

Venue Service Booking (Exhibitor) User Guide

Version: 1.4

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Contents

1.	Sign up new Customer Account	3
2.	Login to Customer Account	5
3.	Forgot Password	6
4.	Add Event Service Item to Cart	8
5.	Browse your Shopping Cart (Before Checkout)	10
6.	Checkout.....	12
7.	Payment.....	15
8.	Invoice and Receipt	20
9.	Amend / Cancel an Order.....	22
10.	Button usage - Return to “Home page”	22
11.	Button usage - View Order History.....	23
12.	Appendix 1 – Submission for order quotation	25
13.	Appendix 2 – Stand catering order - Purchase same type of item and deliver in different show date	28

1. Sign up for a new Customer Account

1.1. Enter the E-ESC link provided by AWEM Staff

1.2. Click “Register”



1.3. Fill in all details accordingly

1.4. Set a secure password. Your password must meet the following criteria:

- At least 6 characters long
- Contains at least 1 upper case letter, 1 lower case letter, 1 digit and 1 special character (e.g. #?!@\$%^&*-))

1.5. Read the user agreement carefully and check the box for “I accept the privacy policy” to confirm your acceptance.

The screenshot shows the registration page for the AWEM Annual Event 2024. At the top, there is a dark blue header with 'EN', 'Register', 'Log in', a search icon, and a shopping cart icon with '(0)'. Below the header, the title 'AWEM Annual Event 2024' is centered. The form is divided into several sections: 1. Password creation: 'Password:' and 'Confirm password:' fields with red asterisks. 2. Personal details: 'First name:', 'Last name:', 'Date of birth:' (with Day, Month, and Year dropdowns), 'Company name:', and 'Phone:' fields, all with red asterisks. 3. User agreement: A checkbox labeled 'I accept privacy policy' followed by a blue link '(read)'. 4. A purple 'REGISTER' button at the bottom.

1.6. Then Click “Register”. If successful, a confirmation message will be shown as below

The screenshot shows the confirmation page after registration. It features a banner with the text 'WELCOME TO ASIAWORLD-EXPO' and 'A world-class EXPOtainment hub connecting you to the world'. Below the banner is a dark blue header with 'EN', 'Register', 'Log in', a search icon, and a shopping cart icon with '(0)'. The main content area has the title 'Testing - Register' and a green message: 'Your registration has been successfully completed. You have just been sent an email containing activation instructions.' At the bottom is a purple 'CONTINUE' button.

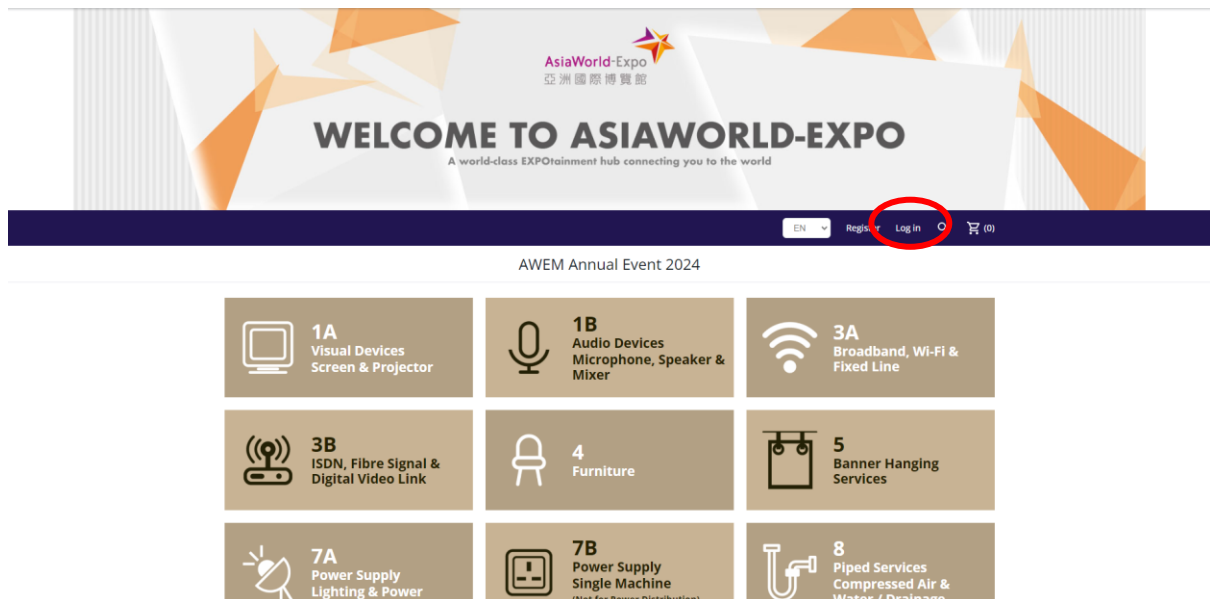
1.7. An email will be sent to the registered email address

1.8. Follow the instructions in the email to activate your account

The screenshot shows an email activation message. The header includes: 'From: AWEM Ordering <no_reply@asiaworld-expo.com>', 'Sent: Thursday, May 8, 2025 9:54:34 AM', 'To:', and 'Subject: [TEST] Please activate your AWEM Venue Services Booking account'. The body of the email contains: 'This is a system generated email. Please do not reply to this message.', 'Dear Sir/Madam,', 'Thank you for creating an AWEM Venue Services Booking account. Please activate your account by clicking [this link](#) and follow the instructions. For any inquiries or assistance, please don't hesitate to reach out to our dedicated Customer Support Team.', and 'AsiaWorld-Expo Management Limited'.

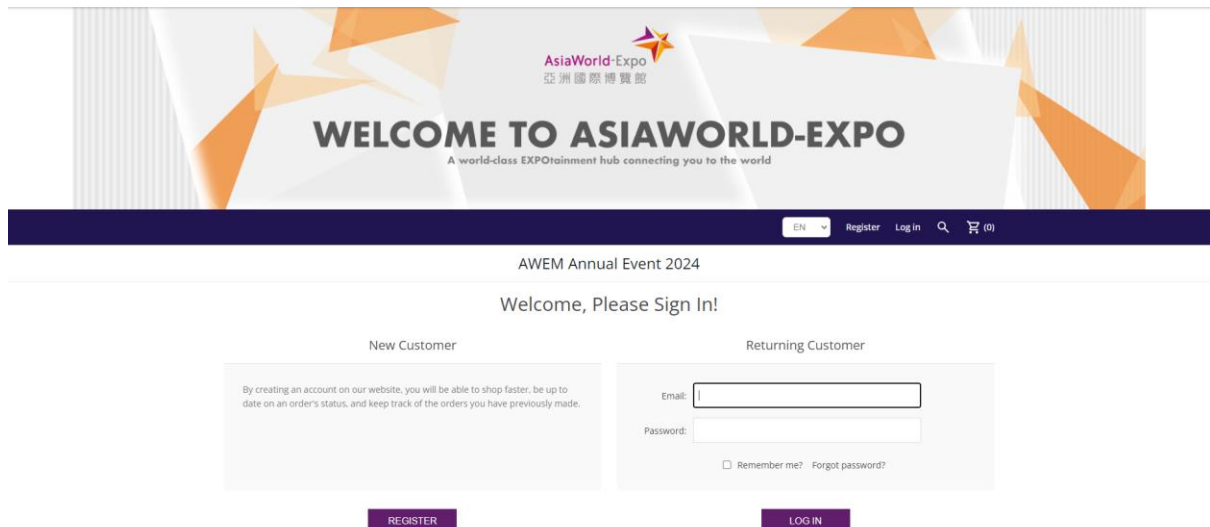
2. Login to Customer Account

2.1. Click “Log in”



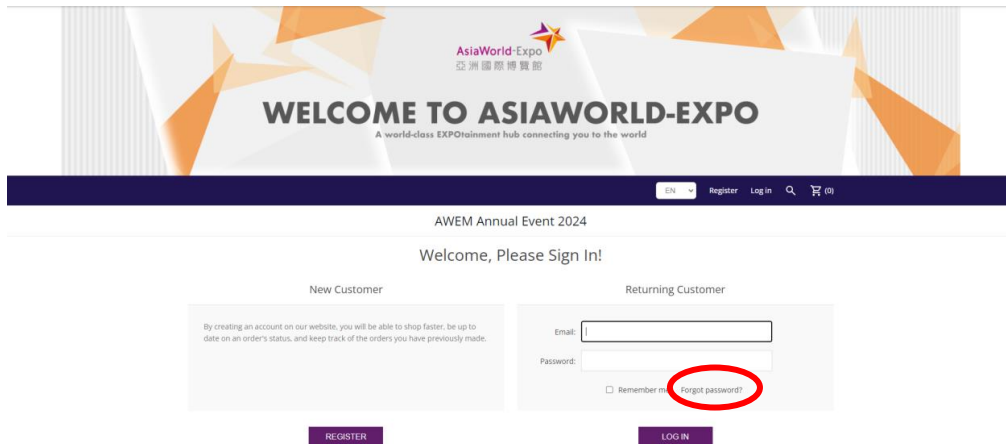
2.2. Follow the instructions to activate your account (if not yet activated).

