

ANETE, spol. s r.o.

www.anete.com

WebKredit

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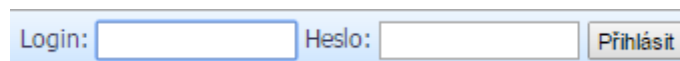
Note: Some of the functions may be available only for owners of a valid license for the module.

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.



Login: Heslo:

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.

Bony: 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.

Zůstatek: 140,00 Kč

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



říjen 2016						
po	út	st	čt	pá	so	ne
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

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.

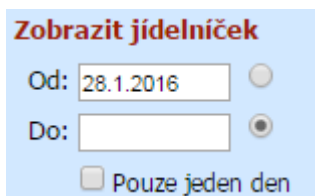
2.1.2 Menu for one day only

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.

☒ Pouze jeden den

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.



Zobrazit jídelníček

Od: 28.1.2016

Do:

☐ Pouze jeden den

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.

Vyberte výdejnu:

Výdejna 1

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.

Zobrazit jídelníček

2.2 Menu panel

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

Jídelníček - JÍDELNA PRO ZAMĚSTNANCE			
Alt	Jídlo	Porce	Cena Kč
Oběd - 17.2.2016			
1	polévka bramborová, milánské špagety, salát Alergeny: lepek (pšenice), vejce, mléko, celer, hořčice	0 +	26,00
2	polévka bramborová, milánské těstoviny, salát Alergeny: lepek (pšenice), vejce, mléko, celer	0 +	28,00
3	polévka bramborová, milánské špagety, salát dia, ovoce Alergeny: lepek (pšenice), vejce, mléko, celer	0 +	29,00
5	polévka bramborová, milánské špagety, salát Alergeny: lepek (pšenice), arašidy, soja, mléko, ořechy, celer	0 +	26,00
6	polévka bramborová, vepřová pečeně, mícháná zelenina, brambory Alergeny: lepek (pšenice), mléko, celer	0 +	26,00
7	BZL-polévka bramborová, milánské těstoviny, kompot Alergeny: vejce, mléko, celer	0 +	29,00
			Potvrdit objednávku Tisk

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.

3	Boloňské špagety /veget/	120	17,00	
(sójObjednávání ukončeno);6,7,8,9				
4	Čevapčiči, vařené brambory, tatarská omáčka	120	17,00	
(mleté hovězí a vepřové) - A 1,3,6,10,12				

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.

Jídelníček - Menza 5					
Alt	Jídlo	Porce	Zbývá porcí	Cena Kč	Obr B
Oběd - 11.10.2016					
1	Aljašská treska ve slatinové košilce, bramborová kaše	20		17,00	
A 4,7,9,10,11,12					
2	Azu po tatarsku, špagety	19	0 +	17,00	
(hovězí nudličky,feferony,protlak) - A 1,3,10,12					
3	Boloňské špagety /veget/	120		17,00	

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).

Objednávky 17,00 Kč (součet cen objednávek 11.10.2016)						
<input checked="" type="checkbox"/> Zobraz všechny objednávky						
Datum	Druh jídla	Alt	Jídlo	Výdejna	Cena Kč	Stornování
11.10.2016	Oběd	2	Azu po tatarsku, špagety	Menza 5	17,00	<input type="checkbox"/>

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	Kuře na zbojnický způsob, dušená rýže	Menza 5	17,00	<input type="checkbox"/>
3	Aljašská treska ve slaninové košilce, bramborová kaše	Menza 5	17,00	<input type="checkbox"/>
	Azu po tatarsku, špagety			
	Boloňské špagety /veget/			
	Čevapčiči, vařené brambory, tatarská omáčka			
	Hovězí tokáň, dušená rýže			
	Kuře na zbojnický způsob, dušená rýže			

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.

Výdejna	Cena Kč	Stornování	Na burze
KOVOLIT	32,00	<input type="checkbox"/>	
KOVOLIT			
ATM OBR			

2.3.3 Cancelling the order

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

Objednávky 17,00 Kč (součet cen objednávek 11.10.2016)							
<input type="checkbox"/> Zobraz všechny objednávky							
Datum	Druh jídla	Alt	Výdejna	Cena Kč	Stornování	Na burze	
11.10.2016	Oběd	2	Azu po tatarsku, špagety	Menza 5	17,00	<input checked="" type="checkbox"/>	

2.3.4 Moving the meal to the pool

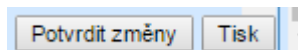
Orders which may not be cancelled in accordance with ordering rules can be submitted to the meal voucher pool. Instead of cancellation, the order will be moved to the pool.

