JewellERP guide

Getting started with JewellERP

Prepare access, migrate data and approve the shop’s first workflows.

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1. Prepare access

1. Appoint a contact and agree the switch date and required checks with the team.

2. Find the separate credentials for the ERP and website customer area. The customer area handles subscriptions, invoices and support.

3. Check the instance link and retain access to the previous software during migration.

2. Assign permissions

Create a personal ERP account for each user. The administrator assigns permissions and store scope.

Test access with someone from each job. Agents should find their own sales and commissions. Review permissions when staff join or leave.

3. Configure the shop

1. Check company, store, currency, VAT and document details with your adviser.

2. Review a sample document template.

3. Enter metal, fineness, weight and references where relevant. Check modules and permissions in your instance.

WordPress is an option charged per site in the plan offering it.

4. Import a small batch

1. Keep original exports and download the migration CSV template.

2. Map columns and run a simulation.

3. Correct errors before executing the small batch.

4. Compare records and stock with the previous system before continuing.

There is no general import undo or invoice migration. Confirm team-assisted migration scope; work outside it requires a quotation.

5. Prepare training

Optional setup includes the training in your proposal. Check duration, delivery and any launch offer.

Prepare shop examples: receipt, search, sale, repair or manufacture. Involve the future users.

6. Arrange support

Included standard support targets a first response within 48 working hours. Optional priority support adds priority handling and telephone assistance. These times are targets, with no guaranteed resolution and no on-call service. For a server licence, assistance is billed per hour.

These are response times. In requests, include steps, expected result and error without passwords or keys.

7. Assign backup responsibilities

The publisher hosts SaaS. Enable the account protections offered and keep independent exports.

For a licence on your server, assign responsibility for backups, restoration and infrastructure security.

8. Approve the switch

1. Have staff complete a sales, repair or manufacturing example.
2. Check stock, the Police Book register and its integrity check.
3. Check invoices, guides and support in the customer area.
4. Resolve differences before continuing and keep the approval record.

9. Sources and scope

Reference pages of the JewellERP website, edition of 21 November 2026: /en/demarrage, /en/tarifs, /en/reprise-des-donnees, /en/support, /en/securite, /en/sur-votre-serveur, /en/cgv and /en/confidentialite.

This guide describes documented features. Applicable prices, scope, timeframes and commitments follow your offer and accepted terms.