2.3. Log in with your registered username and password



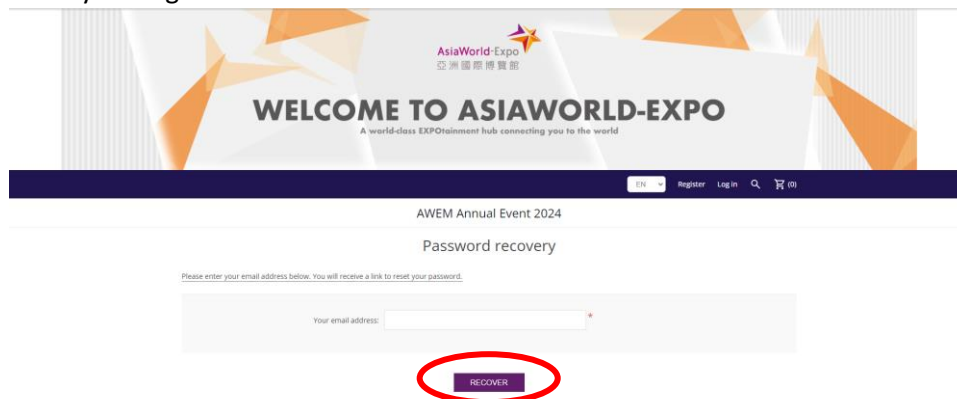
3. Forgot Password

3.1. Click “Forgot password?”



The screenshot shows the AsiaWorld-Expo website header with the logo and navigation links. Below the header, there is a section titled "Welcome, Please Sign In!". It contains two columns: "New Customer" and "Returning Customer". The "Returning Customer" column has fields for "Email:" and "Password:". Below the "Password:" field, there is a checkbox labeled "Remember me" and a link labeled "Forgot password?" which is circled in red. Below the "New Customer" column is a "REGISTER" button, and below the "Returning Customer" column is a "LOG IN" button.

3.2. Enter your registered email address and click “RECOVER”



The screenshot shows the AsiaWorld-Expo website header. Below the header, there is a section titled "Password recovery". It contains a text input field labeled "Your email address:". Below the input field, there is a "RECOVER" button which is circled in red.

3.3. An email will be sent to your registered account

3.4. Click “this link” in the email to reset your password.

Reset Password for your AWEM Venue Services Booking Account > 收件箱 x



AWEM Ordering <no_reply@asiaworld-expo.com>
收件者：我 ▾

此郵件中的圖片已隱藏，此郵件可能是可疑或垃圾郵件。

顯示圖片

舉報垃圾內容

This is a system generated email. Please do not reply to this message.

Dear Sir/Madam,

We received a request to reset your password for AWEM Venue Services Booking account.
Please click [this link](#) to reset your password.

If you did not request resetting your password, please ignore this email and report to our dedicated Customer Support Team.

AsiaWorld-Expo Management Limited



3.5. Input your new password then click “RECOVER”

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WELCOME TO ASIAWORLD-EXPO

A world-class EXPOnainment hub connecting you to the world

Event not found

Password recovery

New password:

Confirm password:

RECOVER

3.6. Below message will be shown after new password is set

AsiaWorld-Expo
亞洲國際博覽館

WELCOME TO ASIAWORLD-EXPO

A world-class EXPOnainment hub connecting you to the world

AWEM Annual Event 2024

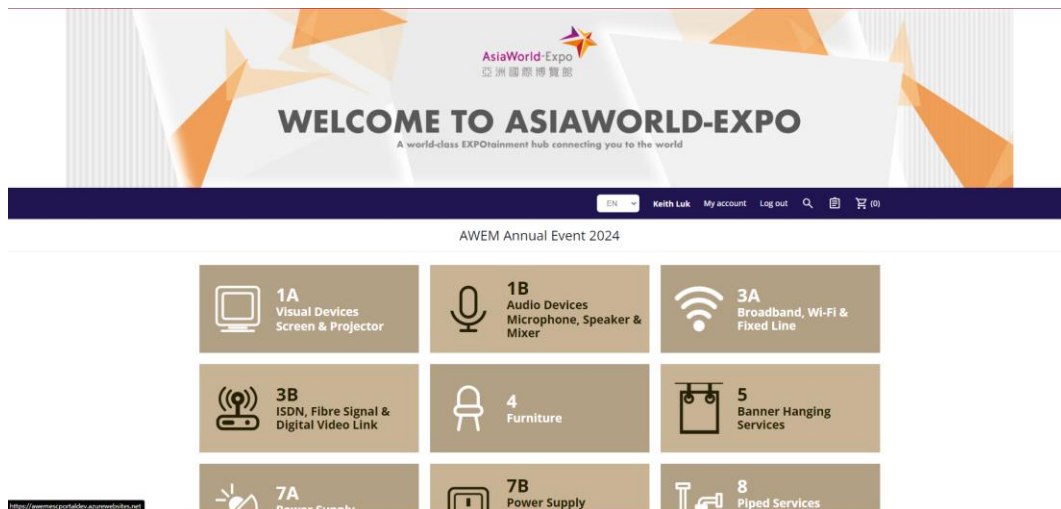
Password recovery

Your password has been changed

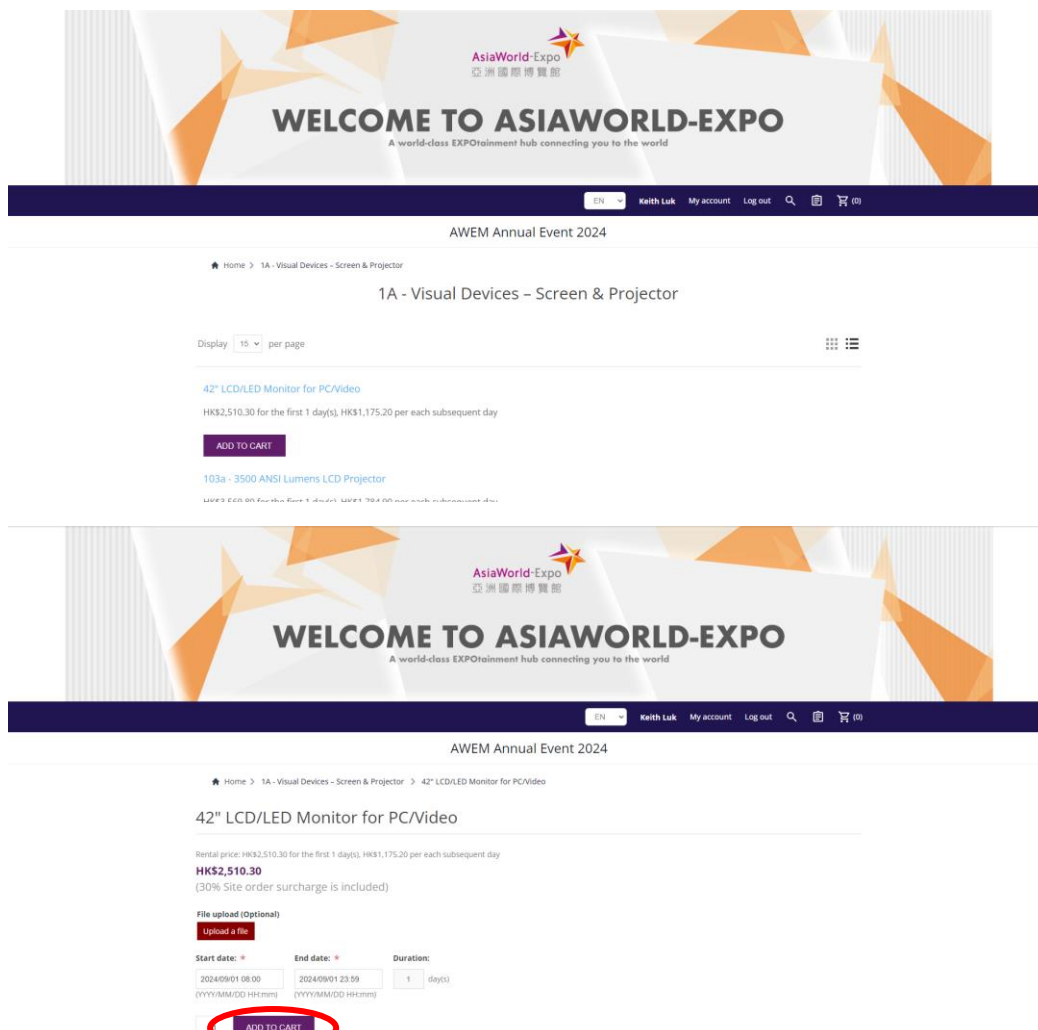
CONTINUE

4. Add Event Service Item to Cart

4.1. On Home Page, select a product category



4.2. Select an item then click "ADD TO CART"



4.3. Enter the required date for the service & Upload a file if required

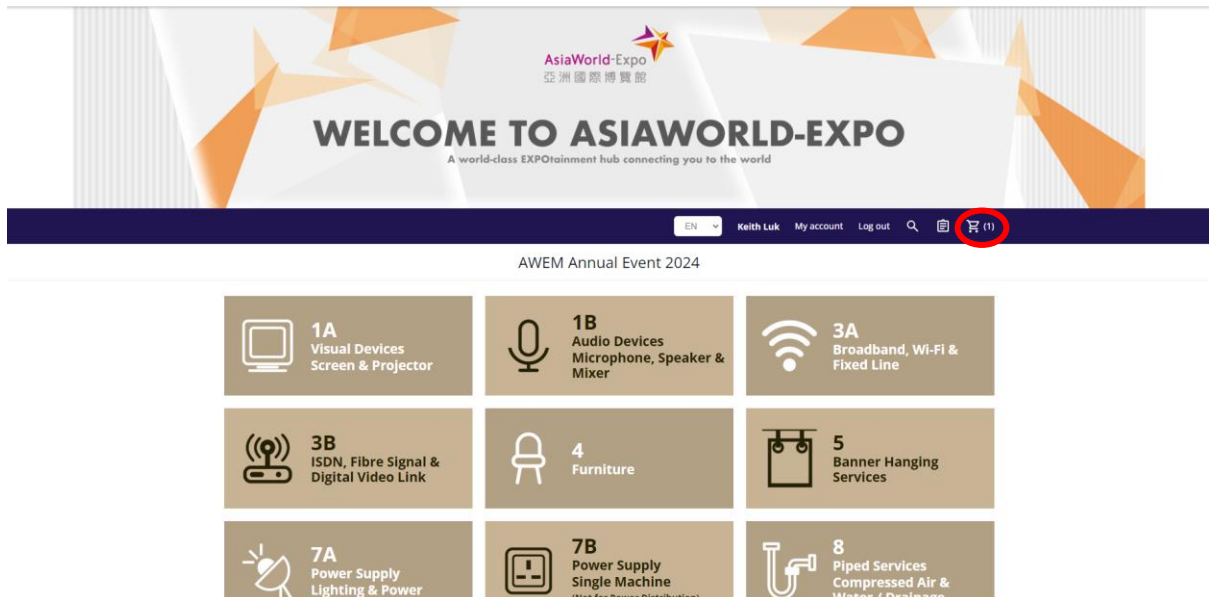
- For items **charged by day rental**, please set the time range within 08:00 – 23:59 on the same date
- For items **charged hourly with minimum hours**, please specify the exact time range, e.g.: 08:00-12:00 (if min. is 4 hrs) / 08:00-14:00 (if min. is 6 hrs), etc.
- “File Upload” may include a technical drawing and / or a location plan
- Certain items may require AWEM staff review/ approval before purchase.
- If the same order includes items that do not require approval, those items will be split into a separate order after checkout for payments

