

Fantuan Hot Lunch Guide

1: School Link

Each school has a unique link. Here is our school's link, accessible via phone or computer.

(If you are unable to open it directly, please copy and paste the link into your browser to access it)

<https://order.fantuan.ca/group-delivery-new?type=groupDelivery&wechatId=1&country=CA&sn=NGC101217>

You can also scan the QR code for quick access.



2: Login and Registration

Every time you log into the Fantuan system, whether you're a new or returning user, you'll be prompted to log in with your phone number.

18:46

78%

X

Welcome to Fantuan

+1 ▾

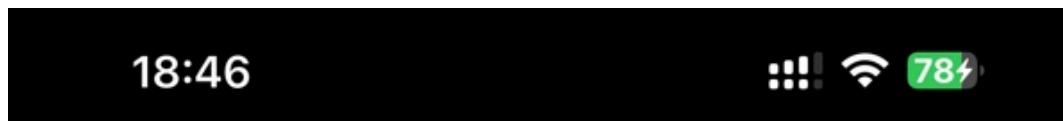
Enter phone number

I've read and agree to the [Users Agreement](#)、[Privacy Policy](#) and receive SMS.

Get Code

[Password login >](#)

A verification code will be texted to your phone number. Please enter the code on the next screen.



Insert Code

Code sent to +1 778-628-5372

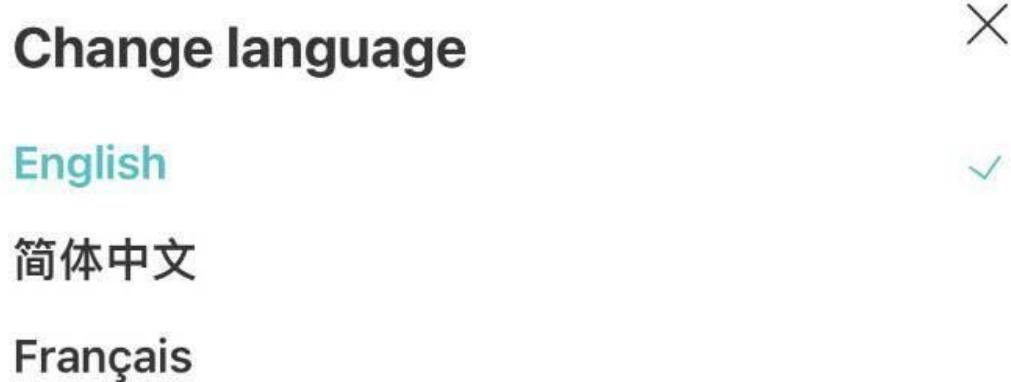
Get a new code after [25 seconds](#)

3: Language Selection

Click the avatar in the top right corner of the screen. Next to it, you'll find the option to switch between languages.



Fantuan offers three language options: English, Chinese, and French. The system interface can be displayed in any of these three languages. However, all hot lunch menu items will be listed in English to avoid confusion



4: Menu Categories

All hot lunch dates through December are listed, for your convenience. Each menu item and lunch option indicates the hot lunch date they are in. Scroll down or select different categories to choose hot lunches for different dates.

Order Review Merchant

Oct 4 (fri) /pizza

 Oct 4/cheese Mania
Tomato Sauce, Double Mozzarella, Cheddar
\$6 +

 Oct 4/hawaiian
Tomato Sauce, Mozzarella, Ham, Pineapple
\$6 +

 \$0 \$0 checkout

5: Add to Cart

You can select items for one hot lunch date or for all upcoming hot lunch dates. Please note that you can only order lunches for one child at a time. Once you have completed checkout for one child, you can repeat the process for additional children.

 \$30.99
After Coupon \$24.79 Check Out

6: Checkout Information

In the checkout section, if you are not already logged in, you'll need to provide your email address and phone number. Click on the Child field to select the child for the order or to add a new child.

