

Regulations of the 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, and at the same time optimize the management model to save manpower, 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 Back Office Electronic Funding Scheme for the Food and Beverage Industry of Macao (the Scheme) is now accepting applications while the quota is still available.

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 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.

2.2 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 employees 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.

2.3 Application date

Beginning May 17, 2021 and ending May 31, 2021

3. Funding amount

Eligible catering enterprises can apply to the executive unit for the system construction cost in accordance with their actual needs, and the amount of funding is 80% of the above-mentioned cost, with a ceiling of MOP12,000.00.

4. Recognized suppliers

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

Name of the company	Contact person	Telephone	Website
JOYER Group Company Limited (Meituan)	WeChat Official acc.: 美團餐飲系統	6299 5566	https://rms.meituan.com/support
WOW Macau Limited (Keruyun)	Mr. Leung	2825 2878	https://www.facebook.com/keruyunmacao/
CTM (ePOS)	ePOS Support	8891 5377	https://biz.ctm.net/2021/04/09/epos/

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 120 days after receiving the notice of consent for installation from the executive unit, except for special reasons of force majeure, the supplier must be assisted 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

Catering enterprises should submit the following documents when applying:

1. The funding application form of the system construction cost.
2. A copy of the latest business tax (in M/1 format) issued by the Financial Services Bureau.
3. A legal and valid catering license issued by the Municipal Affairs Bureau or Macao Government Tourism Office.
4. A copy of the identity document of the individual business owner or shareholder.
5. A copy of the quotation provided by the supplier for the construction of the system 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.) Three photos of the store are also needed: 1) frontage with signage, 2) business situation, 3) kitchen.

The above documents should be submitted to the following locations:

CPTTM Head Office: Rua de Xangai 175, Ed. ACM., 7 andar Macau

7. Processing of applications and deadlines

1. The application will be reviewed within 30 working days of receipt of the required documents and the applicant will be informed of the outcome of the review.
2. During the review process, if the applicant is required to submit additional information, the review process will start from the date of receipt of all documents.

3. If the application process is halted for more than three months for reasons attributable to the applicant and there is no reasonable explanation, the applicant is deemed to have abandoned the application.
4. If the application is not approved, the applicant may file a written objection within 15 days after receiving the notice. If the objection is still not approved, no further appeal is allowed.

8. Release of funding

The applicant shall complete the installation of the system and the training of the staff within 120 days after receiving the notification of consent for installation (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 submit the following supporting documents to the executive unit within 30 days after completion, otherwise the application shall be deemed abandoned.

1. A copy of the notification of consent for installation.
2. The receipt for the full cost of the system installation (the receipt must be signed by both the applicant and the supplier).
3. Photos/pictures of the system and its related hardware after installation. The photos/pictures should clearly show the installed equipment.
4. Other supplementary information (if any) to be specified.

The executing unit will send staff to visit the site and 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 and determined between the enterprise and the supplier.
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, the applicant must 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.

11. Disclaimer

The United Association of Food and Beverage Merchants of Macao and 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 2878 1414 during office hours or visit the CPTTM Head Office, located at Rua de Xangai 175, Ed. ACM., 6 andar, Macau.