Once all details are entered, click “ADD TO CART”

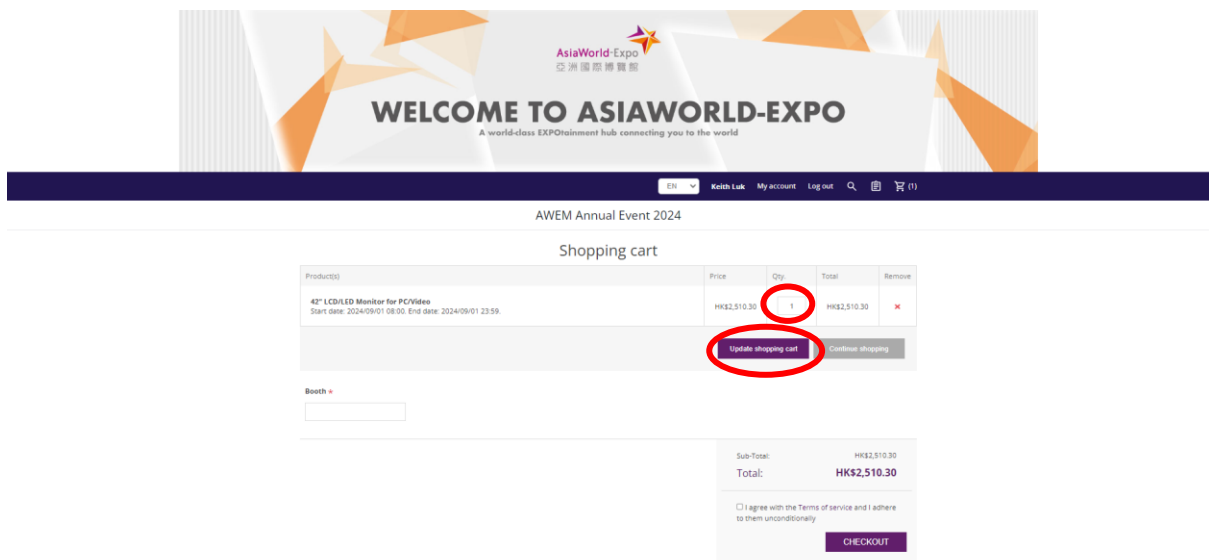
The screenshot shows the AsiaWorld-Expo website interface. At the top is a banner with the text "WELCOME TO ASIAWORLD-EXPO" and "A world-class EXPOtainment hub connecting you to the world". Below the banner is a navigation bar with links for "Home", "1A - Visual Devices - Screen & Projector", and "42\" LCD/LED Monitor for PC/Video". The main content area displays the product details for the "42\" LCD/LED Monitor for PC/Video". It includes the rental price: HK\$2,510.30 for the first 1 day(s), HK\$1,175.20 per each subsequent day. A green notification box states "The product has been added to your shopping cart". Below the price, there is a section for "File upload (Optional)" with an "Upload a file" button. The "Start date" is set to 2024/09/01 08:00, the "End date" is set to 2024/09/01 23:59, and the "Duration" is 1 day(s). At the bottom, there is a quantity selector set to 1 and an "ADD TO CART" button. A "Return" link is also visible.

5. Browse your Shopping Cart (Before Checkout)

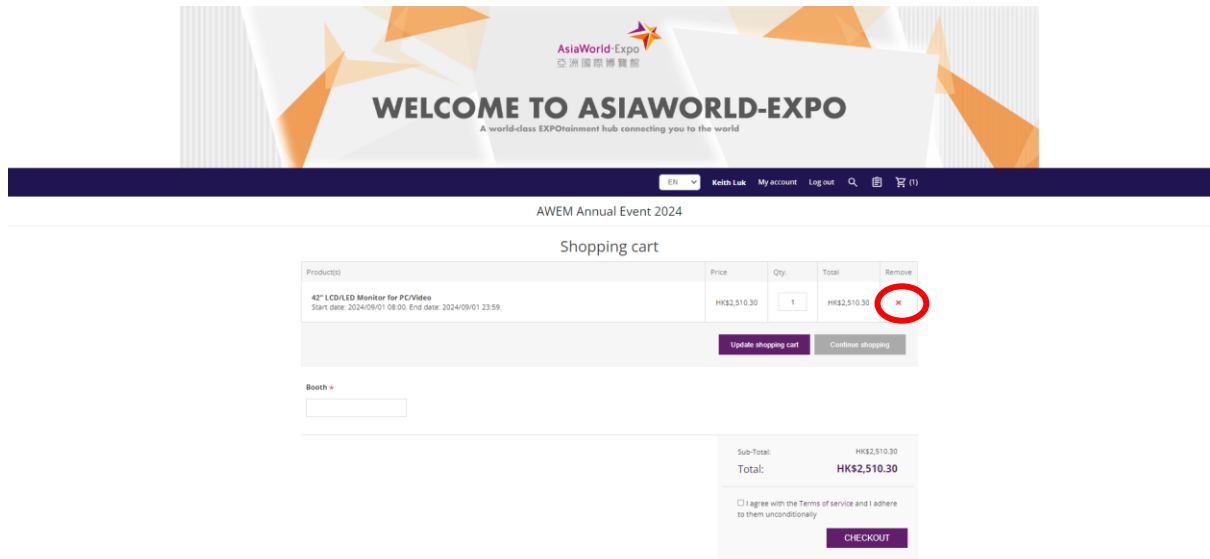
5.1. Click on the Cart Icon



5.2. To change the quantity of an item, type the desired number in the "Qty" box, then click "Update shopping cart" to save the changes.

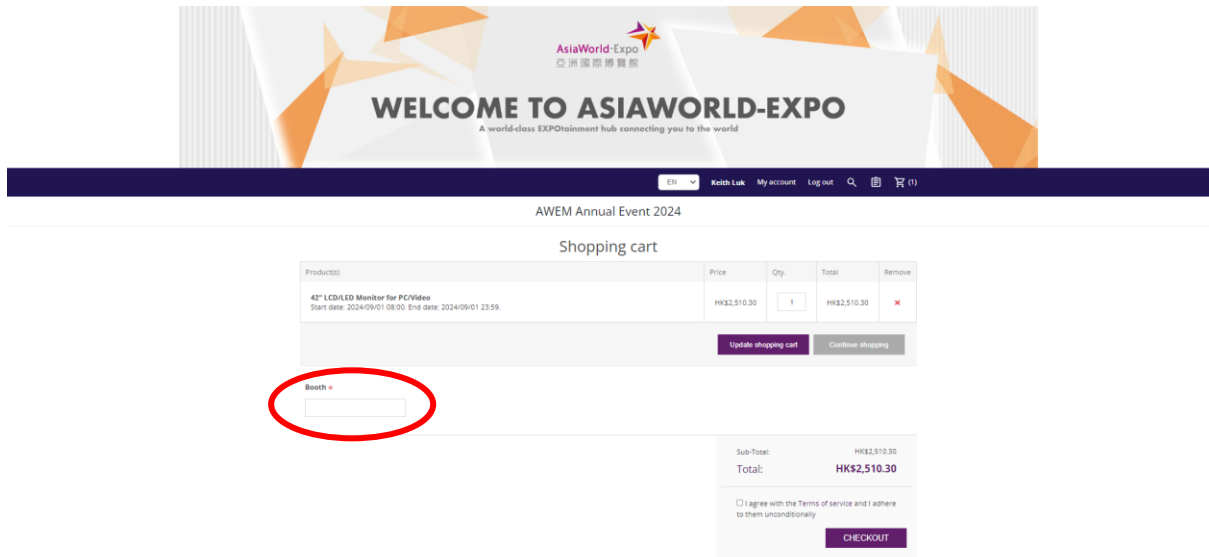


- 5.3. To delete an item from the shopping cart, click on the red cross icon under “Remove”
- 5.4. Then click “Update Shopping Cart” to refresh the cart.



6. Checkout

6.1. Provide your Booth Number in designated field.



The screenshot shows the AsiaWorld-Expo website header with the text "WELCOME TO ASIAWORLD-EXPO" and "A world-class EXPOtainment hub connecting you to the world". Below the header is a navigation bar with "EN", "Keith Luk", "My account", "Log out", and a shopping cart icon with "(1)". The main content area is titled "AWEM Annual Event 2024" and "Shopping cart". The cart contains one item: "43" LCD/LED Monitor for PC/Video" with a price of HK\$2,510.30 and a quantity of 1. Below the cart table is a "Booth" input field, which is circled in red. To the right of the cart table are buttons for "Update shopping cart" and "Continue shopping". At the bottom right, there is a summary section showing "Sub-Total: HK\$2,510.30" and "Total: HK\$2,510.30". Below the total is a checkbox for "I agree with the Terms of service and I adhere to them unconditionally" and a "CHECKOUT" button.