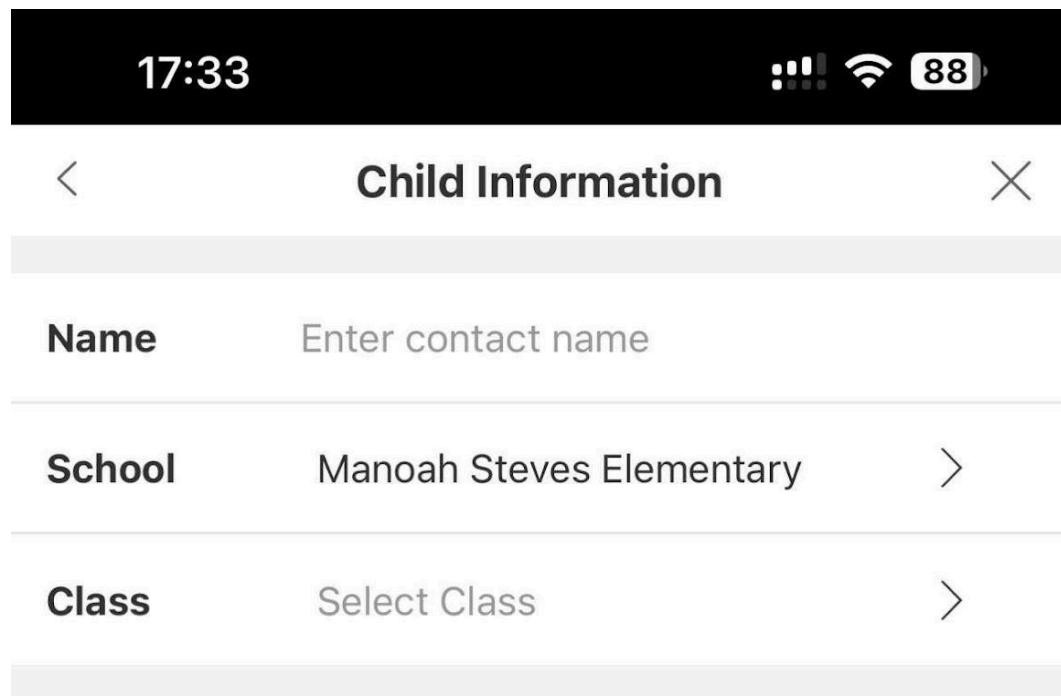


The screenshot shows a mobile application interface for confirming an order. At the top, there is a black bar with the time '17:32' and signal strength indicators. Below this is a header 'Confirm Order' with a back arrow on the left and a user profile picture on the right.

The main content area is divided into sections:

- Location:** Canada (with a dropdown arrow icon)
- Phone No.:** +1 778-628-5372 (with a copy icon)
- Email:** 18837248@qq.com (with a copy icon)
- Child:** amy Manoah Steves El... (with a dropdown arrow icon)
- Payment:** Online Payment (highlighted in blue)
- Order Summary:** Manoah Steves Elementary School
- Items:**
 - Nov 15/ (310g) Pasta B... \$8.5
x2
 - Oct 4/cheese Mania \$6
x1
 - Nov 1/2 Piece Chicken ... \$7.99
Roast x1
x1

You will need to add your child's name and **division** so that the lunch delivery will go to the correct classroom. It is important that the division number and not the grade is entered. Once children are added, they will be saved to your account and you will be able to simply select them the next time.



17:33 ☰ 88%

Child Information

Name: Enter contact name

School: Manoah Steves Elementary >

Class: Select Class >

7: Multiple Children

You can only order lunch for one child at a time. If you have multiple children, you'll need to repeat the order process for each child. Note that you will need to click on the link in this document, as the school ordering page is not generally available on the site.

8: Fees and donation

Fantuan hot lunch has no tax, stripe fee, delivery fee, or tip, saving parents more. There is an optional donation feature where you can choose to donate 0%-15% to the school, and Fantuan will give 100% of the donations from parents to the PAC.