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.

Objednávky 34,00 Kč (součet cen všech objednávek)							
<input checked="" type="checkbox"/> Zobraz všechny objednávky							
Datum	Druh jídla	Alt	Výdejna	Cena Kč	Stornování	Na burze	
11.10.2016	Oběd	2	Azu po tatarsku, špagety	Menza 5	17,00	<input type="checkbox"/>	
12.10.2016	Oběd	3	Čínský kuřecí řízek, bramborová kaše	Menza 5	17,00	<input type="checkbox"/>	

2.3.5 Confirmation of changes made

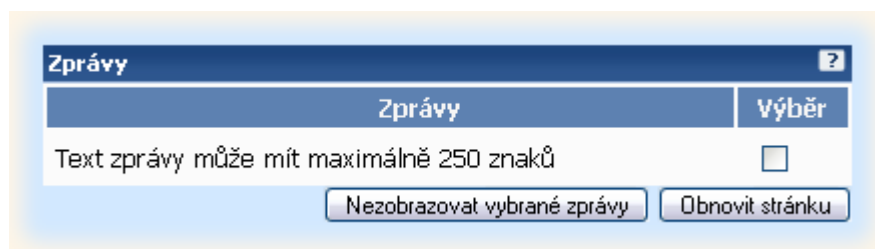
Changes must always be confirmed using “Potvrdit změny” (Confirm Changes) button.



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.



Gray - days outside of the current month

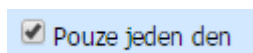
Light blue - week days

Dark blue - weekend

Orange - this day is currently selected

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.

Zobrazit historii

Od: 5.7.2016

Do: 10.10.2016

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).

Datum	Druh	Alt	Název / Pohyb	Záloha	Účet	Kam	Vydáno	Kde	Čas
1.2.2016			Převod	-20,80	0,00	Součet:	-20,80 Kč		1.2.2016 00:00
5.2.2016	Oběd	4	Musaka se sojovým masem	-20,80	0,00	A JIP		Internet	5.2.2016 10:18
5.2.2016			Přenos	-41,60	0,00	Součet:	-41,60 Kč		

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 “Účet” (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.

Datum	Jídlo	Název jídla	Dotovaná cena Kč	Plná cena Kč	Výdejna
11.10.2016	Oběd 2	Azu po tatarsku, špagety	17,00	48,00	Menza 5

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.

Burza					
Datum	Jídlo	Název jídla	Dotovaná cena Kč	Plná cena Kč	Výdejna
11.10.2016	Oběd 2	Azu po tatarsku, špagety	17,00	48,00	Menza 5
12.10.2016	Oběd 3	Čínský kuřečí řízek, bramborová kaše	17,00	48,00	Menza 5

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 will 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.

Jídelníček Zprávy, náměty Historie účtu Burza Ankety Nastavení Nápověda 16:

Jak jste byl(a) spokojen s dnešním jídlem?
 Jídlo: Hovězí guláš s cibulkou, houskový knedlík (1,3,7)
 Výdejna: Výdejna DT
 Datum: 2.5.2016
 ★ ★ ★ ★ ★

Jak jste byl(a) spokojen s dnešním jídlem?
 Jídlo: Fazolky na smetaně, vejce vařené, brambory vařené (1,3,7)
 Výdejna: Výdejna DT
 Datum: 3.5.2016
 ★ ★ ★ ★ ★

Jak jste byl(a) spokojen s dnešním jídlem?
 Jídlo: Pivovarský guláš (z vepřového plecka zahuštěný strouhankou a podlitý pivem zdobený jamí cibulkou a kapií), kynutý knedlík (1,3,7)
 Výdejna: Výdejna DT
 Datum: 4.5.2016
 ★ ★ ★ ★ ★

