

Rules on the Scheme for Digital Support Services for SMEs 2025

I. Purpose

In order to support the digital transformation of traditional SMEs, the Macau Productivity and Technology Transfer Center, entrusted by the Economic and Technological Development Bureau, implemented the “Back-Office Digital Support Services for SMEs in 2023” and the “Digital Support Services for SMEs 2024”. The two schemes received a total of 2,857 applications, with a combined quota of 1,100 beneficiary enterprises. As the advancement of the schemes, beneficiary enterprises have been progressively installing digital systems. Numerous merchants acknowledge that the schemes have provided tangible support to their operations.

In view of the ongoing demand for digital transformation among SMEs in Macao, and based on the success of previous initiatives, the “Scheme for Digital Support Services for SMEs 2025” has been launched to continue advancing the digital transformation of Macao’s SMEs. This year’s scheme will expand the number of recognized suppliers and diversify the types of digital solutions available, thereby assisting SMEs in more industries to address the challenges arising from the evolution of operating environments.

II. 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
- SJM Resorts, Limited
- Sands China Limited
- Melco Resorts & Entertainment Limited
- MGM China Holdings Limited
- Wynn Resorts (Macau) Limited

III. Scheme Details

This scheme is open to small and medium-sized enterprises (SMEs) in Macao (hereinafter referred to as “enterprises”). It aims to assist enterprises in reducing operating costs, optimizing management, and enhancing operational efficiency, via providing supports in customer management, digital operations and online marketing, expanding e-commerce, and activating online payment functions (online payment refers to the feature for customers to conduct transactions independently, using electronic devices through Apps, e-commerce platforms, etc. Payment methods may include electronic wallets, online banking, or credit cards).

This scheme includes two parts:

Part 1: Provide enterprises with digital transformation courses (three 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 costs are paid directly by CPTTM to the suppliers).

IV. Application Conditions

Eligible enterprises must:

1. Be SMEs lawfully established in Macao (irrespective of the duration of establishment).
2. Pay tax and have registered with the Financial Services Bureau for operation, with a staff of no more than 100.
3. Be in an appropriate economic, financial or organizational status.
4. Be an entity operating in Macao with a physical place of business.
5. Have obtained or be applying for the “Certified Shop” certification from the Consumer Council.
6. Send (up to two) staff members to attend relevant training courses provided by CPTTM.
7. Each taxpayer (identified by M1 taxpayer number) may apply for multiple affiliated enterprises simultaneously. Should more than three enterprises be selected in the lottery, a maximum of three shall benefit from the scheme.

8. Enterprises that have successfully received the following funding support are not eligible to apply:

- “Back-Office Digital Support Scheme for the Macao Food and Beverage Industry in 2021, 2022 and 2023”
- “Back-Office Digital Support Services for SMEs 2023”
- “Digital Support Services for SMEs 2024”

V. Quota and Application Periods

There are two application periods for the scheme, with 1,500 places available in total. During each period, cases will be drawn and ranked from all applications through a lottery system. The implementing organization will review the applications in the order of the lottery draw.

- Period 1: June 3, 2025 to June 22, 2025 (750 places)
- Period 2: November 3, 2025 to November 21, 2025 (750 places)

VI. Application Method

1. Enterprises must apply online (website: <https://www.cpttm.org.mo/SMEtech2025/>)
2. Fill in/upload the following documents (If the enterprises fail to submit the application documents before deadline, it will affect the application's lottery qualification):
 - Fill in the application form for support services.
 - Upload both sides of the latest business tax (in M/1 format) issued by the Financial Services Bureau.
 - Upload a duplicate of the identity document of the individual business owner or the corporate business legal representative. (The identification document must correspond to the business owner who signed the M/1 Form)
 - Fill in the attendee information for attending the digital operation cognition courses.
 - Upload a photo of the store facade with the signboard or of the office facade with the company name (the business premises signage specified in the M/1 Form must be clearly visible for verification purposes), as well as a photo of

the enterprise in operation (the business's operational status must be clearly displayed).

