

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 a booking form?
⇒ For table booking, the restaurant requires approval from BCO before 11:00 am of the meal date.
⇒ For event booking, the restaurant requires approval from BCO at least 1 day before the event.
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?
- ⇒ The booker can communicate with FO directly for the change of guest list, or FO will contact the booker if discrepancy is found.
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 input the starting time only; 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 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 to be a booker, and the BCO can also set up delegates to approve booking. If the booker is a BCO or BCO delegate, the booking will route to the restaurant directly.
⇒ If a BCO delegate has approving right for “ALL” systems in the Authentication & Authorization Setting (AA Setting), he/she will automatically be granted to approve in the Catering Booking System. Otherwise, BCO needs to set up new delegation in the AA Setting to approve submissions 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. How long is the approval period for BCO?
⇒ For table booking, the usual approval period is 5 days or until 11:00 am on the meal date, whichever comes earlier. For event booking, the approval period starts from the day of form submission and lasts until 1 day prior to the meal date. The specific deadline will be mentioned in the notification email.
19. Can I choose more than one COA?

- ⇒ Each COA requires its respective BCOs for approval. If a booking involves multiple COA, a 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, an email of payment information will be sent to the booker for verification. If no response is received from the booker, the system will proceed with the payment automatically.
23. If only beverages are needed, is it necessary to use the catering system?
- ⇒ The user can use the booking form or issue DPO for any catering event.
24. I heard that working meal cannot be arranged inside the restaurant (i.e. take-away only), is it true?
- ⇒ No, staff members are allowed to have working meals in the restaurant, and there are no specific restrictions on the location for these meals. For a list of restaurants that accept working meal bookings, 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.