 **Confirm Order** 

 Manoah Steves Elementary School

 <small>Pasta Carbonara</small>	Nov 15/ (310g) Pasta B...	\$8.5
	x2	
 <small>Oct 4/cheese Mania</small>		\$6
	x1	
 <small>Nov 1/2 Piece Chicken ...</small>		\$7.99
	Roast x1	
	x1	

 **Coupon/Code** [No coupons available >](#)

Taxes&Fees  \$0

Donation (100% donated to the school)

0%	5%	10%	15%
\$0.00	\$1.55	\$3.10	\$4.65

Total \$32.54

Notes to Merchant [Add Notes >](#)

9: Payment Methods

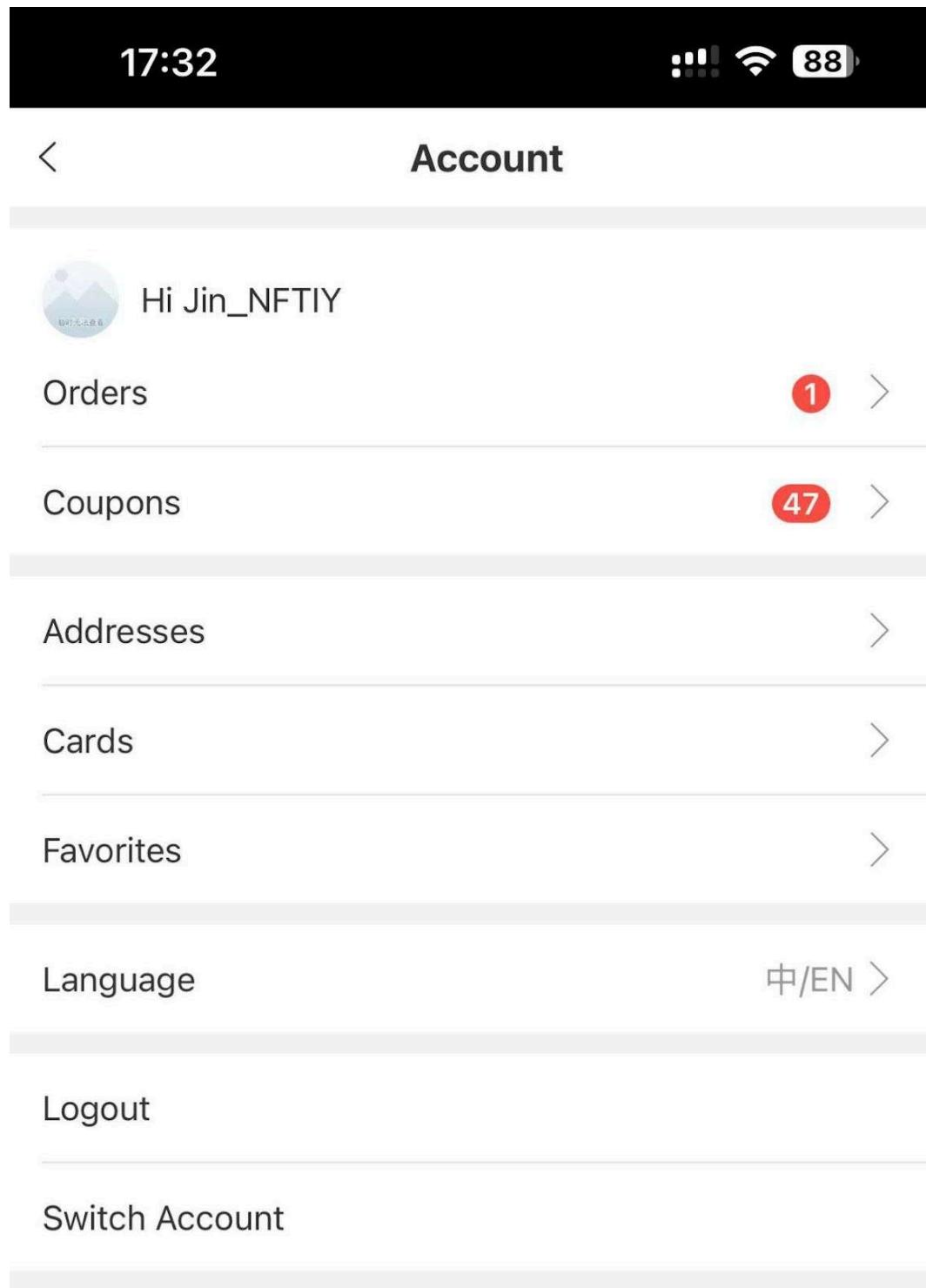
We support online payments like credit card, Apple Pay, and WeChat Pay. We do not accept checks or cash.

