Introduction

Introducing **Luxsurance powered by Jewelers Mutual Group**, a fully integrated insurance option offering **1-click Jewelry Insurance** options right from your POS. With flexible options and the convenience of full integration with your POS, offering peace of mind to your customers has never been easier.

Getting Started

Luxsurance is a licensed-based Edge integration requiring an initial sign-up through **Luxsurance**. They will alert our **Administrative** team about your subscription who will then issue you a new **Edge license** via email**.** The newly issued license must be installed prior to using Luxsurance in Edge. Installation steps are **included** with your license.

To learn more about **Luxsurance** and to sign-up, please visit their website:
https://www.luxsurance.com/

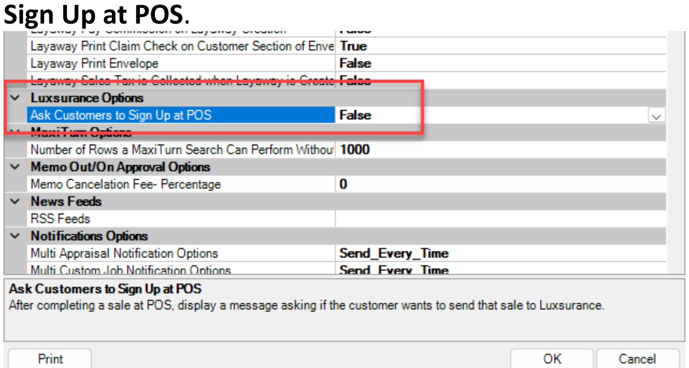
Setup

A **System Option** is available to allow to pop-up a message during the checkout process at POS giving customers the option to **send sales up to Luxsurance.** This option is set to **False** by **default**. If set to **True**, an alert will pop-up at the **end** of each sale asking if the customer would like to send the completed purchase up to **Luxsurance**.

For more information on the ways to send sales up to **Luxsurance manually** please visit the section below named **Manually Sync Customer Sales with Luxsurance**.

To enable this **pop-up:**

1. Navigate to **Administrative > System Options**.
2. **Search** or **scroll** down to the **Luxsurance Options** section and locate the option named **Ask Customers to Sign Up at POS**.



3. Set this option to **True** and click **OK** to save your changes.

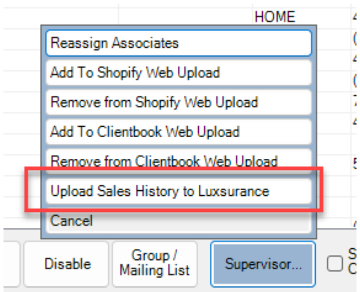
Manually Sync Customer Sales with Luxsurance

At any point after you complete a sale, you may go back and send the sales up to **Luxsurance manually**. This is especially beneficial if you notice that something may **not** have uploaded to **Luxsurance** previously. There are **three** ways to manually sync customer data with **Luxsurance**:

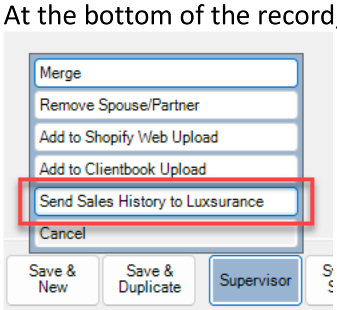
- Directly from the **Customer List** screen
- From within a specific **Customer Record**
- From the **Sales** screen when looking up an old sale to send up individually

To manually sync a customer's **full sales history** through the **Customer List** and **Customer Record**:

1. Go to **Customer > Find >** enter criteria to **search** for the customer you are looking to **manually sync**. The **Customer List** window will appear with your search results.
2. To sync directly from the **Customer List**:
    a. **Highlight** the customer's name you would like to sync.
    b. At the bottom of the window click **Supervisor > Upload Sales History to Luxsurance.**



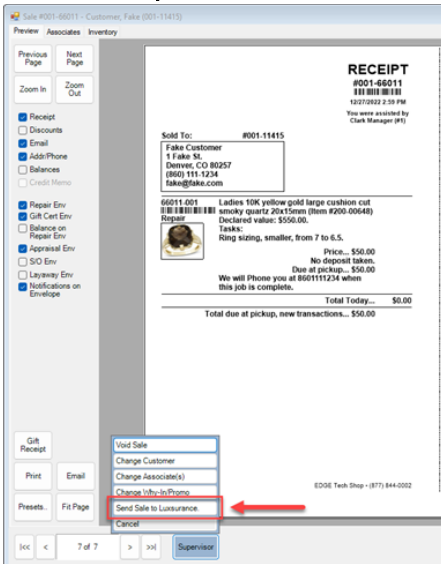
3. To sync from within a **Customer Record**:
    a. **Highlight** the customer's name you would like to sync and double click to open the record or click the **Edit** button.
    b. At the bottom of the record, click **Supervisor > Send Sales History to Luxsurance**.



To manually send up an **individual** customer sale from the **Sales** screen:

1. Go to **Customer > Sales > Find.**
2. Enter desired **search criteria** to locate the sale you wish to send up to **Luxsurance.**
3. Highlight the sale and either **double** click to view the sale or click the **Details…** button located at the bottom of the screen.

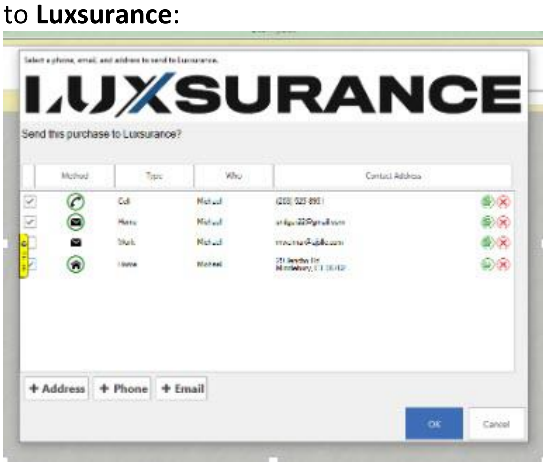
4. Next click **Supervisor > Send Sale to Luxsurance.**



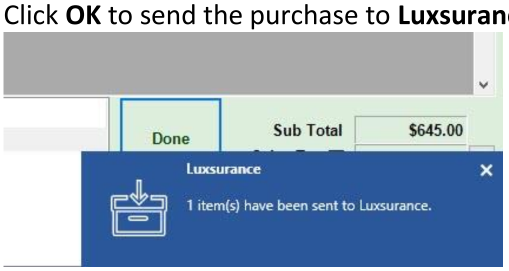
Selling Items with Luxsurance at POS

Selling items at POS with **Luxsurance** works just like any regular item sale at POS.

You will **find the customer** and **select the associate**, as normal, then **find/scan the item** to be sold. Once you click **Done** to complete the sale, you will see a pop-up asking if the customer would like to send the purchase up to **Luxsurance**:



Click **OK** to send the purchase to **Luxsurance** then **Done** to complete the sale:



NOTE: Returned items will be **deleted/removed** from **Luxsurance**.