

Regulations of the 2023 Back Office Electronic Funding Scheme for the Food and Beverage Industry of Macao

--Small and Medium-sized Catering Enterprises

1. Purpose

It aims to assist the catering enterprises in Macao to carry out technological and management reforms, so that there can be more possibilities for the operation of the enterprises and lay a good technical foundation for future sustainable development. Organized by The United Association of Food and Beverage Merchants of Macao and commissioned by the Macao Productivity and Technology Transfer Center (CPTTM), the 2023 Back Office Electronic Funding Scheme for the Food and Beverage Industry of Macao (the Scheme)-

2. Funded projects, conditions and application date

2.1 Funded projects

The Scheme mainly subsidizes the construction of back-office electronic systems for the food and beverage industry.

The supplier can provide a back office electronic scheme with more functions, according to the requirements of the catering enterprise. However, the most basic system requirements are as follows:

1. The order process is electronic, either in the form of handheld electronic devices by store staff, or in any digital form by the customer.
2. After the order is placed, the system will notify the staff in the next section, including staff in the floor, kitchen or bar, by printing the order or other automated methods.
3. In addition to cash payment, customers must also be able to use electronic payment, and the types of electronic payment supported must include not only the types of electronic payment normally used in Macao, but also the most common electronic payment methods used by visitors from mainland China. Also, the system provided by the supplier needs to support online payment functionality.

2.2 Application conditions

Catering enterprises that meet the following requirements are eligible to apply:

1. The enterprise has been registered with the Financial Services Bureau of Macao for tax purposes and should be an independent entity registered to operate a catering business.
2. The enterprise has a legal and valid catering license issued by the Municipal Affairs

Bureau or Macao Government Tourism Office.

3. The total number of workforce of the enterprise does not exceed 100.
4. The enterprise is in an appropriate economic, financial or organizational situation.
5. The enterprise has a fixed location in Macao, and its mode of operation should include dine-in.
6. Each enterprise can only apply once.
7. Enterprises that have applied for the 2021, 2022 "Back Office Electronic Funding Scheme for the Food and Beverage Industry of Macao" or "Back-Office Digital Support Services for SMEs 2023" and gotten approved shall not apply for the Scheme again.

2.3 Application date

Beginning November 20, 2023 and ending December 19, 2023.

3. Funding amount

Eligible catering enterprises can apply to the executive unit for the system construction cost in accordance with their actual needs, with a ceiling of MOP18,000.00.

4. Recognized suppliers

The Scheme accepts back office electronic system solutions for the food and beverage industry from the following suppliers:

Company : Wow Macau Limited

System name : Keruyun

Tel : 6522 8121

Website : www.krymacau.com

Company : XGD MACAU LIMITADA

System name : POSPAL

Tel : 2822 2383 / 2822 2112

Website : <https://www.facebook.com/xgdmacau>

Company : NAM KWONG TUNG COMPANY LIMITED

System name : Nam Kwong Tung Restaurant Management System

Tel : 8391 1712

Website : http://www.nkoil.com.mo/art/2021/3/19/art_4554_25821.html

Company : Macau Duilaidian Informatuon Technology Co.,Ltd

System name : Hualala International POS

Tel : 6225 2888 / 6352 9000 / (86) 180 6352 9000

Website : https://mp.weixin.qq.com/s/j2_gFqUPuug6BGq5kkcbhg

Company : Joyer Group Company Limited

System name : Meituan Restaurant Management System

Tel : 6555 6234 / 6299 5566

Website : https://mp.weixin.qq.com/s/llkEJwJLMQ-e_48yGzsQHg

Company : Newland Maanbok

System name : Winner's Cloud

Tel : 2840 0671

Website : <https://www.facebook.com/NewlandMaanbok/>

Company : CTM

System name : ePOS

Tel : 8891 3429

Website : <https://bit.ly/3LAosmD>

Company : Directel Macau Ltd.

System name : YP CATERING SYSTEM

Tel : 63338180

Website : [https://www.directel.mo/澳門黃頁點餐易/](https://www.directel.mo/)

5. Funding restrictions

Each enterprise can only be granted funding once, and the recipient enterprise must comply with the following obligations and responsibilities:

1. Only suppliers approved under the Scheme will be accepted.
2. The installed hardware should be well maintained and cleaned.
3. The employer or a person authorized by the employer must receive training from the suppliers to become proficient in the use of the system.
4. Within 45 days after the executive unit publishes the results of drawing lots, except for special reasons of force majeure, enterprises that have won the lots must assist the supplier in completing the system construction and staff training, and start the official use of the system.
5. After training, enterprises should make full use of the system and coordinate with the supplier if they cannot meet the operational requirements. Enterprises cannot abandon the use of the system on the grounds of non-adaptation or inadequate functionality.
6. In case of violation of the above points, the organizer and the executive organization

have the right to terminate all funding immediately and may not make any future funding to the same enterprise.