Jak jste byl(a) spokojen s dnešním jídlem?
 Jídlo: Bramborové knedlíky plněné uzeninou, špenát s cibulkou (1,3,7)
 Výdejna: Výdejna DT
 Datum: 5.5.2016
 ★ ★ ★ ★ ★

Jak jste byl(a) spokojen s dnešním jídlem?
 Jídlo: Výběr - Smažené rizoletti (mleté maso zabalené v palačince a osmažené v trojobalu), velký zeleninový salát (1,3,7)
 Výdejna: Výdejna DT
 Datum: 6.5.2016
 ★ ★ ★ ★ ★

Odeslat a zobrazit další otázky
 Ke zodpovězení zbývá 7 otázek.

If no unanswered questions remain upon sign in, nothing will be displayed, see picture below:

Jídelníček Zprávy, náměty Historie účtu Burza Ankety Nastavení Nápověda

Zatím nejsou dostupné žádné ankety

7 “Účtenky” (Bills) tab

Od data: 30. 8. 2016 Po datum: 30. 9. 2016 Odeslat

Datum a čas prodeje	Číslo dokladu	Zařízení	Manuální přihlášení	Detail
9. září v 11:45	2011009802237	Kasa Výdej 2	✗	Q
8. září v 11:59	2011009801779	Kasa Výdej 2	✗	Q
7. září v 11:48	2012009801507	Kasa Výdej 3	✗	Q
6. září v 11:42	2011009800737	Kasa Výdej 2	✗	Q
5. září v 11:32	2012009801107	Kasa Výdej 3	✗	Q
2. září v 11:32	2012009800706	Kasa Výdej 3	✗	Q
1. září v 11:42	2012009800225	Kasa Výdej 3	✗	Q
31. srpna v 11:53	2011009713866	Kasa Výdej 2	✗	Q

« 1 »

“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.

Dobrý den
EET_Test v.o.s.
Úložní 951
880 08 Klubkov
IČ:00000019, DIČ:CZ00000019
tel: 800 123 456

=====

DIČ: CZ00000019
Provozovna: 1
Číslo dokladu: 2017012700295
Doklad: -295 Úč.období: -127
Čas prodeje: 12.9.2016 11:48:52
ID/Zařízení: 17/Kasa 17
Obsluha: Hana Sedláčková

=====

***** DUPLIKÁT *****

*** STVRZENKA NA NABITÍ/ČERPÁNÍ ÚČTU ***

Tatarská omáčka porcovaná 50 10,00 1

.....

Zavřít

8 “Nastavení” (Settings) tab

Účelník Zprávy, náměty Historie účtu Burza **Nastavení** Nápověda

Informace

Uživatelé

Nastavení

Kontakt

Pracujete s aplikací: WebKredit 8.161.1.12

Podporované prohlížeče: Internet Explorer 8–11
Firefox 3.5–33
Chrome 20–39
Opera 12–26

Váš prohlížeč: Chrome 48.0

Počet přihlášených uživatelů: 1

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.

1234 jako správce účtu
[Zablokovat](#)

12345 jako uživatel účtu
[Zablokovat](#) [Odstranit](#) [Upravit práva](#)

☒ Objednávat jídlo ☐ Měnit max. limit na sortiment

[Upravit práva](#) [Zrušit](#)

[Přidat uživatele](#)

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.

Staré heslo

Nové heslo

Heslo pro kontrolu

[Nastavit heslo](#) [Zrušit](#)

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.

Jazyková nastavení

Jazyk aplikace:

Jazyk menu:

[Ulož jazyky](#)

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.

Max. limit na sortiment

Nastavení částky určuje maximální měsíční

Neomezeno ☒

Částka v Kč

Nastavit

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 výdejnu” (Save Cafeteria) button. This value can be set in “Nastavení” (Settings) tab.

