



Rules on the Scheme for Back-Office Digital Support Services for SMEs 2023

I. Purpose

In order to advance the digital transformation of Macao traditional SMEs in marketing, payment and routine operation, so as to expand their remote business channels, reduce their operating cost, and improve their management and operational efficiency, Macao Productivity and Technology Transfer Center (hereinafter referred to as the "Center") launched the Scheme for Back-Office Digital Support Services for SMEs 2023 (hereinafter referred to as the "Scheme").

II. Scheme Details and Application Conditions, Period and Method

1. Scheme details

This Scheme is open to retail, wholesale, life services, catering or manufacturing enterprises in Macao. This Scheme includes two parts:

Part 1: Provide enterprises with digital operation cognition courses (three hours) and such services as operation mode diagnosis and reform scheme assessment.

Part 2: Provide enterprises with relevant systems (with the system development costs paid directly by the Center to the suppliers):

- A. Provide eligible enterprises with solutions worth up to MOP18,000 (which will be selected by the enterprises from the solutions provided by recognized suppliers).
- B. Provide system upgrade services worth up to MOP6,000 for the enterprises that have applied for and been funded by the 2021 or 2022 Back-Office Electronic Funding Scheme in the Catering Industry (which will be provided by the original system suppliers).

2. Application conditions

Eligible enterprises must:

- 2.1 Be lawfully established in Macao and engaged in retail, wholesale, life services, catering or manufacturing.
- 2.2 Pay tax and have registered with the Financial Services Bureau for operation, with a staff of no more than 100.
- 2.3 Be in an appropriate economic, financial or organizational status.
- 2.4 Be an entity operating in Macao.
- 2.5 Apply for this Scheme only once.
- 2.6 Send (up to two) staff members to attend the digital operation cognition courses at the



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designated time.

3. Application period and method

3.1 Application period

Applications will be accepted from July 4, 2023 until August 4, 2023. Enterprises must apply online (website: <https://www.cpttm.org.mo/SMEtech2023/>) and fill in/upload the following documents:

- A. Fill in the application form for support services.
- B. Upload a copy of the latest business tax (in M/1 format) issued by the Financial Services Bureau.
- C. Upload a duplicate of the identity document of the individual business owner or the corporate business legal representative.
- D. Fill in the information of the persons attending the digital operation cognition courses.
- E. Upload a photo of the store facade with the signboard or of the office facade with the company name, as well as a photo of the enterprise in operation.

Note: This is a pilot scheme accepting 200 applicants at most. Applications will be selected and ranked by lottery and reviewed according to the rankings. Any application found ineligible during review will be deemed invalid. The results will be published on August 8, 2023 on the Center's website.

3.2 Period for submission of solutions and quotations (by recognized suppliers selected)

From September 1, 2023 to October 31, 2023. Recognized suppliers must submit the information through the online system (website: <https://www.cpttm.org.mo/SMEtech2023/>). Upon approval of the application, the enterprise and the supplier will receive a Notice of Consent to Installation, and the supplier must, within 60 days after the issuance of the Notice, assist the enterprise in applying for online e-payment and completing the installation and staff training.

III. Recognized Suppliers

Company name: Boardware Information System Limited

Tel.: 2822 9801

Website: <https://www.boardware.com/smetech2023>

Company name: WOW Macau Limited



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Tel.: 6522 8121, 2825 2878

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

Company name: ZCC Resource Technology Company Limited

Tel.: 6351 8899

Website: h5.macaou2o.com

Company name: Macau Pass S.A.

Tel.: 6632 5007

Website: <https://h5.macaupass.com/img/MPayOnlineDigitalServicePlatform.png>

Company name: Macao Newland Technology Co., Ltd.

Tel.: 2875 2592

Website: <https://www.newlandmaanbok.com/>

Company name: Companhia de Telecomunicações de Macau, S.A.R.L

Tel.: 8891 3429

Website: <https://qr.page/g/5qoMmP5Zppg>

Company name: Macao e-Media Development Company Limited

Tel.: 6885 5606

Website: <https://shence-collect.aomiapp.com/t/K6>

Company name: Macau Store Cross-border E-commerce Supply Chain Co., Ltd.

Tel.: 2871 3600

Website: <http://jz.macao-store.com>

IV. Recognized Suppliers for System Upgrades in the Catering Industry

Company name: Joyer Group Limited



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Tel.: 6555 6234, 6299 5566

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

Company name: Directel Macau Ltd.

Tel.: 6333 8180

Website: <https://www.directel.mo/澳門黃頁點餐易/>

Company name: Nam Kwong Petroleum & Chemicals Co., Ltd.

Tel.: 8391 1712

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

Company name: XGD Macau Limited

Tel.: 2822 2383

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

Company name: WOW Macau Limited

Tel.: 6522 8121, 2825 2878

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

Company name: Macau Duolaidian Information Technology Co., Ltd.

Tel.: 6225 2888, 6352 9000

Website: <https://g.h5gdsvip.com/p/otpsp9dh>

Company name: Macao Newland Technology Co., Ltd.

Tel.: 2840 0671

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

Company name: Companhia de Telecomunicações de Macau, S.A.R.L

Tel.: 8891 3429



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

V. Relevant Restrictions

Supported enterprises must:

1. Accept only system solutions from the recognized suppliers under this Scheme.
2. Maintain and clean the installed systems.
3. Receive or assign their authorized persons to receive the suppliers' training in use of the systems.
4. Make good use of the systems installed and communicate with the suppliers to make up any insufficiency, and cannot give up using them on the grounds of inadaptability or insufficiency of features.
5. Provide the relevant statistical data for statistical purposes, which will be analyzed all together and will not be published individually.
6. If any enterprise violates the aforesaid rules, the Center will have the right to reclaim the relevant system immediately and will refuse any support to the enterprise in the future.

VI. Responsibilities

1. For features of systems to be installed and any additional services, the enterprises should make prudent decisions based on their actual conditions after consultation with the suppliers. The enterprises should bear any additional hardware/service costs and be responsible for any unsuitable or inconvenient system features.
2. Any applicant that provides false information or utilizes unlawful means to qualify during the application process will render its application invalid and will be held legally liable in addition to having to return the relevant hardware and software.
3. If an enterprise's applicant is also a staff member implementing this Scheme, the applicant concerned must voluntarily recuse himself/herself from the entire process of the enterprise's application.

VII. Right of Interpretation and Other Rights

1. The applicants are obliged to coordinate and cooperate with the Center's personnel in testing the features and quality of their installed systems.
2. In processing applications, the Center may ask applicants for other relevant information. If there are any omissions or errors in the application documents submitted, the relevant applicant should supplement or resubmit the documents within the specified time limit, otherwise the applicant will be deemed to have given up the application.
3. The Center may modify the Rules and its appendices without giving any prior notice. Matters



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not covered herein will be handled by the Center according to the specific circumstances, and the Center reserves the right of final interpretation of the Rules.

4. The Center has the final say over all submitted applications.

VIII. Disclaimer

The Center will not be liable for any loss or damage arising from the applicants' installation of the systems, machines and tools, or for any disputes that may arise between the applicants and the owners of the installation sites or the system suppliers.

IX. Inquiry

For inquiries, please call 8898 0899 to contact Mr. Dai or Mr. Tan at the Department of Information Systems and Technology of Macau Productivity and Technology Transfer Center or visit the Head Office of the Center at Rua de Xangai 175, Ed. ACM. 6, Macau during office hours.