

PRODUCT SPECIFICATIONS FOR OPSMERCHANT™

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 OPSMERCHANT

OPSMERCHANT allows suppliers to interact seamlessly with real estate communities through an on-demand web interface to help enforce relationships and pricing agreements. It can also integrate customers’ accounting systems to deliver invoices quickly through a paperless process.

The OPSMERCHANT application allows suppliers to seamlessly integrate with the OpsTechnology suite of applications.

The major capabilities of OPSMERCHANT include:

- Home: Provide visibility to requests, orders, and invoices
- Orders: Ability to receive orders from customers using other OpsTechnology applications
- Invoices and Credit Memos: Ability to create and send invoices and credit memos electronically to customers using other OpsTechnology applications
- Accounting provisioning: Ability to provision accounts based upon requests from customers using other OpsTechnology applications
- Supplier profile and directory: Visibility within a directory accessible by customers using other OpsTechnology applications
- Subscription to the OpsCommunity
- Product catalog: Ability to create and present customer specific catalog to customers using other OpsTechnology applications

- Dispute management: Ability to electronically resolve invoice/credit memo disputes with PMCs
- Shopping lists: Management and sharing of shopping lists with customers using other OpsTechnology applications
- Document management: Ability to store and share documents
- Bid participation: Ability to receive and respond to bids sent by OpsBid™ customers
- Integration: Integration with other OpsTechnology applications
- Reporting: Standard reporting functionality

3. DETAILED SPECIFICATIONS FOR OPSMERCHANT

This section outlines the major capabilities of OPSMERCHANT:

3.1. Home

- a. Ability to view account provisioning and new customer requests
- b. Ability to view aging of orders and invoices in various statuses
- c. Ability to view aging of bid requests and bid responses in various statuses
- d. Ability to view bids published in the OpsCommunity web site

3.2. Orders

- a. Ability to receive orders online from customers using other OpsTechnology applications
- b. Ability to view, confirm, or reject orders
- c. Ability to print or reject a batch of orders
- d. Ability to export new orders from OpsMerchant
- e. Ability to view requested delivery date and confirmed delivery date

3.3. Invoices and Credit Memos

- a. Ability to create invoices
- b. Option to reference an invoice to an order when created
- c. Ability to electronically submit invoices to customers using other OpsTechnology applications
- d. Option to import invoices into OpsMerchant
- e. Ability to issue credit memos
- f. Ability to view payment information on invoices
- g. Ability to indicate discounts on invoice line items
- h. Ability to flag line items as non-taxable
- i. Ability to attach files

3.4. Account Provisioning

- a. Ability to view and filter account provisioning requests
- b. Ability to perform inline edit of account provisioning requests
- c. Ability to fulfill account provisioning requests
- d. Ability to upload and download customer accounts
- e. Ability to perform inline disablement of customer accounts

3.5. Accounts and Settings

- a. Ability to view and modify the company's public profile
- b. Ability to view customer subscription information
- c. Ability to subscribe for membership as invited by the customer
- d. Ability to set default payment terms

- e. Ability to manage location and product/services information
 - f. Ability to manage received email notification addresses
- 3.6. Product Catalog and Shopping Lists
- a. Ability to have catalogs with customer-specific pricing set up for customers using other OpsTechnology applications
 - b. Ability to browse catalog listings for customer/account
 - c. Ability to search for products in a catalog
 - d. Ability to create and share shopping lists from product catalogs
 - e. Ability to generate and fulfill catalog requests to update existing or create new catalogs
 - f. Ability to manage punchout catalog settings
- 3.7. Dispute Management
- a. Ability to view count of disputed invoices
 - b. Ability to respond to dispute comments from PMCs
 - c. Ability to receive e-mail messages regarding invoice dispute/dispute resolution
- 3.8. Document Management
- a. Ability to organize, store, and manage documents
 - b. Ability to share documents
 - c. Ability to set access control on a shared document
- 3.9. Bid Participation
- a. Ability to receive RFPs electronically
 - b. Ability to respond to RFPs and submit bids electronically
 - c. Ability to upload supporting documents and proposals and submit electronically to the OpsBid™ application
 - d. Ability to filter and search for bids based on bid type (public, private), published bids in service category and service locations
- 3.10. Integration
- a. Seamless integration with other OpsTechnology applications such as OpsBuyer and OpsBid
 - b. Electronic receipt of orders from other OpsTechnology applications
 - c. Electronic receipt of bids from other OpsTechnology applications
 - d. Electronic submission of bid responses to other OpsTechnology applications
 - e. QuickBooks integration
- 3.11. OpsCommunity Web Site (Supplier Directory and Public Bids)
- a. Provides public listing of suppliers that are registered members of the OpsCommunity network
 - b. Ability to search for suppliers and send bid requests through the OpsBid application
 - c. Ability for suppliers to view public bids from PMCs and respond to bids through OpsMerchant
 - d. Ability for suppliers not part of OpsCommunity to register for free (Terms and Conditions apply)
- 3.12. Reporting
- a. Report of company/property-specific product catalog
 - b. Report of customer property lists
 - c. Report of customer invoices

- d. Report of customer orders
 - e. Report of customer spend detail
 - f. Report of customer spend summary
 - g. Report of open order by unit number
 - h. Report of order-invoice cycle times
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.