Implicitní výdejna

Velká a malá jídelna ▼

Ulož výdejnu

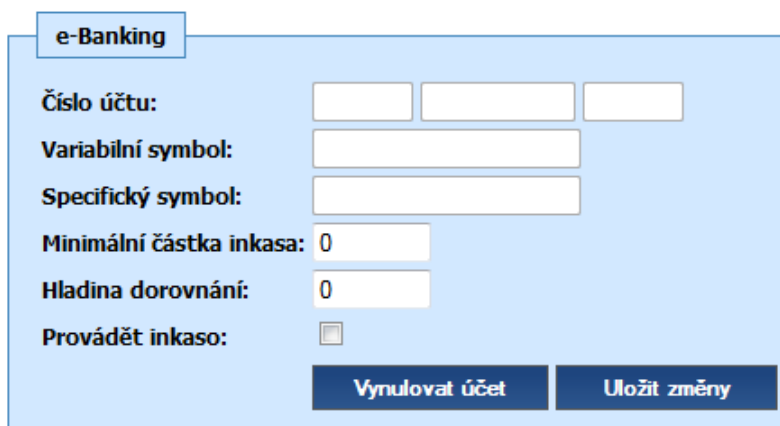
8.4 e-Banking

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).

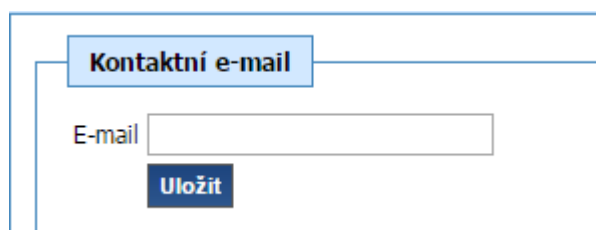


The screenshot shows a form titled "e-Banking" with the following fields and controls:

- Číslo účtu: Three input boxes for account number.
- Variabilní symbol: One input box for variable symbol.
- Specifický symbol: One input box for specific symbol.
- Minimální částka inkasa: Input box with "0" for minimum collection amount.
- Hladina dorovnání: Input box with "0" for leveling level.
- Provádět inkaso: A checkbox for performing collection.
- Buttons: "Vynulovat účet" (Reset account) and "Uložit změny" (Save changes).

8.5 Contact details

It is used for saving the user's e-mail address.



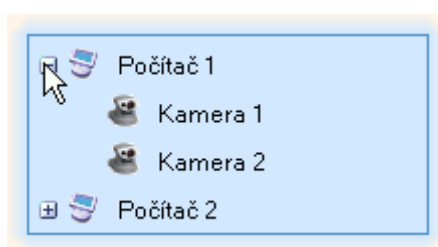
The screenshot shows a form titled "Kontaktní e-mail" with the following fields and controls:

- E-mail: One input box for the email address.
- Button: "Uložit" (Save).

9 Web cams tab (Webkamery)

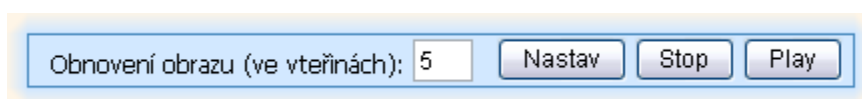
It serves for viewing footage from web cams.

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



The screenshot shows a playback settings bar with the following controls:

- Obnovení obrazu (ve vteřinách): Input box with "5" for image refresh rate (in seconds).
- Buttons: "Nastav" (Set), "Stop", and "Play".

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).

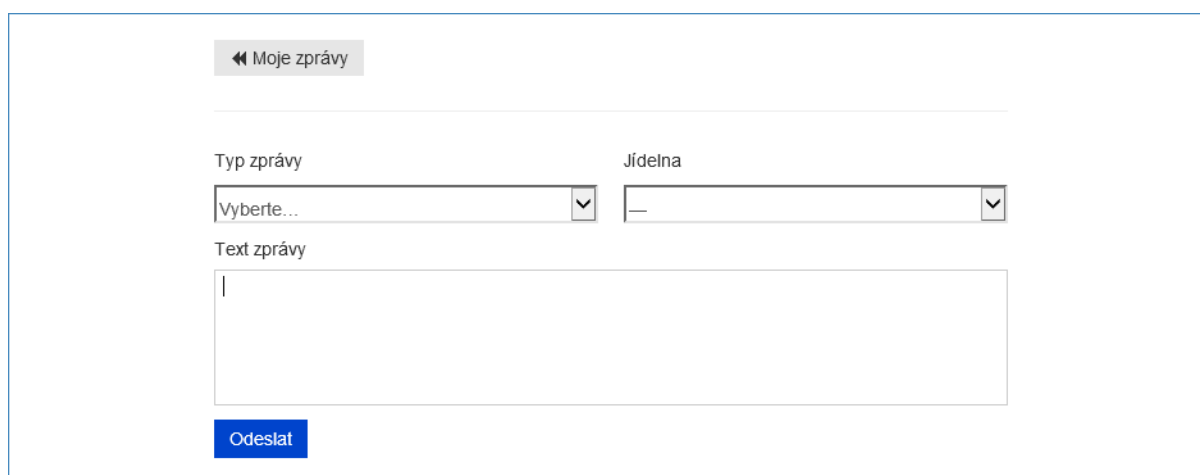
After signing in to WebKredit, select “Kniha přání a stížností” (Customer Feedback) tab and you will see a window with an overview of existing questions:

