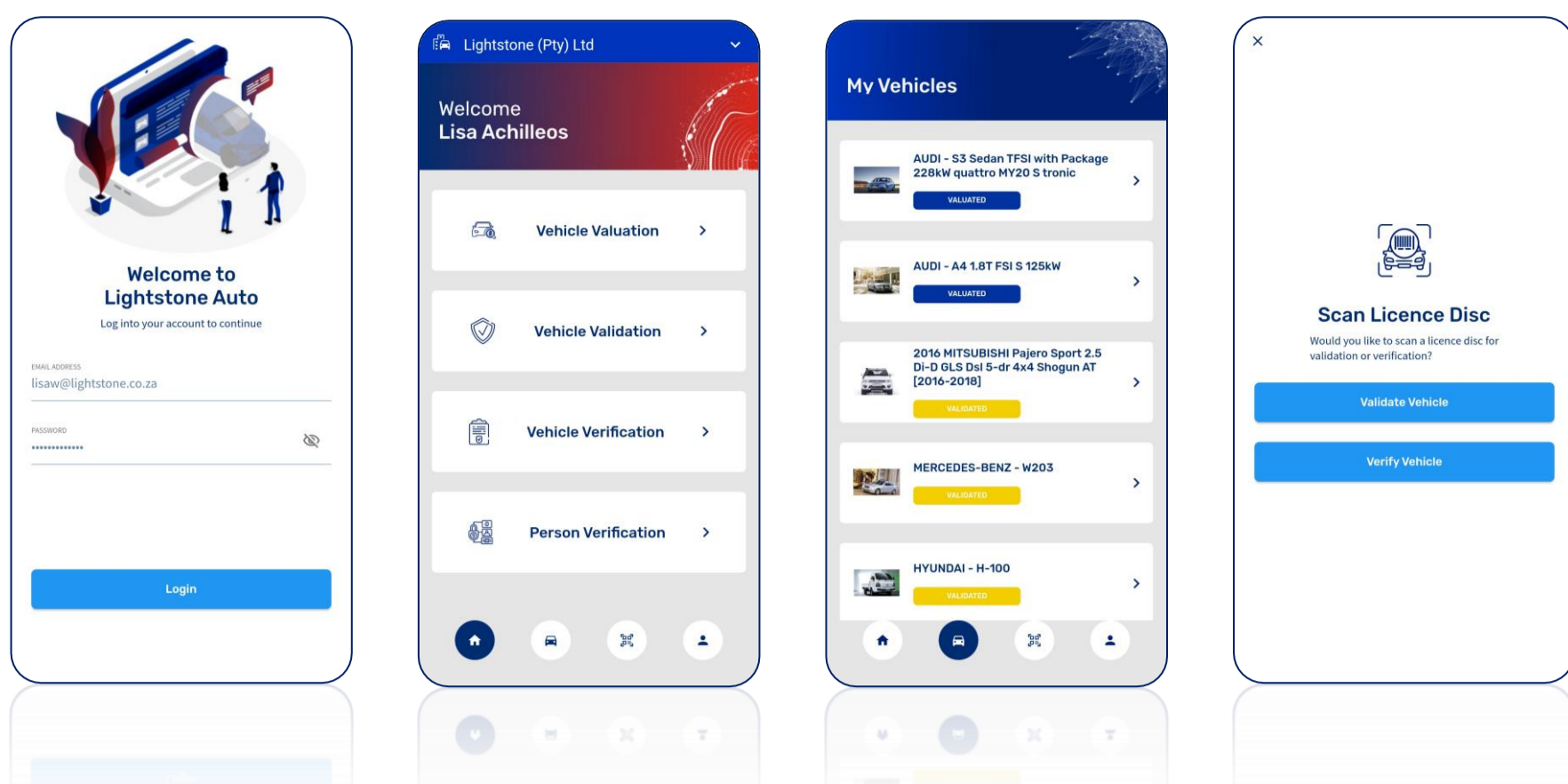


The Lightstone Auto Mobile App

brought to you by **Lightstone**

We simplify the complex

Lightstone Auto's mobile app (previously known as LIVE) makes it easier for sales and finance professionals in the South African motor industry to get all the information they need about a vehicle and its driver.