6. Funding application

The enterprise must submit an application through online registration and submit/upload the following documents:

1. Fill in the online funding application form of the system construction cost.
2. Upload a copy of the latest business tax (in M/1 format) issued by the Financial Services Bureau.
3. Upload a legal and valid catering license issued by the Municipal Affairs Bureau or the Macao Government Tourism Office.
4. Upload a copy of the identity document of the individual business owner or legal representative.
5. Upload a copy of the quotation for the construction of the system provided by the supplier or the purchase contract, which shall clearly state the type of system to be used, the model and version number of the equipment if available, the cost of hardware and software of the system, the number of equipment, the installation cost, after-sales service and training plan, etc. (Each page of the quotation should be signed by both the person in charge of the enterprise and the supplier.) Besides, a photo of the store frontage with signage and a photo of the inside of the store in operation are also needed.

Application website: www.cpttm.org.mo/catering-sme/

The final list of beneficiaries will be drawn from all online applicants and determine the sequence. The executive unit shall review applications according to the sequence. Applications that fail to meet application conditions will be deemed invalid. The result of lot drawing will be announced on January 10, 2024 on the executive unit's website.

7. Processing of applications and deadlines

If the submitted application documents are problematic or omitted, the applicant shall submit additional valid documents within the deadline, otherwise, it will be deemed to have abandoned the application.

8. Release of funding

The applicants that have won the lots shall complete the installation of the system and the training of the staff within 45 days after the executive unit publishes the results of drawing

lots (in case of special circumstances and with reasonable explanations, the applicant may apply for an extension) in accordance with the contents of the documents submitted in the application, and must submit the following supporting documents online to the executive unit, otherwise the application shall be deemed abandoned.

1. The receipt for the full cost of the system installation (the receipt must be signed by both the applicant and the supplier). Funded items must be consistent with the quotation or contract submitted during the application.
2. Photos/pictures of the system and its related hardware after installation. The photos/pictures should clearly show the installed equipment.
3. A list of staff who have received training and their positions as well as training hours, date, time, and location.
4. Other supplementary information (if any) to be specified.

The executing unit shall send staff to visit the site and has the right to check each item according to the quotation submitted by the enterprise when applying for the funding. If all items are in accordance with the application, then settlement can be made.

9. Liability

1. The scope of functionality and any additional services, if any, of the system installed by the enterprise shall be negotiated between the enterprise and the supplier and prudently determined upon close communication according to the actual situation. In case of any unsuitable or inconvenient system functions, the enterprise shall undertake the relevant responsibilities by itself.
2. Those who provide false information or use any unlawful means to obtain financial assistance during the application process will have their applications invalidated and will be liable for legal responsibility in addition to the refund of the financial assistance received.
3. If the applicant of the enterprise is also a staff member who executes the Scheme (including staff of the organizer and the executive unit), the applicant must proactively recuse himself/herself from the entire process of the application when the enterprise makes the application.

10. Right of interpretation and other rights

1. It is the applicant's responsibility to cooperate with the organizer and executive unit personnel to conduct functional and quality tests on their installed systems.
2. In the process of processing the funding application, the executive unit may request the applicant to submit additional relevant documents.

3. The organizer may make changes to the Regulations and its appendices without prior notice. The organizer will deal with any matters not specified in the Regulations on a case-by-case basis. The organizer reserves the right of final interpretation of the Regulations.
4. The organizer has the rights of final decision-making and approval so as to determine whether to grant the applicant the fund.

11. Disclaimer

The United Association of Food and Beverage Merchants of Macao and the CPTTM shall not be responsible for any loss or damage incurred by the applicant during the installation of the system and equipment, or for any disputes that may arise between the applicant and the owner of the installation site or the system supplier.

12. Inquiry

For inquiries, please call the Information Systems and Technology Department of CPTTM at 8898 0899 during office hours or visit the CPTTM Head Office, located at Rua de Xangai 175, Ed. ACM., 6 andar, Macau.