ANETE, spol. s r.o.
www.anete.com

WebKredit
Contents

1   Top menu ................................................................................................................................. 4
   1.1  Login and password ............................................................................................................. 4
   1.2  User identification .............................................................................................................. 4
   1.3  Subsidized meals .................................................................................................................. 4
   1.4  Coupons ................................................................................................................................. 4
   1.5  Account balance .................................................................................................................... 5
2   Menu tab ..................................................................................................................................... 5
   2.1  Create menu (Sestavení jídelníčku) panel ............................................................................ 5
       2.1.1  Highlighting days in the calendar .................................................................................. 5
       2.1.2  Menu for one day .......................................................................................................... 5
       2.1.3  Menu for period from - to .............................................................................................. 5
       2.1.4  Cafeteria selection ......................................................................................................... 5
       2.1.5  Creating menu .............................................................................................................. 6
   2.2  Menu (Jídelníček) panel ....................................................................................................... 6
       2.2.1  Ordering meals .............................................................................................................. 6
       2.2.2  Meal cannot be ordered ............................................................................................... 7
       2.2.3  Ordering a meal from the meal voucher pool ............................................................... 7
       2.2.4  Printing the menu ......................................................................................................... 7
   2.3  Order panel .......................................................................................................................... 7
       2.3.1  Change meal option ..................................................................................................... 8
       2.3.2  Change cafeteria .......................................................................................................... 8
       2.3.3  Cancelling the order ..................................................................................................... 8
       2.3.4  Moving the meal to the pool ....................................................................................... 8
       2.3.5  Confirmation of changes made .................................................................................... 8
3   Messages and ideas (Zprávy, náměty) panel .......................................................................... 9
   3.1  Messages ............................................................................................................................... 9
4   Account history (Historie účtu) tab ......................................................................................... 9
   4.1  Period selection (Výběr období) panel ................................................................................. 9
       4.1.1  Single day ..................................................................................................................... 9
       4.1.2  Selection of period from - to ....................................................................................... 9
       4.1.3  Update account history ............................................................................................... 10
       4.1.4  Print account history .................................................................................................. 10
       4.1.5  Export to Excel ............................................................................................................ 10
   4.2  Account history (Historie účtu) panel .................................................................................. 10
5   Pool (Burza) tab ....................................................................................................................... 10
   5.1  Ordering a meal from the meal voucher pool ................................................................. 11
6   Questionnaires (Ankety) tab .................................................................................................. 11
   6.1  Star evaluation .................................................................................................................... 11
   6.2  Narrative evaluation .......................................................................................................... 12
7   Bills (Účtenky) tab .................................................................................................................... 13
8   Settings (Nastavení) tab .......................................................................................................... 14
   8.1  Information ......................................................................................................................... 14
   8.2  Users ................................................................................................................................... 14
       8.2.1  Change password ......................................................................................................... 15
   8.3  Settings ............................................................................................................................... 15
       8.3.1  Language settings ........................................................................................................ 15
       8.3.2  Selection cap ................................................................................................................ 15
       8.3.3  Default cafeteria ........................................................................................................... 16
   8.4  e-Banking ........................................................................................................................... 16
   8.5  Contact details .................................................................................................................... 17
9   Web cams (Webkamery) tab .................................................................................................. 17
   9.1  Playback settings ............................................................................................................... 17
       9.1.1  Pausing playback ......................................................................................................... 17
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.1.2</td>
<td>Begin playback:</td>
<td>18</td>
</tr>
<tr>
<td>9.1.3</td>
<td>Image update frequency change:</td>
<td>18</td>
</tr>
<tr>
<td>10</td>
<td>Customer feedback (Kniha přání a stížností) tab</td>
<td>18</td>
</tr>
<tr>
<td>11</td>
<td>Signing out</td>
<td>19</td>
</tr>
</tbody>
</table>
Note: Some of the functions may be available only for owners of a valid license for the module.

1. Top menu

Before signing in:

1.1 Login and password

Users can sign in using their login and password. Every user has a login and a password assigned by the administrator.

Both before and after signing in, users can change application language if the administrator enables this function in the settings. This change can be done by a simple click on the flag.

Current date and time are also displayed to the user.

A user who is not signed in can select date and cafeteria and view the menu without possibility of making any orders - viewing only. Using “Tisk” (Print) function, the menu can be printed. It is also possible to view all meals offered in the pool.

