

Fantuan Hot Lunch Guide

1: School Link

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

You can also scan the QR code for quick access.

<https://f.fantuan.ca/2B3is>



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%



Welcome to Fantuan

+1 ✓

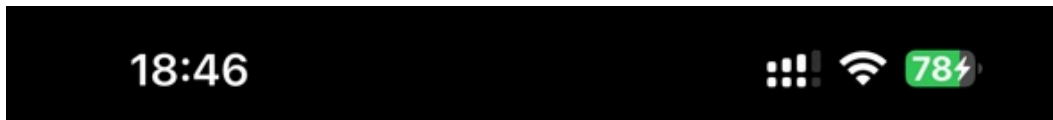
Enter phone number

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

Get Code

[Password login >](#)

and a verification code will be sent to you.



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

Change language



English



简体中文

Français

4: Menu Categories

Each menu item and lunch option has a date, indicating the hot lunch day. 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

\$4.8

 After deals





Oct 4/hawaiian

Tomato Sauce, Mozzarella, Ham, Pineapple

\$6

\$4.8

 After deals





\$0

\$0 checkout

5: Add to Cart

All hot lunch items can be added to the cart for a single checkout process.



\$30.99

After Coupon \$24.79

Check Out

6: Checkout Information

In the checkout section, you'll need to provide your email address and phone

📍 8671 Odlin Crescent, Richmond, BC V6X 1G1, Canada
8671 Odlin Crescent, Richmond, BC V6X 1G1, Canada

Phone No.

+1 ▼ 778-628-5372 ✎

Email

18837248@qq.com ✎

Any update of the order will be informed by email

Child

Amy City Centre Elementary School Div.2 (Mr. Rollins) >

Payment

Online Payment

🏫 City Centre Elementary School

and update your child's division and name.

<

Child Information

×

Name

AMY

School

City Centre Elementary School

▼

Division

Div.2 (Mr. Rollins)

▼

Submit

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 one.

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 pass 100% of the donations to the PAC.



Confirm Order



Manoah Steves Elementary School



Nov 15/ (310g) Pasta B...

\$8.5

x2



Oct 4/cheese Mania

\$6

x1



Nov 1/2 Piece Chicken ...

\$7.99

Roast x1

x1



Coupon/Code

No coupons available >

Taxes&Fees ?

\$0

Donation (100% donated to the school)

0%

\$0.00

5%

\$1.55

10%

\$3.10

15%

\$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.