- Upload a copy of the Business Registration Certificate (BR) (applicable for limited liability companies)
- Upload either the application receipt for “Trusted Shop” or supporting documents of “Trusted Shop” issued by the Consumer Council

VII. Completion Conditions for Digital Services

1. Complete the digital transformation courses (three hours).
2. Complete the operation mode diagnosis and the reform scheme assessment.
3. Enterprises are required to select services from the recognized suppliers. (The list of recognized suppliers is available on the Productivity and Technology Transfer Center’s website: <https://www.cpttm.org.mo> starting from the application date.)
4. Complete the application and activation of online payment services with local payment platforms in Macao.
5. Install the systems and/or equipment and undergo supplier-provided training on their operation.
6. CPTTM has conducted on-site or phone inspections to verify and confirm the installation of the systems and/or equipment at the enterprises.
7. Have obtained the “Trusted Shop” qualification (unless exempted by the Consumer Council).

CPTTM shall have the right to disqualify the enterprises selected in the lottery if they fail to cooperate and complete the tasks above mentioned.

VIII. Obligations and Responsibilities

Supported enterprises must:

1. Accept solutions from the recognized suppliers under this Scheme only.
2. Maintain and clean the installed systems.
3. Complete or assign their authorized personnel to complete system/equipment operation training provided by suppliers.



4. Negotiate independently between the enterprises and suppliers, in regard to any additional services required by enterprises, and all costs for additional hardware/services shall be borne by the enterprises.
5. Fully utilize the equipment or services provided by suppliers. In case of any inadequacy in meeting operational needs, enterprises must coordinate with suppliers for improvements and shall not cease usage on the grounds of inadaptability or insufficiency of features.
6. Provide relevant statistical data to the organizers or implementing organizations for statistical purposes, which will be analyzed all together and will not be published individually.
7. If any enterprise violates the aforesaid rules, CPTTM will have the right to reclaim the installed systems and/or equipment immediately, terminate ongoing promotional services, and will refuse any support to the enterprise in the future.
8. Applications from enterprises that provide false information or obtain eligibility unlawfully during the review process will be invalidated. Such enterprises must return all relevant software and hardware and is subject to legal liability.
9. Enterprises selecting solutions that involve personal data processing must comply with the requirements of Law No. 8/2005 “Personal Data Protection Act”, particularly ensuring data subjects’ rights to access, rectification, and objection as stipulated in Articles 11 and 12 of the law.
10. Enterprises are obliged to regularly access CPTTM’s website (<https://www.cpttm.org.mo>) during the Scheme period to obtain the latest updates. CPTTM will not accept any claims on omission of information arising from the enterprises’ failure to fulfill this responsibility.

IX. Right of Interpretation and Other Rights

1. CPTTM reserves the right to test the features and quality of their installed systems and/or equipment.
2. In processing applications, CPTTM may ask enterprises for other relevant information. If there are any omissions or errors in the application documents submitted, the relevant enterprise should supplement or resubmit the documents within the specified time limit, otherwise the enterprise will be deemed to have

given up the application.

3. Should any staff of CPTTM concurrently serves as the owner of an applying enterprise, the individual must voluntarily recuse himself/herself from all processes related to this scheme.
4. CPTTM has the final say over all submitted applications.
5. CPTTM may modify the Rules and its appendices without giving any prior notice.
6. Matters not covered herein will be handled by CPTTM according to the specific circumstances, and CPTTM reserves the right of final interpretation of the Rules.

X. Disclaimer

CPTTM will not be liable for any loss or damage arising from the enterprises' installation of the systems and/or equipment, or for any disputes that may arise between the enterprises and the owners of the installation sites or the system suppliers.

XI. Inquiry

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

XII. Recognized Suppliers (to be confirmed)