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CENTRO DE PRODUTIVIDADE E TRANSFERÊNCIA DE TECNOLOGIA DE MACAU
MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

Rules on the Scheme for Digital Support Services for SMEs 2024

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, Macau Productivity and Technology Transfer Center (hereinafter referred to as the "Center"), entrusted by the Economic and Technological Development Bureau, launched the Scheme for Digital Support Services for SMEs 2024 (hereinafter referred to as the "Scheme").

II. Scheme Details and Application Conditions, Period and Method

1. **Organizers**

   Hosted by: Economic and Technological Development Bureau

   Implemented by: Macau Productivity and Technology Transfer Center

   Jointly organized by: Consumer Council

   Supported and sponsored by: Galaxy Entertainment Group, MGM Macau

2. **Scheme details**

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

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

   Part 2: Provide eligible enterprises with solutions worth up to MOP18,000. (The system development costs are paid directly by the Center to the suppliers).

3. **Application conditions**

Eligible enterprises must:

- Be SMEs lawfully established in Macao and engaged in retail, catering, life services, wholesale or manufacturing (irrespective of the duration of establishment).

- Pay tax and have registered with the Financial Services Bureau for operation, with a staff of no more than 100.

- Be in an appropriate economic, financial or organizational status.

- Be an entity operating in Macao with a physical place of business.

- Have obtained or be applying for the "Trusted Shop" certification from the Consumer Council.

- Send (up to two) staff members to attend relevant training courses provided by the Center.

- Each taxpayer (identified by M1 taxpayer number) can only apply once (up to a maximum of three enterprises).

  Note: Enterprises that previously applied for the "Back-Office Digital Support Scheme for the Macao Food and Beverage Industry" or the "Back-Office Digital Support Services for SMEs in 2023" launched by the United Association of Food and Beverage Merchants of Macao in 2021, 2022 and 2023 and have successfully received the funding support are not eligible to apply.

4. Quota

There are two application periods for the Scheme, with 300 places available in each period, totaling 600 places. During each period, cases will be drawn and ranked from all online applications through a lottery system. The implementing organization will review the applications in the order of the lottery draw.

5. Application periods

Period 1: May 6, 2024 to May 26, 2024

Period 2: November 11, 2024 to November 29, 2024

6. Application method

Enterprises must apply online (website: https://www.cpttm.org.mo/SMEtech2024/) 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 expected class time and attendee information for 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.

F. Declare "Trusted Shop" application status.

7. Completion conditions for digital services

The Center shall have the right to disqualify the enterprises selected by lot if they fail to cooperate and complete the following tasks:

- Enterprises that have retail operations must qualify as "Trusted Shops".

- Digital solutions worth up to MOP18,000 have been successfully installed / implemented and are in normal use.

- Applicants must accept employee training provided by suppliers.

- Regardless of industry, applicants must cooperate to open online payment with any designated platform in Macao.

- Following digitization, catering establishments with dine-in services must allow customers to self-order through scanning QR codes or other methods, and accept online payment for settling bills.

III. Recognized Suppliers (up to four more to be added)

Company name: Boardware Information System Limited

Tel.: 2822 9801

Website: https://www.boardware.com/smetech2024/

Company name: WOW Macau Limited

Tel.: 6522 8121, 2825 2878

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

Company name: ZCC Resource Technology Company Limited

Tel.: 6351 8899

Website: h5.macauo2o.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.macau-store.com

Company name: Macau Yellow Pages
Tel.: 6333 8177
Website: https://www.directel.mo/舖事易 pos 系統/

Company name: Nam Kwong (group) Company Limited
Tel.: 8391 1712
Website: http://www.nkoil.com.mo/art/2021/3/19/art_4554_25821.html

Company name: Macau Duolaidian Information Technology Co. LTD
Tel.: 6225 2888
Website: https://www.facebook.com/duolaidianmacau/

Company name: XGD MACAU LIMITED
Tel.: 2822 2383
Website: https://www.facebook.com/xgdmacau

IV. 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.

V. 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.

VI. 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 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.

VII. 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.

VIII. 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.

The Application Procedure for the "Digital Support Services for SMEs in 2024"

Period 1	
Scheme sign-up period	May 6, 2024 to May 26, 2024
List of winners announced	May 31, 2024
Period for submission of supplementary information	June 11, 2024 to June 24, 2024
Period 2	
Scheme sign-up period	November 11, 2024 to November 29, 2024
List of winners announced	December 16, 2024
Period for submission of supplementary information	December 26, 2024 to January 10, 2025

Step 1: Sign-up

The Scheme adopts an online sign-up method. Please visit https://sme-digital.cpttm.org.mo/ for online sign-up.

Step 2: Lottery draw and list of winners announced

The Center will draw lots to rank all registered cases. Enterprises selected by lot will be numbered from 1 to 300, while those numbered 301 to 400 will be on the waiting list.

Step 3: Period for submission of supplementary information

The Center will review all the information submitted by the enterprises that have been selected by lot and those that are on the waiting list. Any missing information must be supplied before the deadline. Failure to do so will be deemed forfeit, and the place will be filled by the next enterprise on the waiting list.

Step 4: Digital transformation training courses

The Center will provide 6-hour digital transformation training courses for SMEs selected by lot and their employees according to the chosen dates upon sign-up. All selected enterprises must send staff to attend punctually; otherwise, it will be considered forfeit.

Step 5: Corporate diagnostic services

After the courses are completed, the Center will send staff to visit the shops to learn about the operations, including IT inputs, operation modes, problems encountered, etc. Following analysis, the Center will provide digital transformation advice to the interviewed enterprises, including proposing solutions for consideration when choosing suppliers.

Step 6: Supplier selection

Enterprises must complete the aforementioned training and diagnosis, and successfully apply to become "Trusted Shops" before they can purchase services from the recognized suppliers under the Scheme. They must also authorize the suppliers to submit service applications on their behalf.

Step 7: Application for digital services

Suppliers submit service applications to the Center on behalf of their customers (applicant enterprises) through the online system. Upon approval, enterprises and suppliers will receive the "Notice of Consent for Installation".

Step 8: Service delivery / system installation

After the Center issues the "Notice of Consent for Installation", suppliers are responsible for providing the previously selected digital services to the enterprises within the specified time. After

completing the services and providing app training to their employees, suppliers must submit settlement documents to the Center. These documents should include proof of online payment application provided by the enterprises or with the assistance of the suppliers.

Step 9: Acceptance of the Center's inspection

The Center will dispatch personnel to enterprises for inspection and verification. For catering establishments with dine-in services, the Center needs to test whether their systems can support the entire process of online self-ordering and online payment by customers.