

## PRODUCT SPECIFICATIONS FOR VELOCITY INVOICE PROCESSING SERVICES

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 VELOCITY INVOICE PROCESSING SERVICES

VELOCITY INVOICE PROCESSING SERVICES manage a property’s utility bills from invoice receipt through to presenting transaction data for posting into a customer’s accounts payable system. Invoices are received by Velocity and relevant invoice information is captured and presented through a secure RealPage-hosted web site. This includes scanned images of invoices received in hard copy. Invoice details and consumption information is captured. Expense details are coded to customer-designated cost centers and general ledger accounts. The invoice data is then made available for import to customers’ accounts payable systems for payment.

VELOCITY INVOICE PROCESSING SERVICES include the following features:

- Receive Utility Invoices
- Scan Utility Invoices
- Utility Invoice Data Capture
- Resident Billing Integration
- Accounts Payable Extract
- Reports

### 3. DETAILED SPECIFICATIONS FOR VELOCITY INVOICE PROCESSING SERVICES

This section outlines the major capabilities of VELOCITY INVOICE PROCESSING SERVICES:

#### 3.1. Receive Utility Invoices

- a. Velocity provides a PO Box to receive client utility invoices at least once each day

- b. Velocity notifies each designated vendor of the change in billing address

### 3.2. Scan Utility Invoices

- a. Paper invoices are scanned and saved in PDF format
- b. Multiple page invoices are stored in one file
- c. Scanned images are available online within three business days of invoice receipt.
- d. Invoice images are accessed by customers using a secure RealPage-hosted web site

### 3.3. Utility Invoice Data Capture

- a. Consumption and expense data are captured from utility invoices, including invoice date, due date, date the invoice data was captured, total current charges, vendor name, and property name
- b. Utility invoice line items are coded to customer-specified cost centers and/or general ledger accounts

### 3.4. Resident Billing Integration

- a. Invoices that can be allocated to residents are automatically presented to the resident billing services group (requires subscribing to Velocity Resident Billing Services)
- b. The Invoice Processing Service provides processing for both master utility invoices and vacant unit invoices

### 3.5. Reports

The reports listed below are available at both the site level and for groups of sites a user is authorized to access. If a user ID has access to more than one site, then a summary line with the available totals will be presented on the report through OneSite Central Reporting.

- a. Consumption Summary Trend
- b. Electricity Consumption Trend
- c. Gas Consumption Trend
- d. Utility Invoice Detail
- e. Utility Invoice Ledger
- f. Utility Invoice List
- g. Water Consumption Trend

The following reports are available through OneSite Central Reporting only:

- h. Utility Invoice Summary
- i. Utility Invoice Summary (Trend)

#### 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.