There is also a help tab, of course.

In the lower section of the application, messages for consumers can be displayed.

Signed in users can view the following information:

1.2 User identification

User’s identification data such as title, name, last name and identifier such as personal number or personal identification code (depending on application configuration) are displayed.

Uživatel: Mgr. Jana Nováková (123)

1.3 Subsidized meals

The number means the number of subsidized meals sold from the beginning till the end of the current month.

Dotovaná jídla: 3

1.4 Coupons

The number of coupons shows how many subsidized meals the user can still order. Coupons for the current and for the following month are shown.

Bory: 10 / 20
1.5 Account balance
Account balance can be positive or negative depending on account type. A positive account balance shows the amount still available to the user for ordering meals. A negative account balance shows the amount owed to Kredit operator by the user.

2 “Jídelníček” (Menu) tab
Shows menu with restrictions applicable to the signed in user.

2.1 “Sestavení jídelníčku” (Create Menu) panel
Is used for setting parameters for viewing the menu.

2.1.1 Highlighting days in the calendar

- **Gray** – It is not possible to create a menu for days highlighted in gray. The reasons will be displayed to the user in contextual help when the mouse is held over the day.
- **Light blue** – Menu can be created for days highlighted in light blue.
- **Green** – There are orders for this day (can be displayed only to signed in users).
- **Orange** – This day is currently selected.

2.1.2 Menu for one day only
If you wish to display the menu for the day you selected, check “Pouze jeden den” (Single Day) and click on the day in the “calendar”. Continue by selecting the cafeteria or creating a menu.

2.1.3 Menu for period from – to
If you wish to display the menu for a period “from - to”, uncheck “Pouze jeden den”. By clicking on the “calendar” for the first time you will select the beginning date (from), by clicking on the calendar for the second time you will select the end date (to). (You will know which date you are entering by the position of the switch). Continue by selecting the cafeteria or creating a menu.

2.1.4 Cafeteria selection
The user can set a default cafeteria. If you wish to see the menu for a cafeteria other than your default one, click on “rozbalovací seznam výdejen” (dropdown cafeteria list) and select by clicking on the cafeteria you need. Continue following the instructions for menu for a
single day, menu for a period from – to or by creating a menu.

2.1.5 Creating menu
If you have already entered the values of editing fields restricting the scope of the menu, click on “Zobrazit jídelníček” (View Menu) button. By doing so, you will give the application the instruction to display the menu on your screen.

2.2 Menu panel
Serves primarily for viewing and ordering meals. It is displayed for the selected cafeteria.

Individual columns show option number and meal type. Next is option name. The number of portions still available for order will be displayed if the limit of portions is set in the menu. Meal price for the signed in user is displayed next. Meals which are already unavailable are highlighted with a different colour, and in contextual help you will see the reason why the meal cannot be ordered anymore. The application can also show a picture of the meal, pictograms, notes, allergens in the meal and other details such as ingredients and their supplier, or nutritional values.

2.2.1 Ordering meals
Meals which can be ordered in accordance with the ordering rules can be added to the order using “+” button. Meals can be removed from the order using “-” button. This is how you can add the desired number of portions to your meal order. Hit “Potvrdit objednávku” (Confirm Order) button to order the selected meals. If it was not possible to order some of the meals, the system will warn you with a notification. Ordered meals can be viewed in “Objednávky” (Orders) panel.
2.2.2 Meal cannot be ordered

If the meal is displayed in gray, it cannot be ordered. The reason why this meal cannot be ordered will be provided in contextual help, if you pause the mouse over the name of the meal.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bratelské špagety (vaječné)</td>
<td>129</td>
<td>17,00</td>
</tr>
<tr>
<td>Obč. obč. uložené</td>
<td>4,7,8,9</td>
<td></td>
</tr>
<tr>
<td>Cevapočki, valné brambory, tatarská omáčka</td>
<td>129</td>
<td>17,00</td>
</tr>
</tbody>
</table>

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Obč. obč. uložené</td>
<td>4,7,8,9</td>
<td></td>
</tr>
</tbody>
</table>

2.2.3 Ordering a meal from the meal voucher pool

Some of the meals which are not available anymore because ordering was closed can be ordered from the meal voucher pool. You recognize which meals you are ordering from the meal voucher pool by “order from the pool” icon displayed to the right from the meal name, in B column.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Oběd</td>
<td>11.10.2016</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>A - 4,7,8,9,19,11,12</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2.2.4 Printing the menu

The menu can be printed by clicking on “Tisk” (Print) button; a preview of a printed menu will be displayed, and the “standard print dialog” will be displayed too.