<

Payment

15:19

Total \$32.54

Payment Method



Wechat Pay





Applepay



Add Payment Method

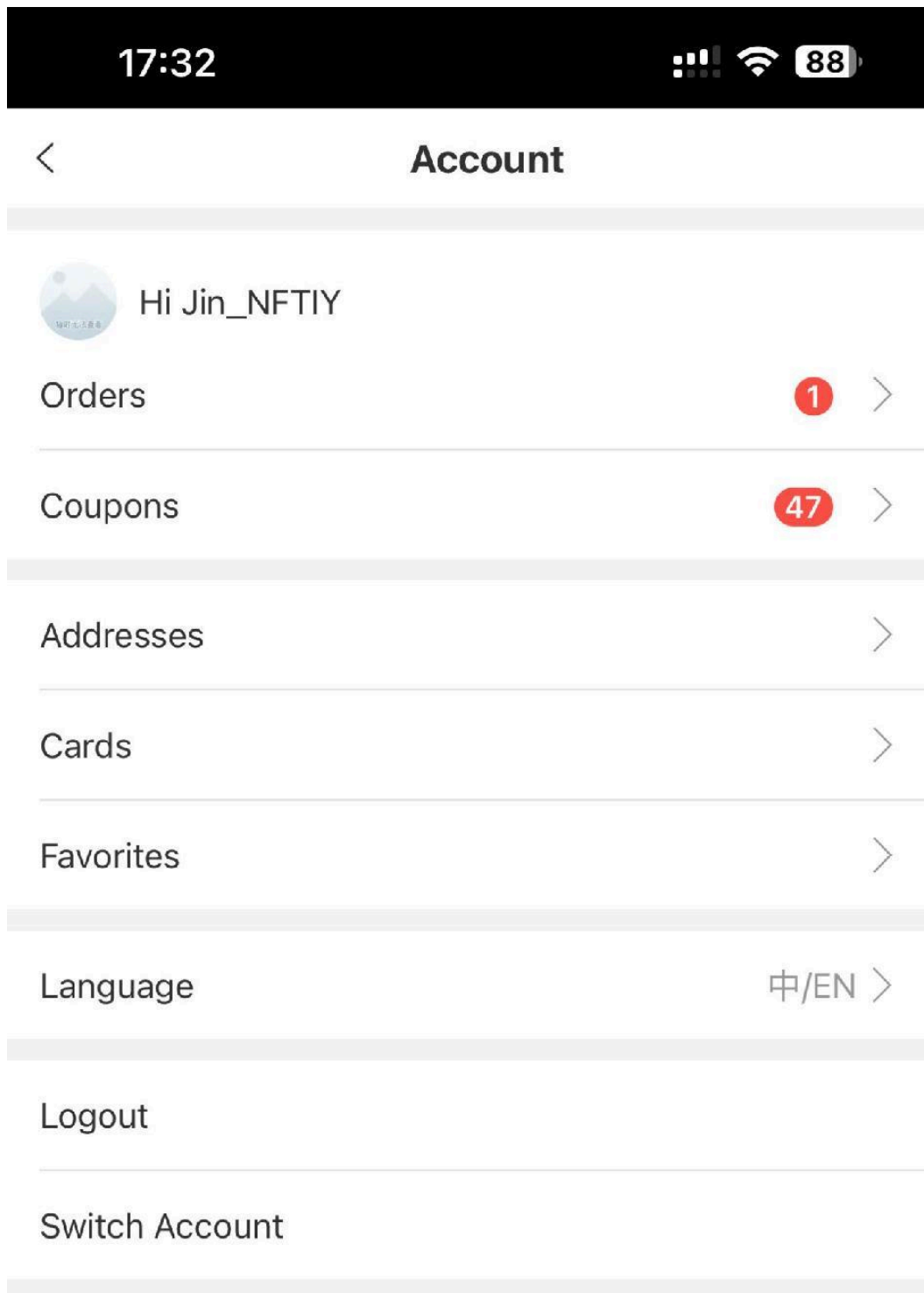


Credit/Debit Card



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.