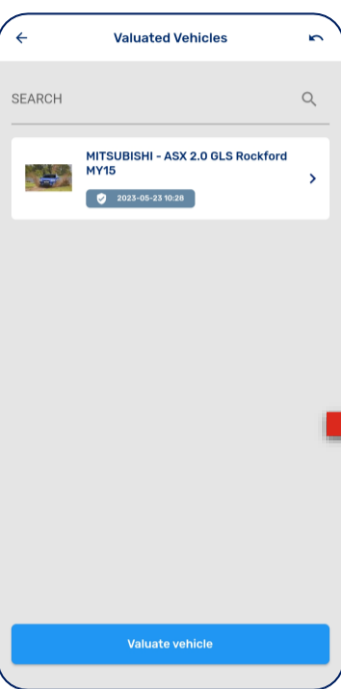


Our mission is to create a more holistic Automotive app to help our dealership partners simplify complex in their business processes.

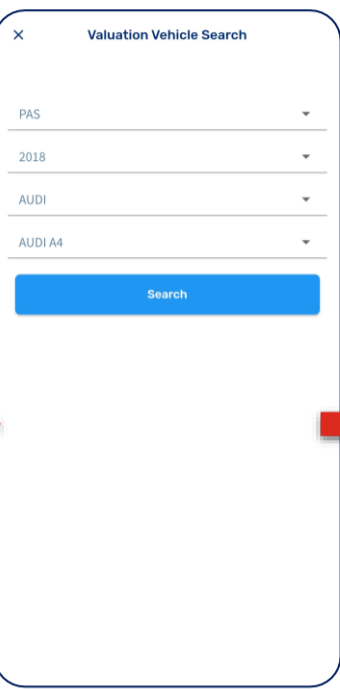
Join us on this journey.

Vehicle Valuation

Click 'Valuate vehicle' to start a new valuation

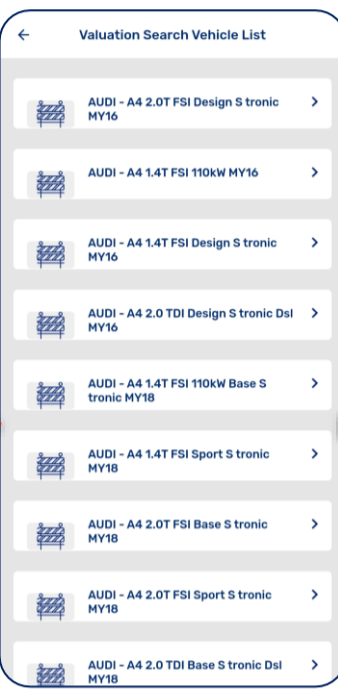


Use the dropdowns to search for a specific vehicle



The dropdowns are sequential, which means that you need to first select Market, then Year, Make and Model

Select a derivative



Enter mileage & condition



Mileage & Condition are required fields

View the final report

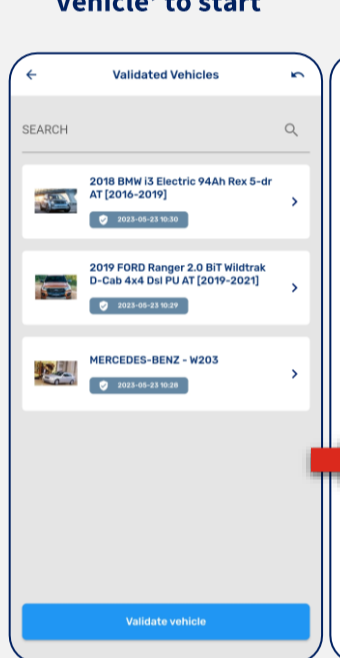


Searched & returned – this will only contain information if a scan was done

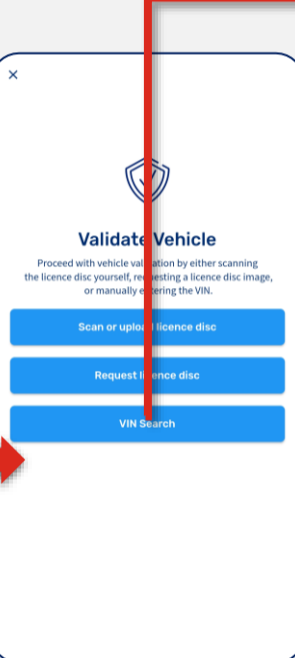
Share – share the report via multiple communication channels on your device

