



GETTING STARTED WITH VIPER

SCAN WITH VIPER

VIPER turns a standard vehicle scan into a powerful acquisition moment—right in your service drive or on your lot. In just minutes, it captures a comprehensive view of a vehicle's condition, helping you move from inspection to decision with speed and confidence.

HOW TO SCAN

- ▶ Drive every vehicle through VIPER as part of normal service check-in.
- ▶ Drive — 2-3 mph, without stopping.
- ▶ Wait 30-45 seconds between scans.

The scan itself takes less than 60 seconds.
Work it into your normal service drive flow.

Run every vehicle in service through VIPER— every car, every day, no exceptions.

You don't know which customer is ready to sell, so you scan all of them.

When the customer is present, you can mention the valuation as part of their visit:

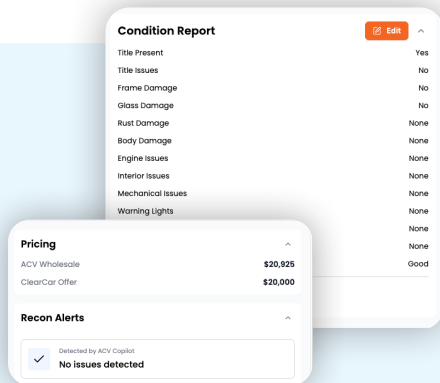
"We now include a complimentary vehicle appraisal with every service visit. If you've ever been curious what your car is worth, or you're thinking about upgrading, we're always interested in buying. No pressure whatsoever — just an added benefit of bringing your car in today."



WHAT VIPER CAPTURES

As each vehicle drives through, VIPER automatically captures three things—no manual work required:

1. **360° appraisal photos** — detailed photos of the entire vehicle exterior & undercarriage.
2. **Damage photos** — Annotated photos of automatically detected dents, scratches, paint chips and rust.
3. **Tire tread measurements** — measured tread depth on each tire.



VIPER INSPECTION DASHBOARD

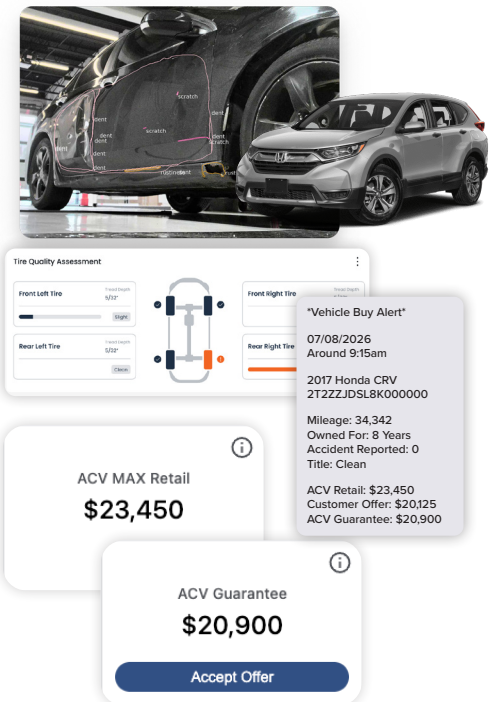
After the scan, the VIPER dashboard brings everything together in one view: appraisal and undercarriage photos, tire tread readings, and detected damage.

Open the dashboard at vipер.acvauctions.com on a laptop, tablet, or in the VIPER mobile app.

WHAT HAPPENS AUTOMATICALLY AFTER EACH SCAN

- ▶ **A ClearCar estimate** form is created—ready to give to every customer.
- ▶ **Acquisition alerts** are texted to the sales team if the vehicle matches your buying criteria: “This is a vehicle we want to buy. Offer up to X% more.”
- ▶ **Tire alerts** are texted to the service advisor if tread is below your threshold—flagging a tire upsell.

Configuring alerts: Acquisition & Tire-tread alert thresholds can be configured by the ACV team. To set or adjust them for your store, contact your ACV account manager.



QUESTIONS?

Contact our VIPER support team for additional questions and support needs.

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