Product(s)	Price	Qty.	Total	Remove
43" LCD/LED Monitor for PC/Video Start date: 2024/09/01 08:00. End date: 2024/09/01 23:59.	HK\$2,510.30	1	HK\$2,510.30	✕

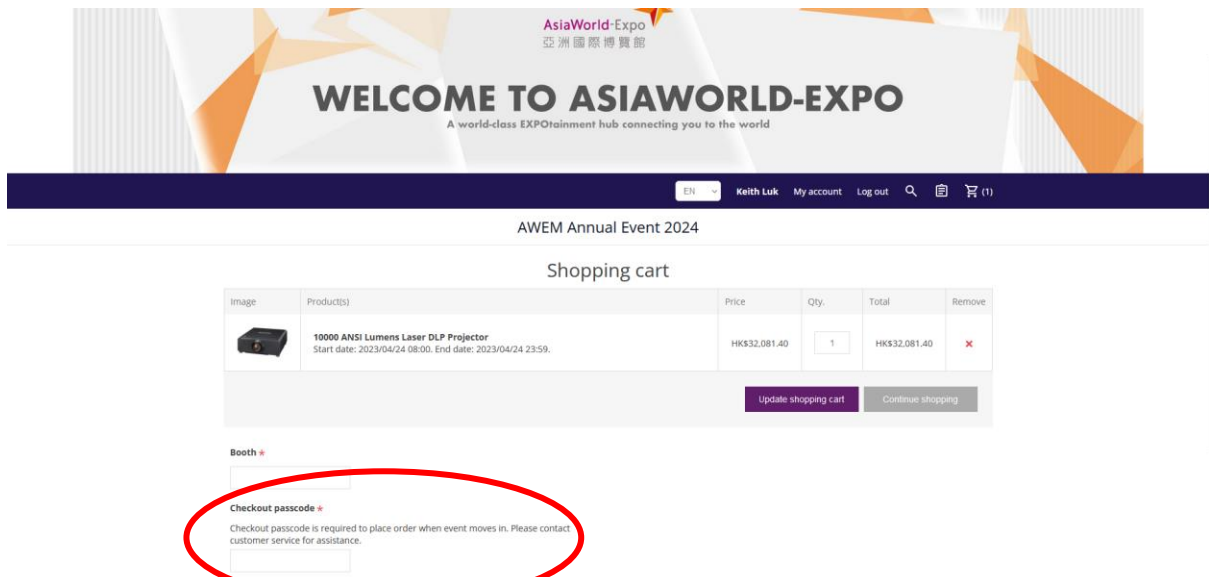
Booth *

Sub-Total: HK\$2,510.30
Total: HK\$2,510.30


☐ I agree with the Terms of service and I adhere to them unconditionally

CHECKOUT

6.2. For orders placed during or after move-in phrase, a passcode must be obtained from AWE Customer Services to proceed.



The screenshot shows the AsiaWorld-Expo website header with the text "WELCOME TO ASIAWORLD-EXPO" and "A world-class EXPOtainment hub connecting you to the world". Below the header is a navigation bar with "EN", "Keith Luk", "My account", "Log out", and a shopping cart icon with "(1)". The main content area is titled "AWEM Annual Event 2024" and "Shopping cart". The cart contains one item: "10000 ANSI Lumens Laser DLP Projector" with a price of HK\$32,081.40 and a quantity of 1. Below the cart table is a "Booth" input field. Below the booth field is a "Checkout passcode" input field, which is circled in red. Below the passcode field is a note: "Checkout passcode is required to place order when event moves in. Please contact customer service for assistance." To the right of the cart table are buttons for "Update shopping cart" and "Continue shopping".

Image	Product(s)	Price	Qty.	Total	Remove
	10000 ANSI Lumens Laser DLP Projector Start date: 2023/04/24 08:00. End date: 2023/04/24 23:59.	HK\$32,081.40	1	HK\$32,081.40	✕

Booth *

Checkout passcode *

Checkout passcode is required to place order when event moves in. Please contact customer service for assistance.

Update shopping cart Continue shopping

- 6.3. Certain items require a file upload (e.g., Technical Drawing / Location Plan) before proceeding to checkout
- For example: orders for ICT / Banner / Rigging / Power Temp Mains

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WELCOME TO ASIAWORLD-EXPO

A world-class EXPOtainment hub connecting you to the world

EN Ketch Luk My account Log out

AWEM Annual Event 2024

Shopping cart

Product(s)	Price	Qty	Total	Remove
Special - Upgrading Telephone Line @ HK\$200 Per Event	HK\$200.00	1	HK\$200.00	X

Update shopping cart Continue shopping

Booth *

Form 3 attachment *

All orders MUST be submitted with scaled drawing(s) of no less than A3 size and/or AutoCAD format detailing the location(s) of the services required together with loading information. Any late order(s) will be subject to surcharge.

Upload a file

Sub-Total: HK\$200.00
Total: HK\$200.00

6.4. Verify before proceeding

EN Joanne Mak My account Log out

Testing -

Shopping cart

Image	Product(s)	Price	Qty.	Total	Remove
	Special - Upgrading Telephone Line @ HK\$200 Per Event	HK\$200.00	1	HK\$200.00	X

Update shopping cart Continue shopping

Booth *

1A01

Form 3 attachment *

All orders MUST be submitted with scaled drawing(s) of no less than A3 size and/or AutoCAD format detailing the location(s) of the services required together with loading information. Any late order(s) will be subject to surcharge.

Upload a file
Download
Remove

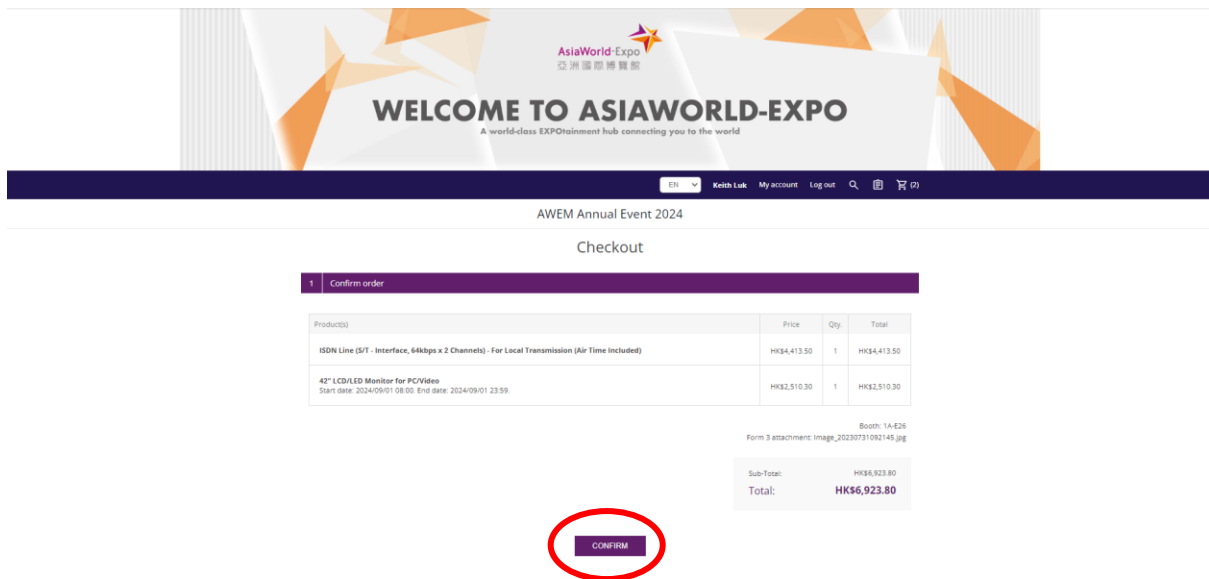
Sub-Total: HK\$200.00
Total: HK\$200.00

☒ I agree with the Terms of service and I adhere to them unconditionally

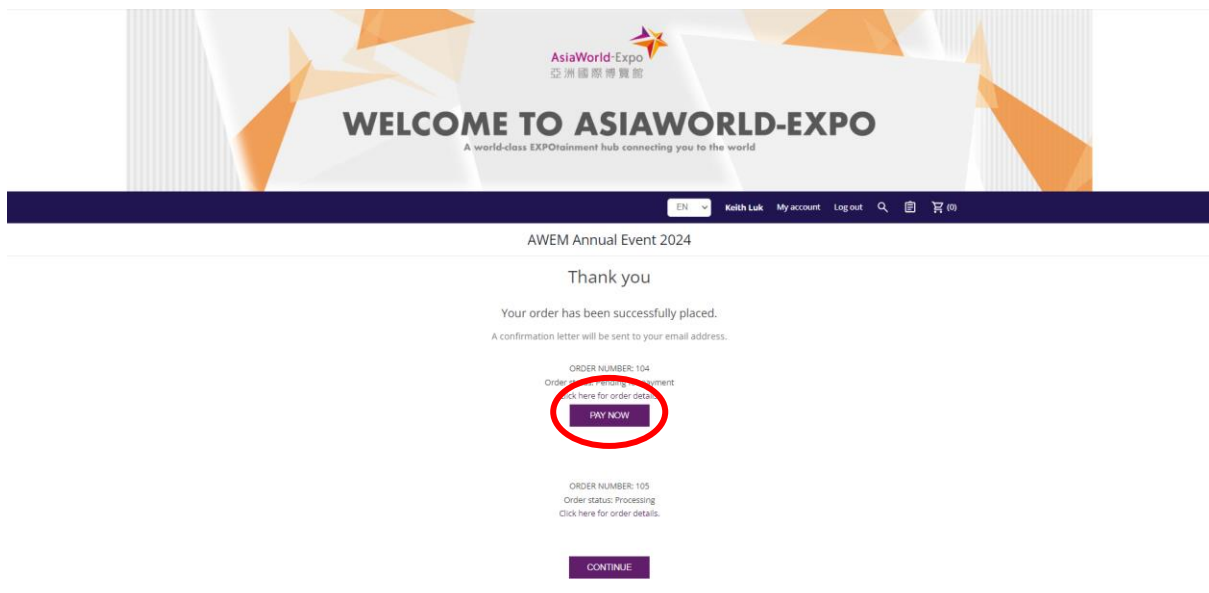
CHECKOUT

1. Ensure all details for the selected item (e.g., date, time and quantity) are correct.
2. Tick the box to confirm agreement with the “Terms of Service”
3. Click “CHECKOUT” to proceed.