Vehicle Validation or Verification

Click 'Validate vehicle'/'Verify vehicle' to start



Choose a method



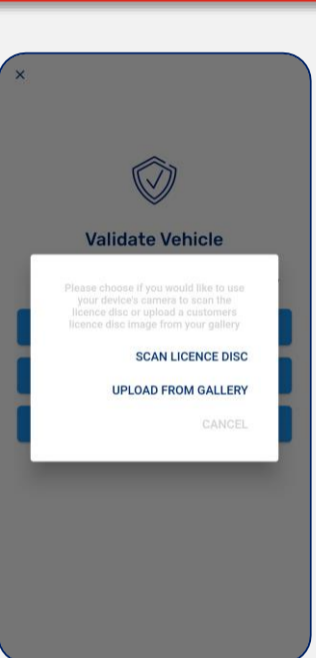
Scan – opens the device camera to scan the barcode

Upload – upload a high-quality image of a licence disc in PNG or Jpeg

Request licence disc – allows you to send a default text via different communication channels asking for an image (can be customised)

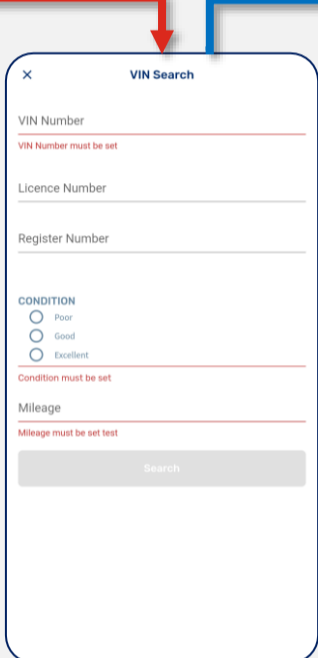
Vin Search – manually type/ paste the VIN to get the report

Scan or upload an image



OR

Manual VIN Search

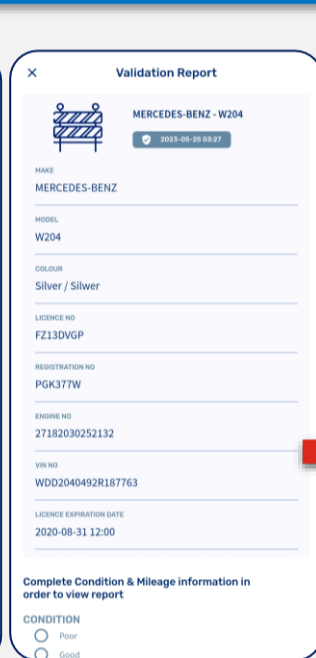


VIN – required field. VIN should consist of 17 characters and not contain an I, O, Q (the app verifies this)

Licence & Reg number – optional fields, used mostly for Police Interest

Condition & Mileage are required fields.

Enter mileage & condition



View the final report



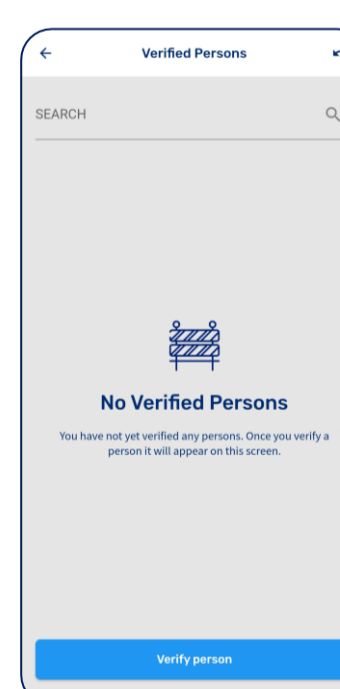
Searched – this will contain the input from the scan, which is the VIN, Licence & Reg numbers

Returned – this is the info we have and could confirm on the VIN

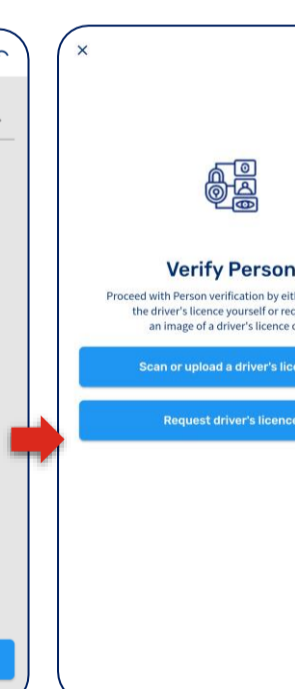
Share – share the report via multiple communication channels on your device

