Purpose Entity) established for the sole purpose of clearing funds.
 - 1. The funds in RPPSI are safe from any RealPage creditor claim in the unlikely event that RealPage should enter voluntarily or involuntarily into bankruptcy proceedings.
 - (ii) Each client has unique identifiers that identify its funds when processing through the clearing account allowing funds to be settled appropriately among their property’s bank accounts.
- f. Deposits are made to the appropriate property bank account at its existing bank. No new bank accounts are required.
- g. Separate bank accounts for ACH and Credit Card payments are supported.
- h. In the event that an item is returned by the resident’s bank for any reason, the amount funded for that particular transaction will be debited from the property’s bank account and a return notification will be available in a nightly e-mail message to the PMC owner. Returns are received daily in the ePayments system and automatically reflected on the Lease Ledger; any return fees and late fees will be automatically applied to the ledger based on the property’s settings within Leases. For items that are returned for poor image quality, or because the item was processed for an incorrect amount (Money Orders, Cashier’s Checks, Business Checks, etc.), an adjustment (debit or credit) will be made to the property’s bank account for the difference in order to correct the item.

3.6. User Rights and Roles

Propertyware Permission Options		Propertyware Roles	
Name of Permission/Ability	Definition	Administrator Privilege Level	Normal Privilege Level
Contacts - Edit ePayment/Bank Information	Allows the permitted user to enter and change a tenant or owner's bank account or other ePayment information.	Y	Y
Money Out - Vendors: Edit ePayment/Bank Information	Allows the permitted user to enter and change a vendor's bank account or other ePayments information.	Y	Y
Banking - View ePay bank account unmasked	Allows the permitted user to view any contact or vendor bank account information in full detail.	Y	Y
Create ePayment	Provides the ability to create an ePayment on a Tenant or Vendor Ledger.	Y	Y
Create Owner Draw	Provides the ability to create an ePayment to an owner from the Management module.	Y	Y
Post all Owner Draws	Provides the ability to create bulk payments to selected owners from the Management module.	Y	Y

3.7. Reports

- a. ePayments Batch
 - (i) Reflects electronic payments deposited to an account by batch along with return activity for a specified time period
- b. Money In - ePayments
 - (i) Reflects electronic payment transaction activity posted in a designated time period
- c. ePayments This Month
 - (i) Reflects electronic payment transaction activity posted in the current month
- d. ePayments Reconciliation
 - (i) Provides a breakdown of transactions by categories for audit purposes
- e. ePayments Tenant and Bank Information
 - (i) Provides the ability to view a list of tenants and their ePayment settings with masked bank account details
- f. ePayments Returns
 - (i) Provides the ability to view failed payments and return activity
- g. ePayments Pending
 - (i) Provides a breakdown of ACH transactions in Pending Settlement status
- h. ePayments Owner Draws
 - (i) Provides a list of Owner payment transaction activity and status

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.