4. Click “CONFIRM” to finalize the order.



- 6.5. If the order contains both items that require approval and items that do not require approval, the order will be split into two separate orders.
- 6.6. Orders with status “Pending for payment” can be paid directly.
- 6.7. Orders with Status “Processing” require approval. Once approved, proceed to payment by clicking “PAY NOW”
- 6.8. Order submissions and invoices will be sent separately via system generated email

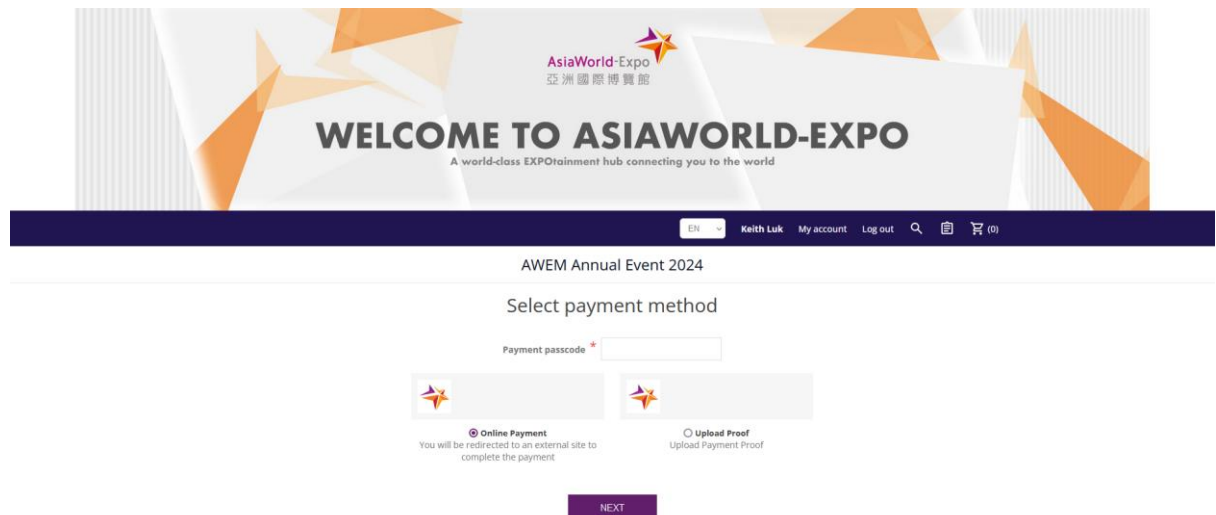


7. Payment

Payment can be made online (for orders below or equal to HKD\$50,000) or offline (e.g. bank transfer). For offline payment, upload the payment proof to the system

7.1. Online Payment

1. You can choose online payment methods such as Visa, Mastercard or JCB



The screenshot shows the 'WELCOME TO ASIAWORLD-EXPO' header with the tagline 'A world-class EXPOtainment hub connecting you to the world'. Below the header is a navigation bar with 'EN', 'Keith Luk', 'My account', 'Log out', and a shopping cart icon. The main content area is titled 'AWEM Annual Event 2024' and 'Select payment method'. It features a 'Payment passcode' input field with an asterisk. Below this are two options: 'Online Payment' (selected) and 'Upload Proof'. The 'Online Payment' option includes the text 'You will be redirected to an external site to complete the payment'. A 'NEXT' button is at the bottom.

For Orders placed during or after move-in phase, a passcode must be obtained from AWE Customer Services to proceed with payment.

2. Click “submit” to proceed with payment. You will be redirected to an external payment gateway



This screenshot shows the same 'WELCOME TO ASIAWORLD-EXPO' header. Below the header, the 'submit' button is visible, indicating the user is ready to proceed with the payment.

You will be directed to external payment gateway

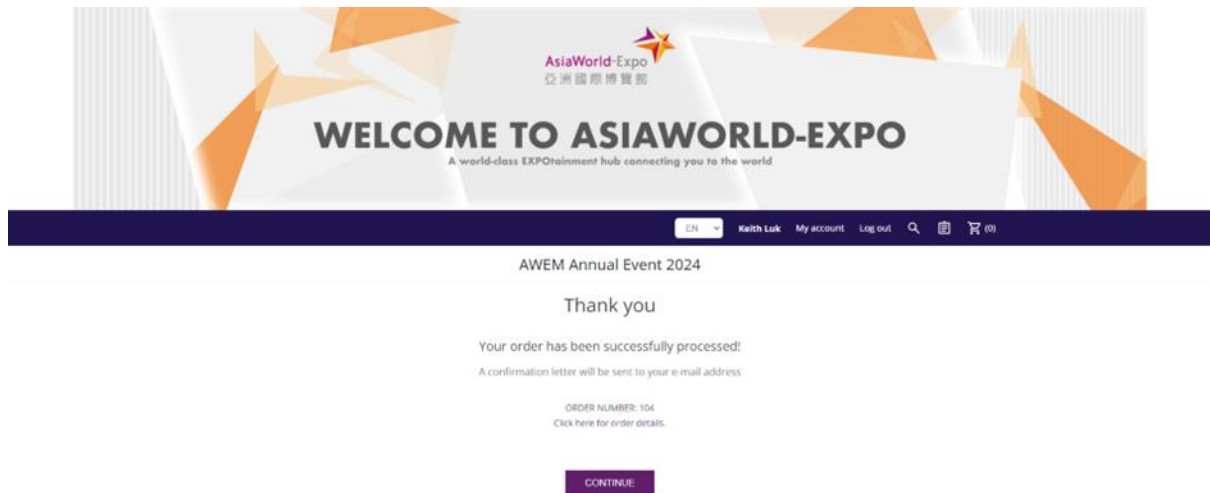
- ☒ Visa / MasterCard / JCB
☐ UnionPay

submit

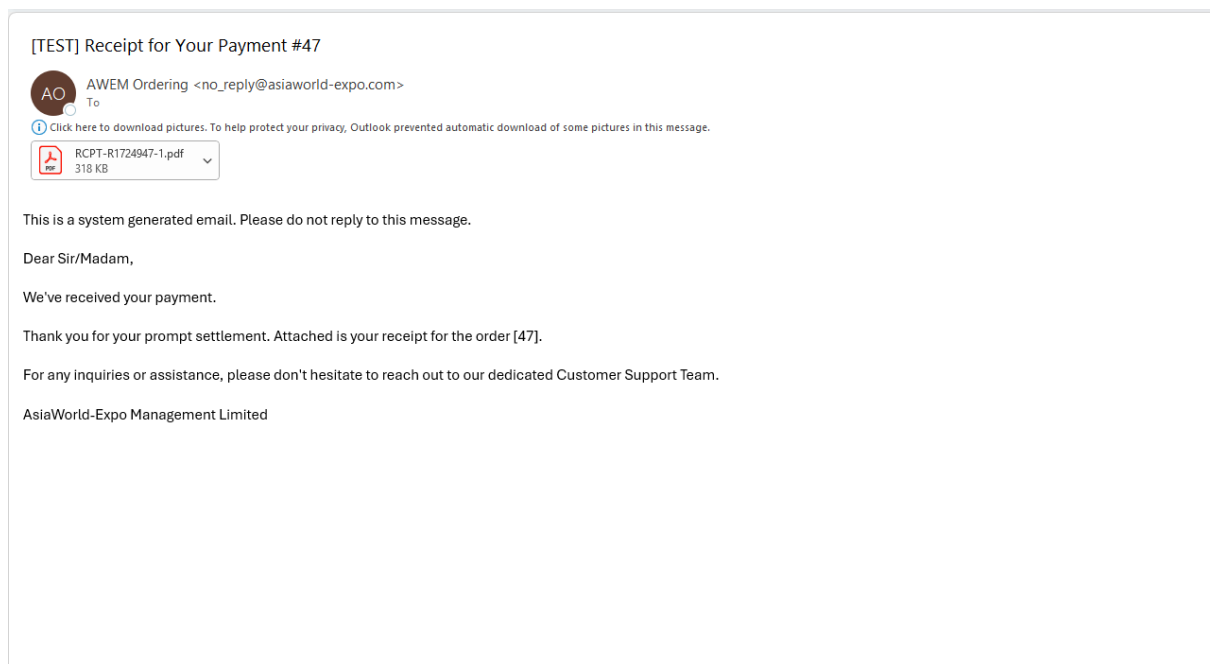
[PRIVACY POLICY](#) [TERMS & CONDITIONS](#)

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3. Then follow the instructions provided by the external payment gateway to settle the payment instantly. If the credit card payment is successfully approved, the website will redirect you back to the online ordering platform.