2.3 Order panel

The standard view features the orders for the current day, including the possibility of showing all the orders by checking “Zobraz všechny objednávky” (View All Orders Box).

The sum of prices of all the orders made by the user is displayed in the header of “Objednávky” (Orders) panel. The list includes date, type of meal, number of meal option, meal name, cafeteria, price.

Option name can be displayed as a dropdown list, where ordering rules allow for a change of the ordered meal option, see change meal option.

Cafeteria name can be displayed as a dropdown list, where ordering rules allow for a change of the cafeteria to pick up ordered meal, see change of cafeteria.

The overview also includes a field for cancelling the order in accordance with ordering rules, or a control element for submitting the meal to the meal pool.

The overview of orders can be printed using “Tisk” (Print) function.

More than one change can be made simultaneously. Changes can be made only if ordering rules allow making changes.
2.3.1 Change meal option
Meal options can be changed only for meals where there is a dropdown list of options, from which you choose the desired option by clicking on it.

2.3.2 Change cafeteria
Cafeteria can be changed only for meals where there is a dropdown list of options, from which you choose the desired cafeteria by clicking on it.

2.3.3 Cancelling the order
Orders which may be cancelled can be cancelled by checking the box in “Stornování” (Cancellation) column.

2.3.4 Moving the meal to the pool
Orders which may not be cancelled in accordance with ordering rules can be submitted to the meal voucher pool. Instead of cancellation, the order will be moved to the pool.

Select the meal by checking the box in “Stornování” (Cancellation) column and confirm changes by pressing “Potvrdit změny” (Confirm Changes) button. Subsequently, the pool icon will appear in “Na burze” (In the Pool) column.

2.3.5 Confirmation of changes made
Changes must always be confirmed using “Potvrdit změny” (Confirm Changes) button.
3 “Zprávy, náměty” (Messages and Ideas) panel

3.1 Messages
An overview of messages shows the list of all notifications from KREDIT operator for the signed in user. Having read a message, check the box in “Výběr” (Selection) column and confirm by hitting “Nezobrazovat vybrané zprávy” (Do Not Show) selected messages button.

This will mark all selected messages as read, and they will be hidden when you sign in next time.

4 “Historie účtu” (Account History) tab

4.1 “Výběr období” (Period Selection) panel
Using this panel, you can adjust history of operations you would like to display.

4.1.1 Single day
If you wish to view account history for one day you selected, check “Pouze jeden den” (Single Day) box and click on the day you wish to display in the “calendar”. Continue by updating account history.

4.1.2 Selection of period from – to
If you wish to view history of operations for a period from-to, uncheck “Pouze jeden den” (Single Day) box. By clicking on the calendar for the first time you will select the beginning date (from), by clicking on the calendar again you will select the end date (to). (You will know which date you are entering by the position of the switch). Continue by updating account history.
4.1.3  Update account history
If you have already entered the values of editing fields restricting account history, click on “Aktualizovat historii účtu” (Update Account History) button. By doing so, you will give the application the instruction to display the history of operations on your screen.

4.1.4  Print account history
Users can print their account history using this function.

4.1.5  Export to Excel
It is possible to export account history in xls format.

4.2  “Historie účtu” (Account History) panel
Serves primarily for viewing and displaying account history. By clicking “Aktualizovat historii účtu” (Update Account History) button (which can be found in “Výběr období” (Period Selection) panel), you can view operations history in “Aktualizovat historii účtu” (Account History) panel according to the settings in “Výběr období” (Period Selection).

The following columns are displayed:
Transaction date, meal name, option number, option name or type of transaction. In “Záloha” (Deposit) column, your payment is showed in the form of deposit because prices can change before the closing date. Column “Učet” (Account) shows payments which are not subject to further recalculation. “Kam” (Where) column shows the cafeteria where the meal was ordered. “Vydáno” (Sold) shows the date and the time when the meal was handed out to the consumer. “Kde” (Where) column shows on which Kredit facility the order or the sale were made. “Čas” (Time) shows the date and time when the meal was ordered or sold. There are new features added, namely displaying of questionnaire campaigns and the possibility of answering questions or displaying nutritional values to the user.

