



Rules on the Scheme for Digital Support Services for SMEs 2026

I. Purpose

To support traditional SMEs in undertaking digital transformation, the Macau Productivity and Technology Transfer Center (hereinafter referred to as “the Center”), entrusted by the Economic and Technological Development Bureau, implemented three rounds of digital support services for SMEs from 2023 to 2025. As the schemes progressed, beneficiary enterprises have progressively installed digital systems. Many enterprises 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 building on the success of previous initiatives, the “Scheme for Digital Support Services for SMEs 2026” is hereby launched to continue advancing the digital transformation of Macao’s SMEs. The new round of the scheme increases the number of recognized suppliers and diversifies the types of digital solutions available, thereby assisting SMEs in more industries to address the challenges arising from changes in the operating environment.

II. Organizers

Hosted by: Economic and Technological Development Bureau

Implemented by: Macau Productivity and Technology Transfer Center

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 by providing support in customer management, digital operations and online marketing, expanding e-commerce, and activating online payment functions (online payment refers to the feature enabling customers to conduct transactions independently using any



electronic device through Apps, e-commerce platforms, etc. Payment methods may include electronic wallets, online banking, or credit cards).

The scheme consists of two parts:

Part 1: Enterprises complete the digital transformation courses (three hours), operation mode diagnosis, and reform scheme assessment.

Part 2: Eligible enterprises that have completed Part 1 are provided with solutions worth up to MOP18,000. (The costs shall be paid directly by the Center to the suppliers.)

IV. Application Conditions

Enterprises meeting all of the following conditions may apply:

1. Be SMEs lawfully established in Macao (irrespective of the duration of establishment);
2. Have registered with the Financial Services Bureau for tax purposes and have no more than 100 employees;
3. Be in an appropriate economic, financial, or operational status;
4. Operate within the Macao Special Administrative Region with a physical place of business;
5. Hold the operating license or permit required for the place of business or operations;
6. Be a Certified Shop or have applied to the Consumer Council for Certified Shop status. (Premises holding licenses issued by the Health Bureau for healthcare services and those assessed by the Consumer Council as not eligible for Certified Shop application are excluded.);
7. Each taxpayer (identified by M/1 taxpayer number) may submit applications for multiple affiliated enterprises separately. If more than three affiliated enterprises of the same taxpayer are selected in the lottery, the taxpayer shall select a maximum of three as beneficiary enterprises;
8. The applying enterprise must send personnel (up to two persons) to attend the digital transformation courses provided by the Center;
9. Enterprises that have previously received funding under the following schemes are not eligible to apply:



- 2023 Back-Office Digital Support Scheme for the Macao Food and Beverage Industry
- 2023 Back-Office Digital Support Services for SMEs
- 2024 Digital Support Services for SMEs
- 2025 Digital Support Services for SMEs

V. Quota and Application Periods

The scheme has two application periods. In each period, cases will be drawn and ranked by lottery from all applications. The Center will review applications in the order of the lottery draw. (Applications not selected in the first period but with complete documents will retain their eligibility and be automatically transferred to the second period for re-drawing.)

First Period: June 8, 2026 to June 26, 2026 (1,000 places)

Second Period: To be announced

VI. Application Method

1. Applications must be submitted online (website:

<https://www.cpttm.org.mo/SMEtech2026/>).

2. The following documents must be completed/uploaded at the time of application (failure to submit valid documents before the deadline will affect lottery eligibility):

- Complete the online support services application form;
- Upload both sides of the latest business tax commencement/amendment return (M/1 format) issued by the Financial Services Bureau;
- Upload a copy of the identity document of the individual business owner or the legal representative of the corporate business (the identity document must correspond to the business owner who signed the M/1 form);
- Provide attendee information for the digital operation cognition training course;
- Upload a photo of the store facade with the signboard or office facade showing the company name (the business premises signage as stated in the M/1 form must be clearly visible for verification), together with a photo showing the enterprise in operation (the operational status of the business must be clearly displayed);



- For limited liability companies, upload a copy of the Business Registration Certificate (BR) issued by the Property Registry (valid within three months);
- For enterprises located in industrial buildings, their business must comply with the requirements of Laws No. 6/99/M and No. 11/99/M, and they must possess and upload the permits required for industrial use or the specific business;
- Upload the application receipt for joining the Certified Shop program or the proof of Certified Shop status 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 reform scheme assessment;
3. Must select services from the recognized suppliers under this scheme (the list of recognized suppliers is available on the Center's website from the application date);
4. For solutions involving online payment, provide proof of application for online payment services with local payment platforms in Macao;
5. Complete the installation of systems and/or equipment and receive training from the supplier on their operation;
6. The Center shall conduct on-site or telephone inspections to verify and confirm the installation of the systems and/or equipment;
7. Obtain and maintain "Certified Shop" qualification before the issuance of the installation consent notice (unless exempted by the Consumer Council). If the Certified Shop qualification is revoked during the period, eligibility under this scheme will also be affected.

Note: If a selected enterprise fails to cooperate in completing the above tasks, the Center reserves the right to cancel its application eligibility.