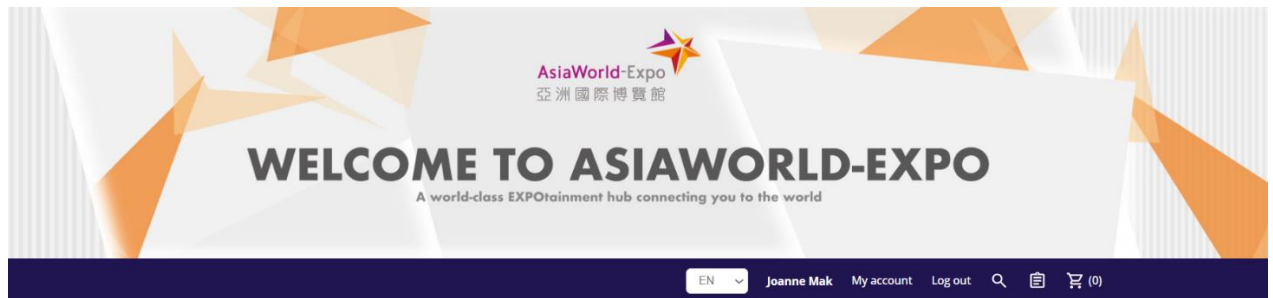


4. Once the online payment is confirmed, a system generated email with official receipt will be sent to the registered email address.




7.2. Offline payment

Select "Offline Payment"




Testing -

Select payment method



☐ Online Payment
You will be redirected to an external site to complete the payment



☒ Offline Payment
Pay by cheque or money order

NEXT

1. Upload the transaction record file
2. Enter the transaction date
3. Enter the Account Number used for the transaction
4. (Optional) Enter the Reference Number and any Remarks, if applicable
5. Click "Confirm"



Testing -

Order Number:

Order Total:
HK\$8,118.40

Upload files: *

Upload a file

Transaction Date: *

Account Number: *

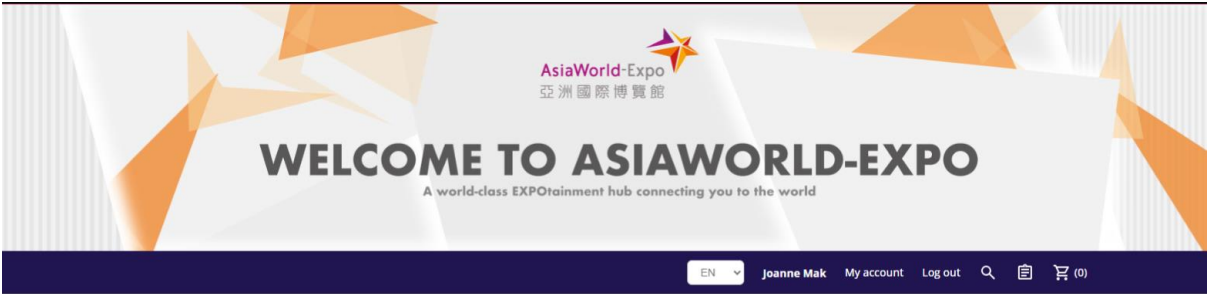
Reference Number:

Remarks:

Approval Status:
Pending for Approval

CONFIRM

After clicking “Confirm”, a message indicating a successful upload will be shown as below. AWEM staff will verify the payment record.



Testing -

Order Number: 48

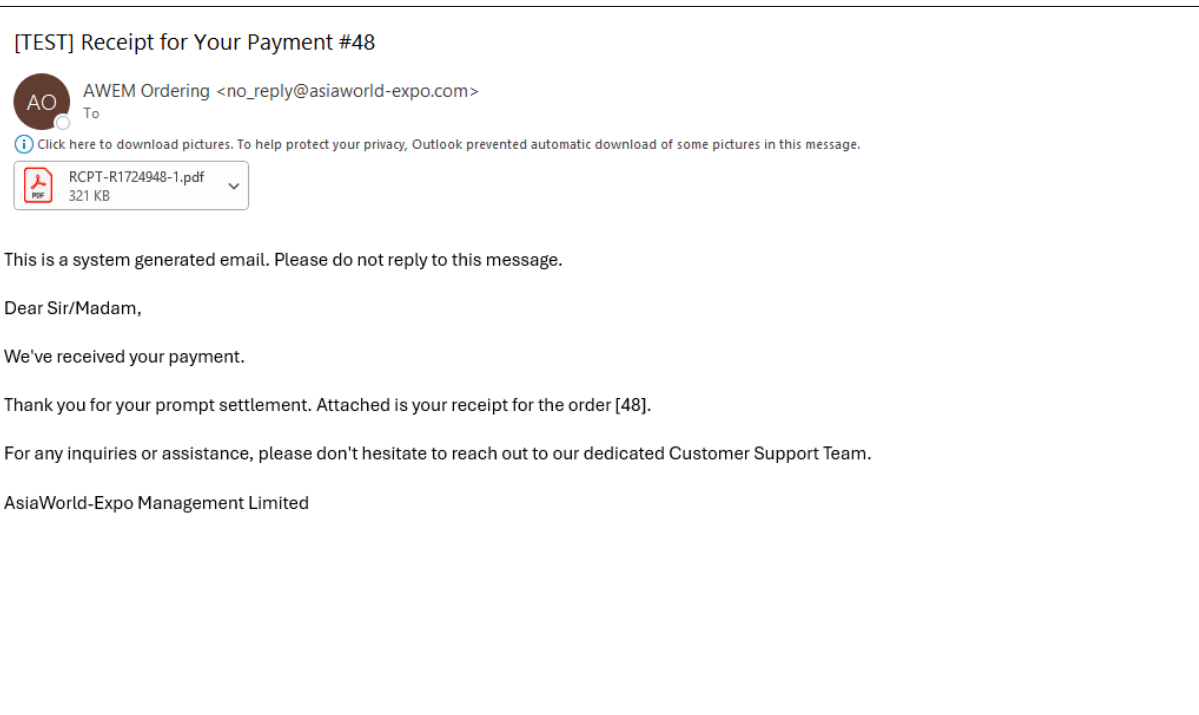
Payment Proof uploaded successfully!

File Name	AWE_Logo_Colour
Upload Date	06/05/2025 14:38

7.3. Order confirmed

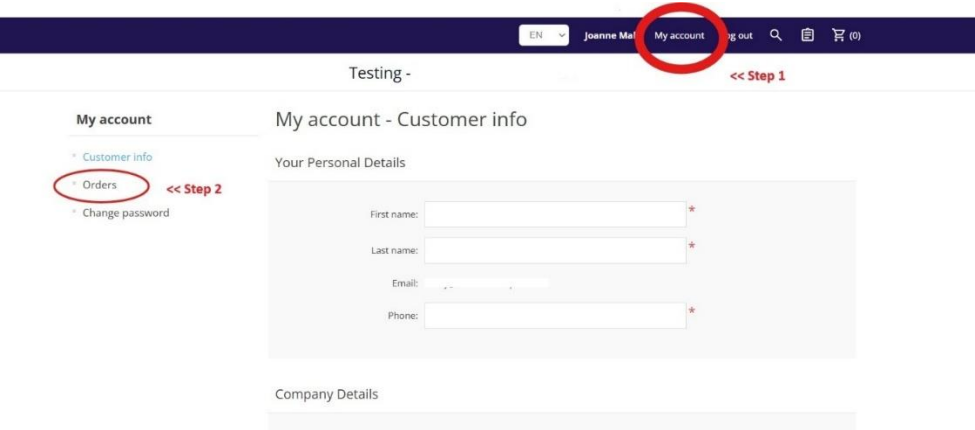
Once the payment is verified, the order will be automatically completed. The official receipt will be sent to the registered email address.

If the payment is rejected, please re-upload the transaction record for verification.



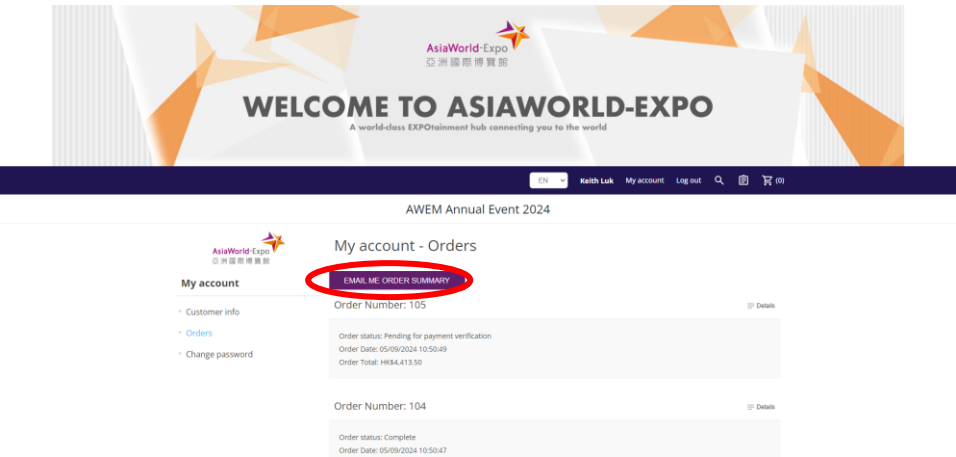
8. Invoice and Receipt

In addition to receiving the invoice and receipt via your registered email, both documents could also be accessed in your platform account.



8.1. Download Order Summary

Click on “EMAIL ME ORDER SUMMARY”



A list of ordered items for this event will be sent to your registered email address.