The screenshot shows a payment interface with the following details:

- Payment** (Title)
- 15:19** (Time)
- Total \$32.54** (Total amount)
- Payment Method** (Section title)
- Wechat Pay** (Selected method, indicated by a checked checkbox icon)
- Applepay** (Unselected method, indicated by an empty checkbox icon)
- Add Payment Method** (Section title)
- Credit/Debit Card** (Option with a right-pointing arrow icon)

10: Viewing Past Orders

Open the school's dedicated hot lunch link, log in, and click your profile icon in the upper right corner. Go to "My Account," select "Orders," and you can see your past orders.



FAQ

1: Ordering Start and End Time

We close orders one week in advance. For example, if October 20 is the hot lunch day, the order cutoff time will be 5:30 PM on October 13.

2: Can I place an order after the deadline?

Once the deadline passes, late orders cannot usually be accommodated. Please order early.

3: How do I get a refund?

a: You can request a refund by calling the toll-free number **778-402-2900** and speaking with our 24-hour customer service team up to 48 hours before the hot lunch delivery. The refund will be processed using the same payment method you used. For example, if you paid by credit card, the refund will be credited back to your card within 1-3 business days.

When requesting a refund, please provide the customer service representative with your order number. The order number begins with "CA," and you can find it in your order details.

Order Details		
Pickup No.	#T4	Copy
Order Number	CA197109878	Copy
Order Date	2024-09-05 21:18	
Payment Method	Default	
Request Utensils	No request	

Since each lunch in your order is associated with a specific date, please clearly inform the customer service representative which day's lunch you want a refund for,

such as "Oct 4 / Cheese Mania." This will make sure that the refund is processed according to your instructions.

	Nov 15/ (310g) Pasta B...	\$8.5
	Oct 4/cheese Mania	\$6
	Nov 1/2 Piece Chicken ... Roast x1	\$7.99

b: If there are less than 48 hours until the delivery, no refund can be issued.

The hot lunch will still be delivered to the school on the scheduled day, and you may either pick it up yourself or allow the PAC to distribute it to a hungry child.

4: I see a "Cancel Order" button. Can I cancel my order?

If the restaurant hasn't accepted your order yet, you can cancel it directly. However, if the restaurant has already accepted it, the cancellation won't go through. Please follow the instructions from question 3 and contact our free customer service hotline to assist you with canceling the order. Orders within 48 hours of delivery cannot be cancelled through customer service.

5: How do I modify my order?

Once payment is completed, the order cannot be modified. Please refer to the instructions in question 3. Contact our free customer service hotline to cancel the entire order and receive a refund. You can then place a new order. Or

6: Why can't I use the coupon sent by the Fantuan system?

Fantuan coupons are only valid for regular food delivery orders, not hot lunch orders.

7: How do I place a regular Fantuan delivery order?

You can place an order through the Fantuan app or website to enjoy a variety of food options.

8:Why is the delivery date incorrect?

For example, the order I placed shows the hot lunch for September 16th in the title, but the system displays the delivery as September 20th. This is definitely something that needs improvement, as when parents place bulk orders for the month, the system can't automatically show the correct delivery date for each hot lunch. Please refer to the hot lunch title for the actual delivery date; we won't make any mistakes with the delivery. This will be improved soon.

9:Why didn't the system send me a confirmation email or text?

We have currently disabled the email and SMS notification channels. Parents can directly check their orders through the system link. Once we improve the email and SMS system, we will notify you.