5  “Burza” (Pool) tab
Serves primarily for viewing and ordering meals from the meal voucher pool. It shows the list of meals in the pool divided into columns: “Datum” (Date) – the date for which the meal in the pool was ordered, “Jídlo” (Meal) – type of meal and option number, “Název jídla” (Meal Name) – name of the meal alternative, “Dotovaná cena” (Subsidized Price) and “Plná cena” (Full Price) – meal price, “Výdejna” (Cafeteria) – where the meal will be picked up. Portion size is displayed if the system uses the function of distinguishing between portion sizes.
5.1 Ordering a meal from the meal voucher pool

Click on the meal you would like to order it from the meal voucher pool.

You will order the meal from the meal voucher pool by clicking on “Objednat jídlo z burzy” (Order Meal from the Meal Voucher Pool) button. Meal from the pool can also be ordered by double-clicking on the line of the selected meal. If it was not possible to order the meal, the system will warn you with a notification.

You can update the displayed list of meals in the pool by hitting “Obnovit” (Update) button.

6 “Ankety” (Questionnaires) tab

Offers a possibility to answer questions from a questionnaire. Individual questions can be answered using a star evaluation system or verbally.

Questionnaires can be displayed immediately after the user signs in, or from “Ankety” (Questionnaires) tab, depending on application settings. After signing in to WebKredit, you will be automatically switched to “Ankety” (Questionnaires) tab only if some questions remained unanswered.

The displayed question includes the question itself, and additional information where it is relevant (cafeteria, meal). Answers to the question will be suggested in the form of stars or by text selection, depending on application settings.

6.1 Star evaluation

If a question is displayed with answers using star evaluation, you can rate by selecting the stars, see picture.

After selecting the desired number of stars, they will be highlighted with colour and contextual help with be displayed, e.g. 4 stars = satisfied (depending on application settings). Make your rating using stars and select them.
Confirm your selection of the number of stars by clicking on “Odeslat” (Send) button. Your answer is recorded.

6.2 Narrative evaluation

It can happen that you will be answering verbally. Answers may be predefined.

Select the appropriate answer and confirm it by pressing “Odeslat” (Send) button to have your answer recorded.

User will see questions which had not been answered yet, and information how many questions still need to be answered.
If no unanswered questions remain upon sign in, nothing will be displayed, see picture below:

7 “Účtenky” (Bills) tab

“Účtenky” (Bills) tab is displayed only to those users whose organizations must record sales electronically (EET) and they are using the application in the electronic records of sales (EET) version.
On this tab, the users will see all bills submitted to EET where electronic submission is set up. The bill then will not be printed at the check-out counter; instead, it will be displayed here, where it can be viewed.

8 “Nastavení” (Settings) tab

8.1 Information
Information about the application can be viewed here, i.e. which version of the application you are working with, which browsers are supported, your browser and the number of signed in users.

8.2 Users
Account administrator can create accounts with limited or identical rights. These accounts can then be deleted, their settings may be adjusted, or passwords can be changed. The administrator can also block Internet access to the account.
8.2.1 Change password

The user can change the password for signing in for ordering through the Internet. To change the password, you need to enter the current password, then the new password twice, and then push “Nastavit heslo” (Set Password) button.

8.3 Settings

8.3.1 Language settings

The application lets every user set up default application and menu language. This can be done by selecting the language from the dropdown list and hitting “Ulož jazyky” (Save Languages) button on “Nastavení” (Settings) tab. Changes will come into effect from next time you sign in to the application.

8.3.2 Selection cap

The setting of this amount determines the maximum monthly turnover for sales of complementary products. This value can be set in “Nastavení” (Settings) tab.
8.3.3 Default cafeteria

The default cafeteria is the cafeteria the menu of which is selected when the user signs in. If you order meals mainly from one specific cafeteria, it is recommended that you select this cafeteria as your default one. This setting is individual for each user; it can be done by selecting the cafeteria from the dropdown list and pushing “Ulož výdejn” (Save Cafeteria) button. This value can be set in “Nastavení” (Settings) tab.

8.4 e-Banking

Data for electronic transactions can be viewed and modified in e-Banking section. This means automatic refilling of the user’s account in Kredit by a wire transfer from his/her bank account.