8.2. Download invoice and receipt

Click the specific order in your account

ENJoanne MakMy accountLog out🔍📄🛒 (0)

Testing -

My account

- Customer info
- Orders
- Change password

My account - Orders

EMAIL ME ORDER SUMMARY

Order Number: 57

Order status: Processing
Order Date: 07/05/2025 16:42:18
Order Total: HK\$0.00

Details

Order Number: 56

Order status: Complete
Order Date: 07/05/2025 16:29:09
Order Total: HK\$9,724.00

Details

Order Number: 55

Order status: Pending for payment
Order Date: 07/05/2025 16:21:46
Order Total: HK\$8,118.40

Details

The Invoice(s) and Receipt(s) will be available for download in the Order Details” section.

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WELCOME TO ASIAWORLD-EXPO
A world-class EXPOtainment hub connecting you to the world

ENJoanne MakMy accountLog out🔍📄🛒 (0)

Testing -

Order information

ORDER #56

Testing-
Order Date: Wednesday, 7 May 2025
Order Status: Complete
Order Total: HK\$9,724.00

Invoice(s) & Receipt(s)

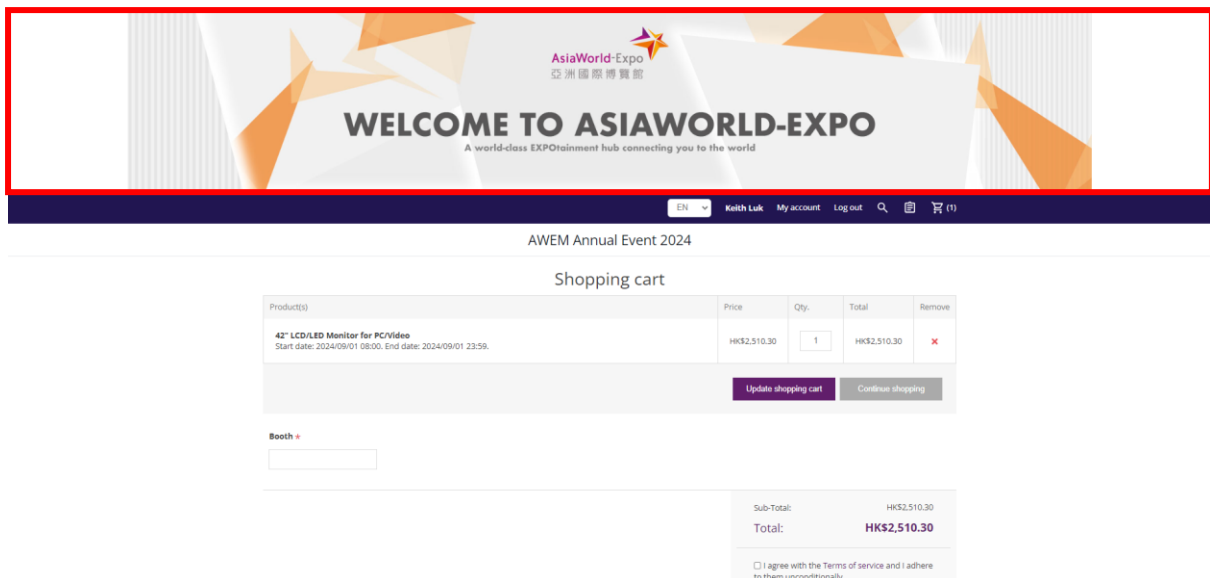
Created on	Type	File	Remarks
Wednesday, 7 May 2025	Receipt	RCP-81724556-1	Latest
Wednesday, 7 May 2025	Invoice	INV-11724556-1	Latest

9. Amend / Cancel an Order

- Amendment or Cancellation of an order can only be done by AWEM Staff subject to review and approval. Please contact dedicated staff for further information.

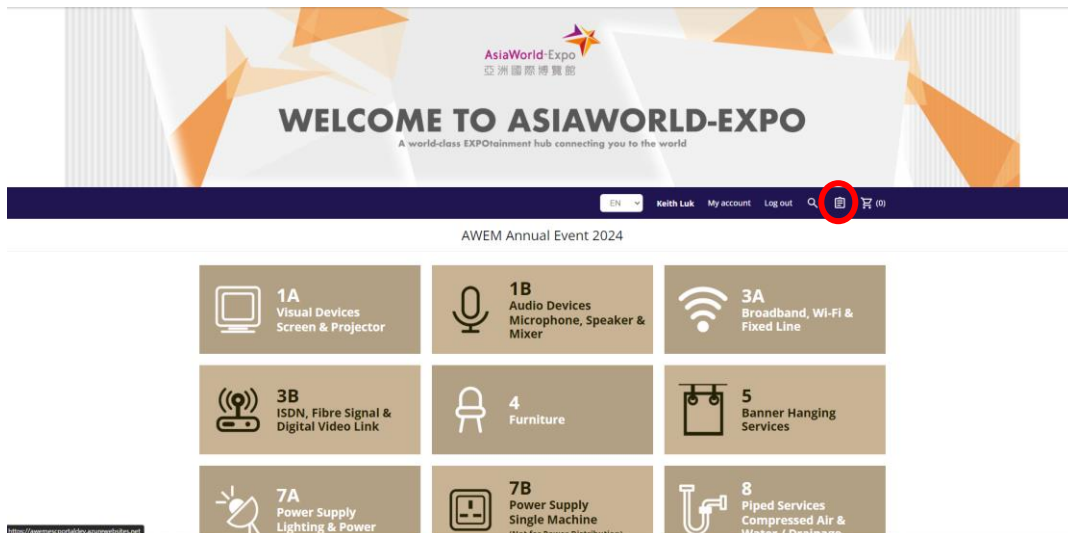
10. Button usage- Return to “Home page”

- To return to Event Home Page, click on the AsiaWorld-Expo banner

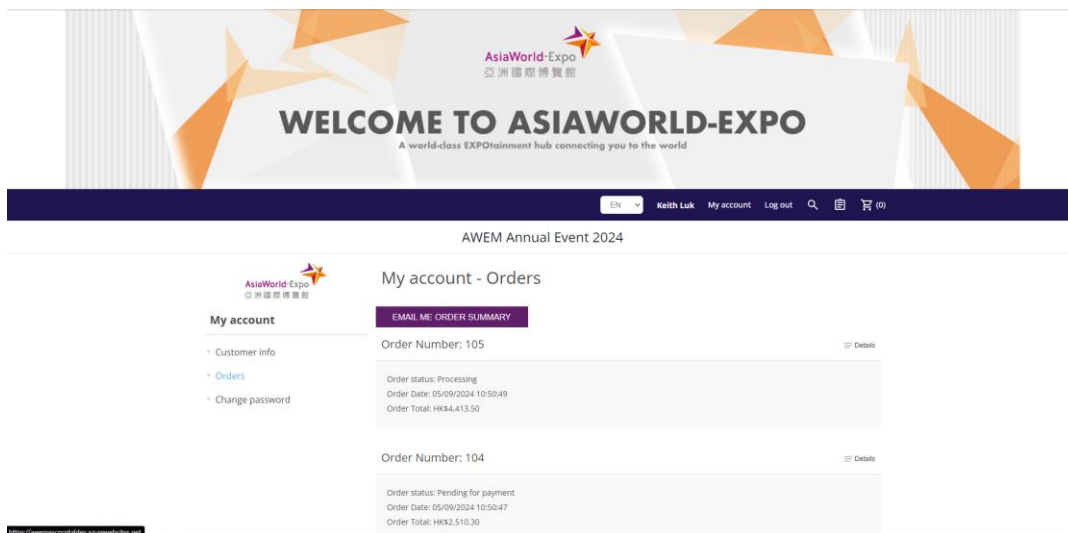


11. Button usage- View Order History

- On the menu bar, click on the



- All Order history (for the current event) will be displayed



- For orders with the status “Pending for payment” , click “Pay now” to proceed with payment

AWEM Annual Event 2024

ORDER #104
AWEM Annual Event 2024
Order Date: Thursday, 5 September 2024
Order Status: Pending for payment
Order Total: HK\$2,510.30

Pay now

Invoice(s) & Receipt(s)

Created on	Type	File
Thursday, 5 September 2024	Invoice	AWEM1041041

Product(s)

Name	Price	Quantity	Total
47" LCD LED Monitor for PC/Mobile Start date: 2024/09/01 00:00, End date: 2024/09/01 23:59 Removed item(s)	HK\$2,510.30	1	HK\$2,510.30

Attachment(s)

Name	File
Form 3 attachment Removed attachment(s)	image_20230701002145.jpg

Sub-Total: HK\$2,510.30
Service Charge: HK\$0.00
Order Total: HK\$2,510.30
Order Status: Pending for payment

Re-order

- To view items rejected by AWEM staff, click “Removed Item(s)”

AWEM Annual Event 2024

ORDER #104
AWEM Annual Event 2024
Order Date: Thursday, 5 September 2024
Order Status: Pending for payment
Order Total: HK\$2,510.30

Pay now

Invoice(s) & Receipt(s)

Created on	Type	File
Thursday, 5 September 2024	Invoice	AWEM1041041

Product(s)

Name	Price	Quantity	Total
47" LCD LED Monitor for PC/Mobile Start date: 2024/09/01 00:00, End date: 2024/09/01 23:59 Removed item(s)	HK\$2,510.30	1	HK\$2,510.30

Attachment(s)

Name	File
Form 3 attachment Removed item(s)	image_20230701002145.jpg

Sub-Total: HK\$2,510.30
Service Charge: HK\$0.00
Order Total: HK\$2,510.30
Order Status: Pending for payment

Re-order

- Click “Re-Order” to add an item back to the cart

AWEM Annual Event 2024

ORDER #104
AWEM Annual Event 2024
Order Date: Thursday, 5 September 2024
Order Status: Pending for payment
Order Total: HK\$2,510.30

Pay now

Invoice(s) & Receipt(s)

Created on	Type	File
Thursday, 5 September 2024	Invoice	AWEM1041041

Product(s)

