

The Hong Kong University of Science and Technology

Campus Services Office

Catering Booking System – FAQ

1. Is the booking form available in CSO website and easily access?
⇒ Yes, it will be included in the forms under “Booking” at the footer of webpage.
2. What is the deadline to submit booking form?
⇒ For table booking, approval from BCO should reach the restaurant three months in advance until 11:00 am of the meal date.
⇒ For event booking, approval from BCO should reach the restaurant at least seven days but not more than twelve calendar months in advance.
3. In case of an urgent booking is necessary, can I call the restaurant to secure a table and make reimbursement afterwards?
⇒ Yes, it is the best way to handle after-deadline catering booking.
4. Could I save the draft of booking form?
⇒ Yes, you can save the booking form as a template for retrieval later.
5. How to make amendment to an approved booking? e.g. one of the external guests didn't show up?
⇒ Amendment can be made any time before the deadline mentioned in Q2. However, no amendment is allowed after the meal. If an external guest did not participate the event, i.e. the no. of guests has changed, FO will communicate with booker/host for further information.

6. Do I need to submit the completed guest list before the event?
⇒ The completed guest list is not necessary while submitting the form but a preliminary version is preferred.
7. Can I amend the participants' list after the meal date?
⇒ No. If there is a change of guest list after the meal, please communicate with FO directly.
8. Can I key in the guest name and related information in the event booking instead of upload the name list?
⇒ Usually, the event booking accommodates larger group of guests; if it is found quite a number of event bookings are made for small group, we will revise in the next stage of enhancement.
9. For the amount charged to COA, is it possible to enter a fixed amount instead of a percentage?
⇒ We will try to incorporate both ways for booker to choose in the next stage of enhancement.
10. If the COA does not have fund at the beginning of financial year, how to make a booking?
⇒ It is recommended to use a COA with positive balance to make a booking; then amend the form as soon as the supporting fund is available (before the submission deadline).
11. What if the Actual Amount exceeds the Estimated Amount (stated in Payment Information) but is less than the Policy Limit?
⇒ If discrepancy is found against the guest list, budget, etc., FO will contact relevant booker for further information.
12. How to charge the exceed-policy-limit amount to another COA after the meal?
⇒ As no amendment can be made after the deadline/meal, please communicate with FO for further arrangement.
13. Could I mark the serving time (starting time and ending time) in the form?

- ⇒ The current setting enables booker to key in Event Time (start time of the event). It may include the end time in next stage of enhancement.
14. Is there a field to input venue if Others (Location) is selected?
- ⇒ Yes, a blank textbox will prompt up if Others is selected.
15. Would the administrator be able to see all approved requests?
- ⇒ Yes, the administrator can access all the booking requests of the department.
16. Can the administrator assign a BCO to make booking that save time to seek further approval?
- ⇒ The system allows BCO can also be a booker. A BCO can also set up delegates to approve booking. If the delegate is also a booker, the booking will route to the restaurant directly.
- ⇒ If an existing BCO's delegate is delegated with the approving authorities for "ALL" systems in the Authentication & Authorization Setting (AA Setting), he/she will automatically be granted with the approving authorities in the Catering Booking System. Otherwise BCO needs to set up new delegation in the AA Setting in order for that staff to approve transactions in the Catering Booking System.
- ⇒ The BCO may set up or change delegation through the ways below:
- visit [Authentication & Authorization Setting](#) and choose "Delegation"; then follow the steps [Authentication & Authorization Setting User Manual](#) ; or
 - Fill in the form "[AA setup template 202010.xlsx](#)" and return to fosystem@ust.hk.
17. Who is the BCO to approve the budget associated with specific COA?
- ⇒ BCO can be selected from the dropdown list once the completed COA is entered.
18. The system allows 3 days only for BCO approval, is it possible to extend longer?

- ⇒ 3-days approval is set to avoid unnecessary withhold of seating/space whereas other parties may need. We will extend the period in next stage of enhancement if it is found beneficial to the users.
19. Can I choose more than one BCO?
- ⇒ Each COA requires respective BCOs for approval. If a booking involves more than one COA, separate BCO should be selected for each COA entry.
20. Will BCO receive email that have a link to the catering form directly?
- ⇒ Yes, the BCO will receive an email notification including booking summary and a hyperlink for direct access of booking form.
21. Will BCO receive email for any amendment of booking?
- ⇒ Yes, BCO will be informed via email if there is an amendment.
22. Can I check if the caterer provides correct information such as invoice, actual amount, no. of participants, etc.?
- ⇒ Yes, all the booking records can be accessed online to help booker/host/BCO to verify the information.
23. If only beverages are needed, is it necessary to use the catering system?
- ⇒ As long as the meal charge will be settled by the University, submission of booking form is necessary.
24. I heard that working meal cannot be arranged inside the restaurant (i.e. take-away only), is it true?
- ⇒ No, staff can have working meal in the restaurant; there is no restriction on where to have working meal. For the restaurants which accept working meal booking, please refer to the Catering Booking Policy.
25. Will the booking system link to other systems, such as studentship award enhancement?

⇒ At present, the design of Catering Booking System connects to AA System only; we will review and study the possibility to integrate with other systems.