Driver Verification

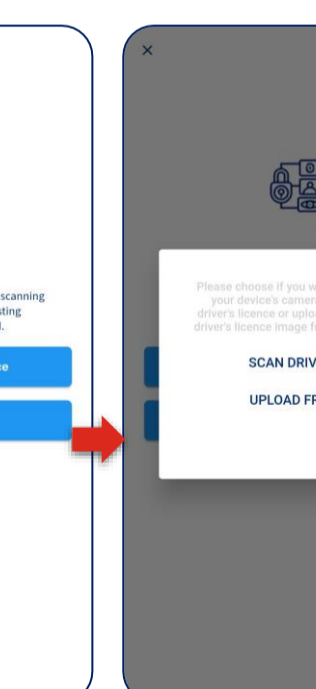
Click 'Verify person' to start a person verification



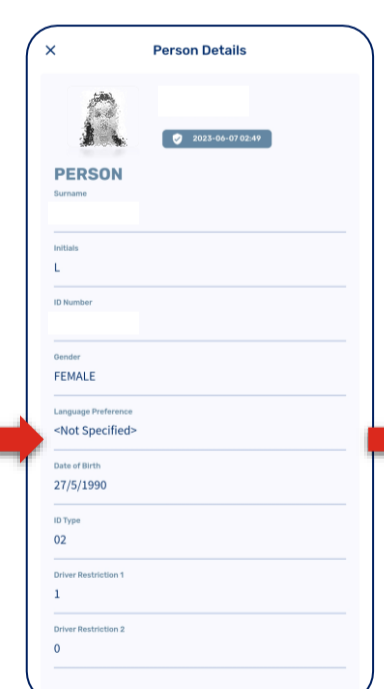
Choose a method



Scan or upload an image



Review person information from the scan



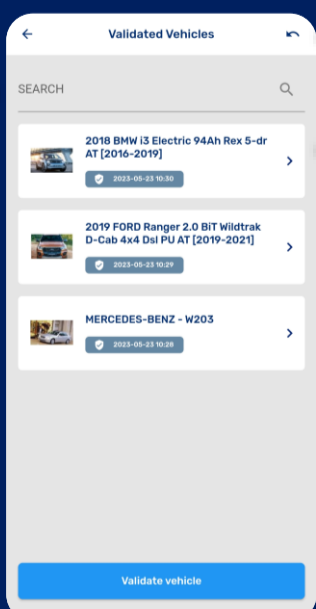
View the final report



The Basics

Search – start typing a vehicle model to search for a specific vehicle from the previously scanned vehicles

Order – the vehicles are ordered by date (scanned), descending



Undo – undo the deletion using the undo button in the top right corner

Delete – hold your finger on the vehicle and swipe right

FAQs

Which login details do I use?

Login with your current Lightstone credentials (the same email and password you use to log in through the Lightstone website)

How do I reset my password?

Reset your password through the [SSO login](#) via the Lightstone website, alternatively contact Support for assistance.

Why does do I get a 'Barcode could not be read' error?

Upload high quality JPEG or PNG files between 1MB and 5MB. Ensure that the barcode is **clearly visible**. Ensure that the barcode is horizontal in the photos, so rotate and save the image correctly if needed.

What happens if Lightstone does not have my VIN?

In some cases, Lightstone does not have the VIN, we therefore cannot Validate the VIN entered. In this case you can do a Valuation if you are subscribed to the Package. For the Verification package you will be presented with dropdowns to select a vehicle, this means that you will receive generic vehicle information (from your selection) as well as the 3rd party information such as Police and Finance Interest (based on the VIN).

Which actions are billable?

After scanning/uploading an image/ manually search for the vehicle; when you click on *View Report* it will count towards your billable transactions. If you view an existing vehicle's report, it will not be billed. If you *Re-validate/Re-existate* or *Re-verify* it will also count towards your billable transactions.

Huawei

The app requires Google services; therefore, Huawei devices from 2020 onwards need to follow an additional step. You will need to download an app called Gspace, and within Gspace, download Google Play Store then download our app from there.

What is the difference between a Valuation and Validation?

With the Valuation, the report is based on the input from the user, i.e. selecting the vehicle from the dropdowns. This gives you generic vehicle information and values.

With Validation (and Verification), the report is based on the VIN. This means that we validate the VIN and return specific vehicle information and values for that vehicle.

Contact us for assistance

087 359 3241 | livesupport@lightstoneauto.co.za | www.lightstone.co.za

Or reach out to your Regional Lightstone Sales Representative