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.

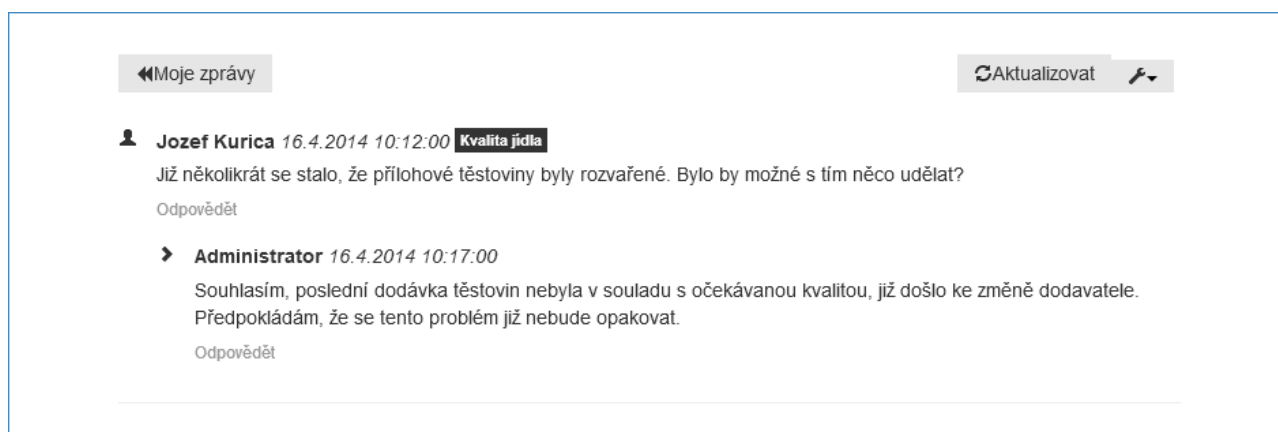
By clicking on “Nová zpráva” (New Message) you can create your question (objection, comment) in the book:




The screenshot shows a web form titled "Moje zprávy" (My Messages). It contains two dropdown menus: "Typ zprávy" (Message Type) with the placeholder "Vyberte..." and "Jídelna" (Cafeteria) with a placeholder "_". Below these is a large text area labeled "Text zprávy" (Message Body). At the bottom of the form is a blue button labeled "Odeslat" (Send).

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:



The screenshot shows a list of messages under the "Moje zprávy" (My Messages) header. The first message is from "Jozef Kurica" dated "16.4.2014 10:12:00" with the subject "Kvalita jídla" (Food Quality). The message text is "Již několikrát se stalo, že přílohové těstoviny byly rozvařené. Bylo by možné s tím něco udělat?" (It has happened several times that the side pasta was overcooked. It would be possible to do something about it?). Below the message is an "Odpovědět" (Respond) button. The second message is from "Administrator" dated "16.4.2014 10:17:00". The response text is "Souhlasím, poslední dodávka těstovin nebyla v souladu s očekávanou kvalitou, již došlo ke změně dodavatele. Předpokládám, že se tento problém již nebude opakovat." (I agree, the last delivery of pasta was not in line with the expected quality, a change of supplier has already occurred. I assume that this problem will not be repeated.). Below the response is another "Odpovědět" (Respond) button. In the top right corner of the interface, there are buttons for "Aktualizovat" (Refresh) and a settings icon.

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.