Name	Price	Quantity	Total
47" LCD LED Monitor for PC/Mobile Start date: 2024/09/01 00:00, End date: 2024/09/01 23:59 Removed item(s)	HK\$2,510.30	1	HK\$2,510.30

Attachment(s)

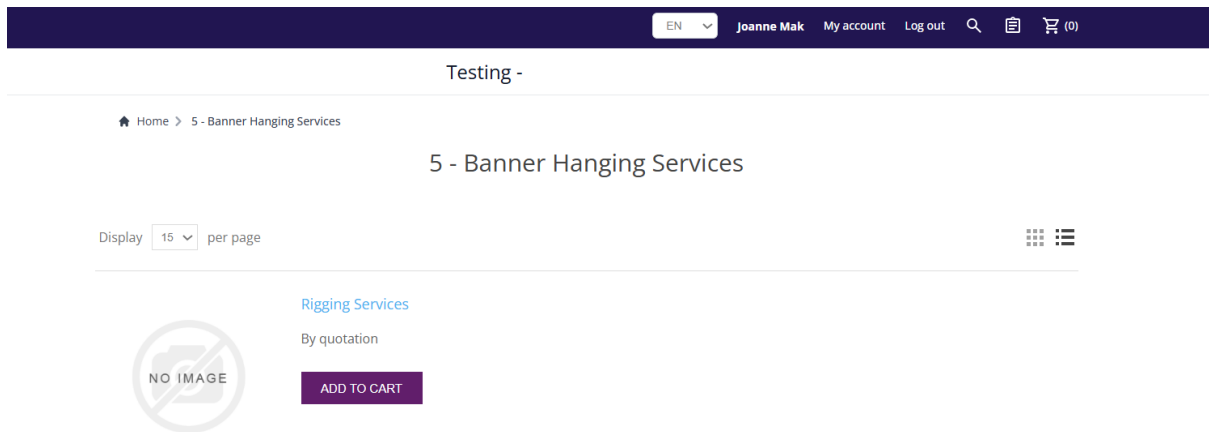
Name	File
Form 3 attachment Removed attachment(s)	image_20230701002145.jpg

Sub-Total: HK\$2,510.30
Service Charge: HK\$0.00
Order Total: HK\$2,510.30
Order Status: Pending for payment

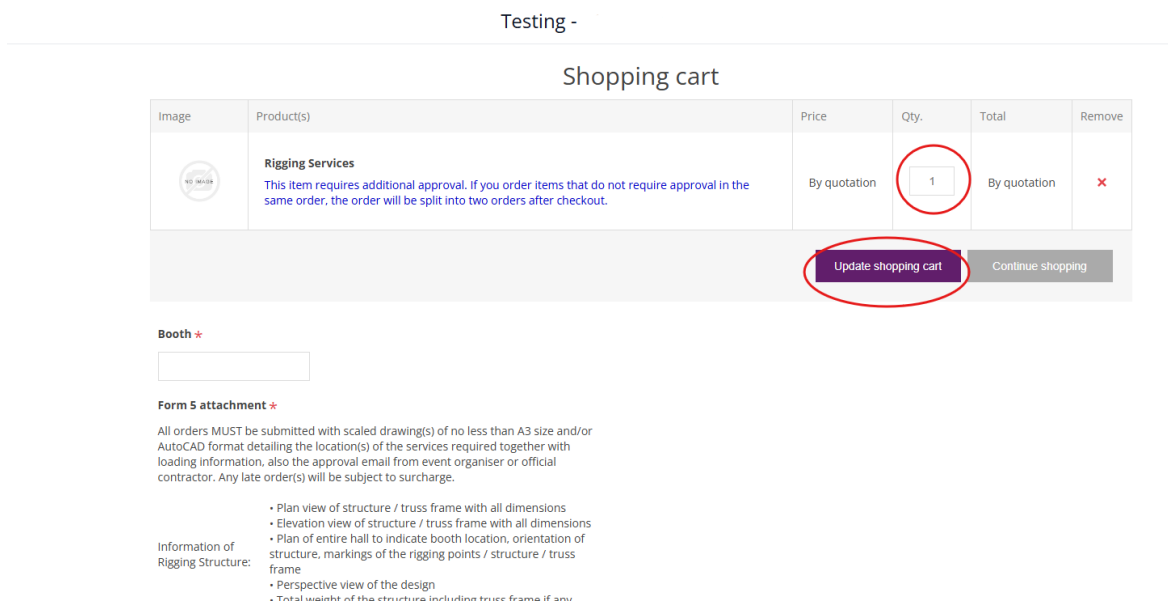
Re-order

12. Appendix 1 – Submission for order quotation

1. Click "ADD TO CART"




2. Adjust the quantity as needed, then click "Update Shopping Cart"



3. Provide your booth number in the designated field.
4. Submit required drawings
5. The Price will be shown as “0” when you proceed to checkout

Testing -

	Rigging Services This item requires additional approval. If you order items that do not require approval in the same order, the order will be split into two orders after checkout.	By quotation	1	By quotation	×
---	---	--------------	---	--------------	---

Update shopping cart

Continue shopping

Booth *

Form 5 attachment *

All orders MUST be submitted with scaled drawing(s) of no less than A3 size and/or AutoCAD format detailing the location(s) of the services required together with loading information, also the approval email from event organiser or official contractor. Any late order(s) will be subject to surcharge.

Information of Rigging Structure:

- Plan view of structure / truss frame with all dimensions
- Elevation view of structure / truss frame with all dimensions
- Plan of entire hall to indicate booth location, orientation of structure, markings of the rigging points / structure / truss frame
- Perspective view of the design
- Total weight of the structure including truss frame if any

Remarks:
If more than 1 files need to be uploaded, please zip all the attachments into 1 file for submission.

Upload a file

Sub-Total: HK\$0.00

Total: **HK\$0.00**

☐ I agree with the Terms of service and I adhere to them unconditionally

CHECKOUT

6. Click “CHECKOUT” to submit the order, the order status will be set as “Processing”

Testing -

Order information

ORDER #50

Testing -

Order Date: Tuesday, 6 May 2025

Order Status: **Processing**

Order Total: HK\$0.00

Product(s)

Amended item(s)

Name	Price	Quantity	Total
Rigging Services	By quotation	1	By quotation

Removed item(s)

Attachment(s)

Amended item(s)

Name	File
Form 5 attachment	AWE_Logo_Colour.jpg

Removed attachment(s)

7. A Notification Email will be sent confirming the order submission, then AWEM staff will review the order and provide a quotation

[TEST] Your order request has been submitted: #50



AWEM Ordering <no_reply@asiaworld-expo.com>
To

☺ Reply Reply All Forward ...

Tue 06/05/2025 15:46

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

This is a system generated email. Please do not reply to this message.

Dear Sir/Madam,

We are pleased to inform you that your order request [50] has been received. Our team will begin processing it promptly. After reviewing, you will soon receive a confirmation email with payment schedule.

*The order placement is not yet completed at this stage

Order Details: <https://awemescportaltest.azurewebsites.net/en/orderdetails/50>

Name	Price	Quantity	Total
Rigging Services	By quotation	1	By quotation
			Booth: 1A01
			Form 5 attachment: AWE Logo Colour.jpg
Sub-Total:			HK\$0.00
Order Total:			HK\$0.00

AsiaWorld-Expo Management Limited

8. Once the order is reviewed and quoted, an Invoice will be sent
9. The quoted price will be specific in the invoice
10. Log-in to the platform to confirmed the order and settle the payment (via online credit card or bank transfer)

[TEST] Your invoice for Order #50



AWEM Ordering <no_reply@asiaworld-expo.com>
To

☺ Reply Reply All Forward ...

Tue 06/05/2025 15:54

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



This is a system generated email. Please do not reply to this message.

Dear Sir/Madam,

Attached is your invoice for order [50]. Please make the payment by 6 May 2025.

For any inquiries or assistance, please don't hesitate to reach out to our dedicated Customer Support Team.

AsiaWorld-Expo Management Limited


13. Appendix 2 – Stand catering order- Purchase the same item for delivery on different show dates

1st Order: Select the snack and specify the date and delivery time for the first round. Add the item to the cart. The cart quantity will be update, and the website will remain on the same page.

ENJoanne MakMy accountLog out

Testing -

Home > Stand Catering > Mini Curry Vegetable Puff (1 dozen)



The product has been added to your shopping cart

HK\$331.50
(30% Site order surcharge is included)
Service Charge: HK\$33.15

Delivery date *
2023/10/12

Delivery time *
08:30 - 09:00

1 **ADD TO CART**


Return

2nd Order: Select another date and delivery time for the 2nd order. Confirm the quantity and add the same item to the cart. The cart quantity will be update with the new addition.

ENJoanne MakMy accountLog out

Testing -

Home > Stand Catering > Mini Curry Vegetable Puff (1 dozen)



Price: HK\$331.50 per event
HK\$331.50
(30% Site order surcharge is included)
Service Charge: HK\$33.15

Delivery date *
2023/10/13

Delivery time *
09:00 - 09:30

2 **ADD TO CART**



Return

All additional order of the same item could be reviewed in the cart

ENJoanne MakMy accountLog out🔍📄🛒 (3)

Testing -

Shopping cart

Image	Product(s)	Price	Qty.	Total	Remove
	Mini Curry Vegetable Puff (1 dozen) Delivery date: 2023/10/12 Delivery time: 08:30 - 09:00 Edit	HK\$331.50	<input type="text" value="1"/>	HK\$331.50	✖
	Mini Curry Vegetable Puff (1 dozen) Delivery date: 2023/10/13 Delivery time: 09:00 - 09:30 Edit	HK\$331.50	<input type="text" value="2"/>	HK\$663.00	✖

Update shopping cart

Continue shopping

Booth *