VIII. Obligations and Responsibilities of Enterprises

Enterprises must comply with the following obligations and responsibilities:

1. Accept only solutions provided by recognized suppliers under this scheme;
2. Properly maintain and clean the installed equipment;
3. The business owner or authorized personnel must receive training from the supplier on the operation of the installed systems/equipment;



4. Any additional services beyond the scheme shall be negotiated separately between the enterprise and the supplier; all costs for additional hardware/services shall be borne by the enterprise;
5. Fully utilize the equipment or services provided by the supplier. If the equipment or service cannot fully meet operational needs, the enterprise must coordinate with the supplier 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 organization for statistical purposes; the data will be analyzed collectively and will not be published individually;
7. If false information is provided or unlawful means are used to obtain eligibility during the review process, the application shall be invalid; the Center reserves the right to pursue liability;
8. If the selected solution involves personal data processing, enterprises must comply with Law No. 8/2005 “Personal Data Protection Act”, particularly Articles 11 and 12 regarding data subjects’ rights to access, rectification, and objection;
9. Enterprises must immediately notify the Center of any changes in operating status or address that affect the application;
10. Violation of the above may result in the Center immediately reclaiming installed systems/equipment, terminating ongoing promotional services, and refusing any future support to the same enterprise;
11. During the scheme period, enterprises are obliged to pay attention to notices issued by the Center (e.g., letters, SMS, website announcements at <https://www.cpttm.org.mo>) to obtain the latest information. The Center will not accept claims arising from omissions due to the enterprise’s own failure to fulfill this responsibility.

IX. Right of Interpretation and Other Rights

1. CPTTM may test the functionality and quality of the installed systems and/or equipment.
2. CPTTM may require enterprises to submit additional relevant information during the application process. If there are problems or omissions in the submitted application documents, the enterprise is responsible for supplementing or



resubmitting them within the specified time limit; otherwise, it will be deemed to have voluntarily withdrawn the application.

3. Business owners whose status is listed as “Not Approved” in the application list published by CPTTM may, within fifteen (15) days from the date of publication of such list, lodge an objection with CPTTM in writing.
4. If any staff member of CPTTM is concurrently the responsible person of an applying enterprise, that staff member must voluntarily recuse himself/herself from the processing of this scheme and shall not participate in any related procedures.
5. If the personnel of the Host Organization and the Implementing Organization responsible for handling the applications under this scheme are related to the business owners, shareholders, members of the administrative bodies, or responsible persons of the applying enterprises or suppliers under this scheme by lineal relatives by blood or affinity, collateral relatives by blood or affinity within the third degree of kinship, marriage or de facto marriage, or cohabitation under a shared economic arrangement, the personnel concerned must recuse themselves and shall not participate in any related procedures.
6. Where a situation requiring recusal arises, the personnel concerned shall immediately notify CPTTM in writing of such fact. Upon receipt of such notification, CPTTM shall suspend the work performed by the personnel concerned in the related procedures.
7. CPTTM has the final say over all submitted applications.
8. CPTTM may amend this charter and its annexes without prior notice.
9. Matters not covered herein shall be handled by CPTTM according to specific circumstances; CPTTM reserves the right of final interpretation of this charter.

X. Disclaimer

The Center shall not be liable for any loss or damage arising from the installation of systems/equipment by enterprises, or for any disputes that may arise between enterprises and the owners of installation sites or suppliers.

XI. Inquiry

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



XII. List of Recognized Suppliers

(Sorted by Chinese stroke order)

1. CUBE.mo
2. LABO ARTIFICIAL INTELLIGENCE DEVELOPMENT LIMITED
3. RR2 INFORMATION TECHNOLOGY CO.,LIMITED
4. CLICKR INFORMATION TECHNOLOGY CO., LTD.
5. TOP MACAU DEVELOPMENT COMPANY LIMITED
6. SINOKRU ELECTRONIC TECH LIMITED
7. FORTRESS IMAGE COMPANY LIMITED
8. Eastward Cultural and Creative Company Limited
9. Directel Macau Limited
10. LCCK CREATIVE TECHNOLOGY LIMITED
11. PRO-AN COMPUTADOR (MACAU) LDA.
12. NAM KWONG TUNG COMPANY LIMITED
13. HA BI BRAND PLANNING LIMITED
14. IN SAM TECHNOLOGY LIMITED
15. IN Systems (Macao) Limited
16. GRANDE VISTA GROUP LIMITED
17. TIKBEE TECHNOLOGY COMPANY LIMITED
18. SALTO MACAU MIDIA LIMITADA
19. Professional Computer Shop
20. Gallant Computer Company Limited
21. ALPHA SOLUTION COMPANY LIMITED
22. FUJIFILM BUSINESS INNOVATION HONG KONG LIMITED
23. SOCIEDADE DE CIÊNCIA E TECNOLOGIA CHI MEI WUN LDA
24. LOOMI MEDIA COMPANY LIMITED
25. IDMEDIA PRODUCAO E CONSULTADORIA LIMITADA
26. XGD MACAU LIMITED
27. KUAIZI MACAU TECHNOLOGY LIMITED
28. MEGA - TECNOLOGIA INFORMATICA, LIMITADA
29. Infomacro Information Technology Limited
30. WOW MACAU LIMITED
31. CGMO MARKETING COMPANY LIMITED
32. RENABEE LOGISTICS LIMITED
33. PROMOKING MEDIA PRODUCTION LTD.



- 34. Digitalbay Limited
- 35. LUCK PLATFORM TECHNOLOGY LIMITED
- 36. ZCC Resource Technology Company Limited
- 37. CEFEECT CULTURAL MEDIA MACAU LTD
- 38. Macau Pass S.A.
- 39. MACAO CLEVER CATERING MANAGEMENT COMPANY LIMITED
- 40. MACAO NEWLAND TECHNOLOGY CO., LTD.
- 41. MACAU TELECOMMUNICATIONS COMPANY LIMITED
- 42. Macao e-Media Development Company Limited
- 43. MACAU STORE CROSS-BORDER E-COMMERCE SUPPLY CHAIN CO.,LTD.
- 44. WISOO Technology and E-Commerce Ltd.

— End of Document —

Header and footer to be added by user.