JewellERP guide

Use the JewellERP customer area

Sign in, check invoices, download documents and follow support requests.

Updated on 21 November 2026 · EN

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1. Sign in

1. Open the customer area with the address invited by the team.

2. Enter your password and the one-time code received by email.

3. If the code expires, request another and use the latest one. Check spam.

Use Forgot password to request a reset when outgoing email is configured. Otherwise contact the team. Never share a code.

2. Find your software

The software link opens the ERP when the team has set its address. Stock, shop operations and staff accounts are managed in the ERP.

The customer area handles your relationship with JewellERP. Its interface currently remains in French.

3. Check your subscription

Read the plan, period, dates, status and options. Separate recurring subscription and one-time setup. For server licences, distinguish the licence from its yearly maintenance.

For changes, check the summary and the effective date confirmed by the team. A request alone does not apply a change.

4. Check and pay an invoice

1. Open the invoice and check lines, VAT, total and balance after credit notes.

2. Download the available PDF or request it from the team.

3. Use the displayed bank-transfer details and quote the invoice number.

The team records payment after checking it. Card payment is not offered. Report discrepancies before paying.

5. Download documents

The Documents section contains your contracts, terms, licences and private files. Downloading requires sign-in to your account.

General guides are available under Guides and public Resources. Keep your own contract and accepted terms separately.

6. Follow a support request

1. Choose a category and a precise subject.

2. Describe steps, expected and observed results, and useful references. Remove secrets from attachments.

3. Continue in the same thread to keep replies together.

An answered request can close after fourteen days without feedback; a customer reply reopens it.

7. Read usage and alerts

In Subscription, check the month and date of e-invoice and AI-credit records. Included volumes and overages follow your offer.

Enter personal AI keys only in the ERP. The bell opens notifications; profile preferences control optional emails. Security alerts remain active.

8. Update your profile

Check contact information and preferences in Profile. Ask the team to correct company, French SIREN or billing address before the next invoice.

Use the dedicated password form. Contact the team to change the account contact. Sign out on shared devices.

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.