- The account number contains prefix, account number and bank code. This information you will receive from the bank that is maintaining your account.
- Variable code is necessary for eBanking purposes; it is used for matching payments between the bank and the Kredit system.
- Specific code is entered only if the bank requires it.
- Refill level is the amount to which the account should be refilled. After the wire transfer is executed, the account will be refilled to this amount. Therefore, the refill level minus the current account balance in the Kredit system will be drawn from your bank account.
- The minimum amount of direct debit – if the refill level minus account balance in Kredit is smaller than the minimum direct debit amount, the direct debit will not be performed. In the opposite case, it will.
- Information regarding whether direct debit is executed or not. If “Provádět inkaso” (Direct Debit) box is checked, direct debit is active according to the set parameters. If the box is not checked, the system does not perform direct debit even if the conditions are met.

Account reset button – if you choose this option, at the next point of direct debit, your account in Kredit will be zeroed (the account balance will be brought down to zero and the remaining amount will be wired back to your bank account). Until the transaction is confirmed by the bank, money remains on your account in Kredit but it is blocked and cannot be used. In account history, this operation will be recorded as “Blokace” (Blocking) of the relevant amount.
You can save changes you made in e-Banking settings by clicking on “Uložit změny” (Save Changes).

8.5 Contact details
It is used for saving the user’s e-mail address.

9 Web cams tab (Webkamery)
It serves for viewing footage from web cams.
To select the camera you would like to watch, use the “web cam tree” located on the left hand side of the web cam panel. In the first level of the tree, you will find computer names. By clicking on “+” you will open the list of web cams connected to the computer.

After clicking on the selected camera, footage of the camera you selected will be played.

9.1 Playback settings

9.1.1 Pausing playback:
Playback of web cam footage can be stopped by pressing “Stop”.
9.1.2 Begin playback:
Playback of web cam footage can be started by pressing “Play”.

9.1.3 Image update frequency change:
Enter a whole positive number in “Obnovení obrazu (ve vteřinách)” (Update Image (In Seconds)) editable field to express the number of seconds, after which web cam image will be updated. Updated frequency change can be confirmed by pressing “Nastav” (Set).

10 “Kniha přání a stížností” (Customer Feedback) tab
Kniha přání a stížností (Customer Feedback) electronic module in the Kredit system was created to replace the standard hard copy feedback forms located in catering facilities.
Customer feedback is accessible to all clients registered in KREDIT who have access to WebKredit and serves for recording objections, ideas, questions, praise and potential complaints by clients of catering facilities. If you as a client do not have access to WebKredit application, you can apply for access at any point of sale of goods or meals (a check-out counter with personnel) or at a point designated for collecting money (cashier).

The part of the module intended for use by KREDIT clients is integrated in WebKredit as a separate tab entitled “Kniha přání a stížností” (Customer Feedback).

After signing in to WebKredit, select “Kniha přání a stížností” (Customer Feedback) tab and you will see a window with an overview of existing questions:

If you intend to use Customer Feedback and you wish to receive notification of new records in the book, click “Nastavení” (Settings):

Leave the box “Chci dostávat e-mailové notifikace při nové změně či odpovědi” (I would like to receive e-mail notifications of new change or reply) checked, enter your e-mail address and save it.

By clicking on “Moje zpráva” (My Message) you will return to the initial screen of Customer Feedback.
By clicking on “Nová zpráva” (New Message) you can create your question (objection, comment) in the book:

Select the type of message to which your question refers (mandatory field), and the cafeteria to which your question refers (non-mandatory field). You can ask general questions without reference of the cafeteria, too. Enter the text of your question in “Text zprávy” (Message Body) field. Then send the question by clicking on “Odeslat dotaz” (Send Question); relevant employees will be informed of your question.

You will be informed about their response in a notification sent to you by e-mail. You can respond to the reply you received by clicking on “Odpovědět” (Respond) button:

Questions you do not want to display any more can be marked as hidden by clicking on to the right from the message.

**Note:**
Customer Feedback is intended to improve communication between consumers in catering facilities and their staff; the purpose is to make feedback to objections, ideas or complaints faster, and to achieve quicker remedy. If the client’s communication within Customer Feedback is not appropriate, his/her access to the book may be blocked by the authorized employee of the catering facility.

**11 Signing out**
“Odhlásit” (Sign Out) button serves for signing out of WebKredit application.