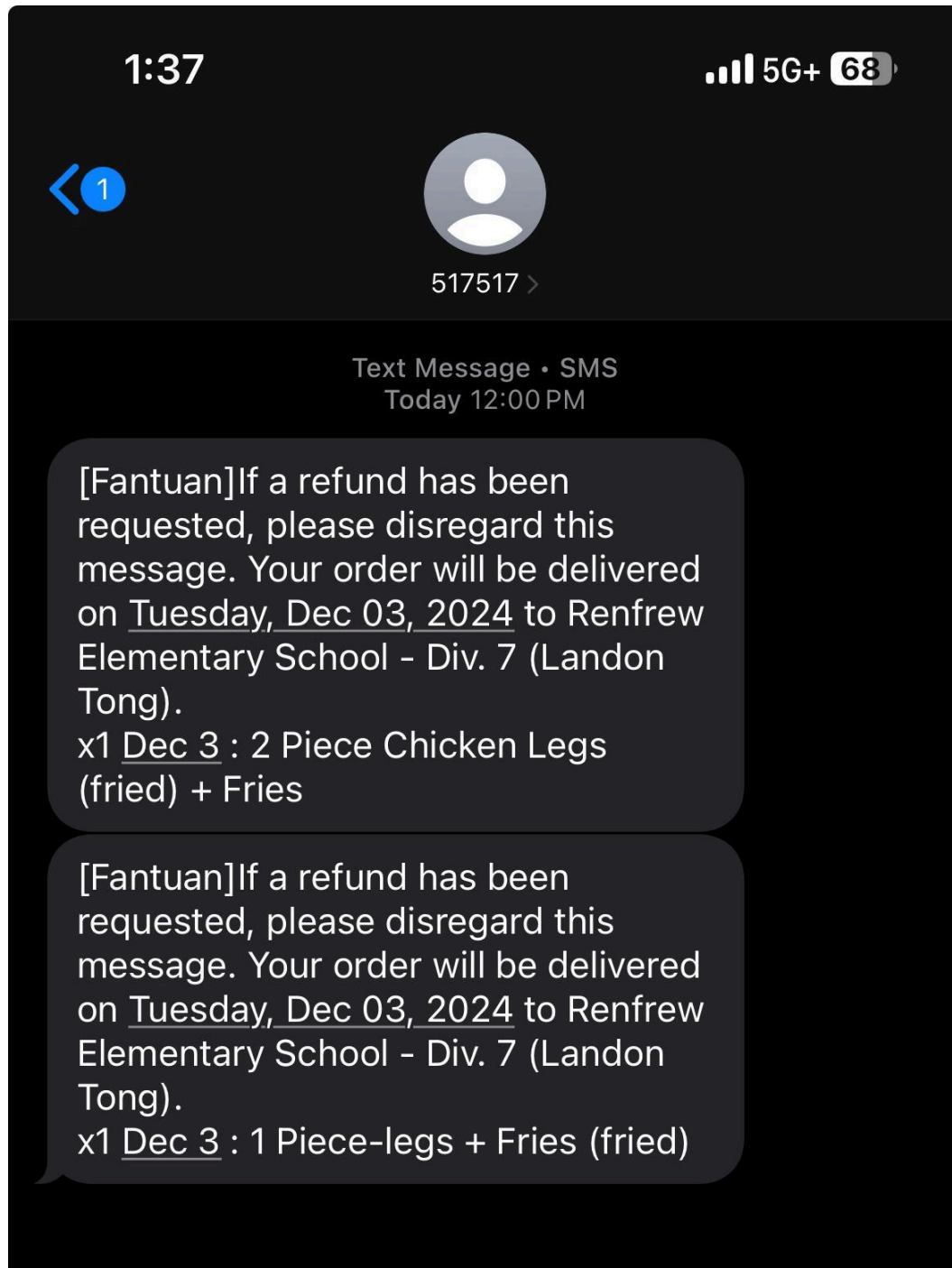
10: Order Confirmation Information

After a successful payment, you will receive a confirmation via SMS.
If your mobile carrier blocks messages from Fantuan, you can also verify your payment status

【Fantuan Delivery】 You have successfully placed an order (订单号). If you need any assistance, please feel free to contact our customer service at 778-402-2900 (toll-free, available 24/7).

11:Delivery Reminder:

Fantuan will send you a text message 24 hours before delivery to remind you of the hot lunch you ordered for your child. The message will include the division (div), lunch name, and child's name.



If you notice any mistakes in the division or child's name when you receive the message, please call our customer service at **778-402-2900**. Please note that orders within 48 hours of delivery cannot be modified. However, you can correct the division and child's name for future orders.

FAQ

1: Ordering Start and End Time

We close orders 5 days in advance. For example, if October 20 is the hot lunch day, the order cutoff time will be 12:59 PM on October 15.

2: Can I place an order after the deadline?

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

3: 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.

4: 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.

Here is an example: a parent placed multiple hot lunch day orders for Amy. When the parent clicks **Order** and enters the backend, the system will display the orders separated by each individual hot lunch day, as shown in the example below.

5: Refund

1: Click the red dot in the top-left corner of the page.



2: Click on your order.



Hi Jin_NFTIY



Orders



Coupons



Addresses



Cards



Favorites

3: Find the order you want to refund. Make sure to double-check the hot lunch day, the child's name, and the division (Div) to avoid selecting the wrong child or date.



My Orders

Fantuan

Carino HL

Pickup No.#S1

Preparing order

Arrive by Jan.09 11:15-11:30

School General Currie Elementary School

Child's Amy

Division 3 (Collins, Z)

4:Click on this order, and you will be able to see the Cancel button.

Preparing order

Arrive by Jan.09 11:15-11:30

School General Currie Elementary School

Child's Amy

Division 3 (Collins, Z)



Cancel



Check on APP

5:You can select any reason to cancel, and the refund will be automatically returned to your original payment method.

Cancel Order

Full Refund

Cancel entire order

\$8.5

Select a reason for canceling (required*)

☒ Something came up, I'd like to cancel this order

☐ Purchased wrong items

☐ Selected a wrong time

☐ Wrong delivery address

☐ Forgot to note / Change note

☐ Forgot to use coupon

☐ Change payment method

☐ Change delivery time amount

Confirm

\$8.5

6:At this point, the system status will change to Canceled.

Canceled

Due to Something came up, I'd like to cancel this order, the order has been cancelled for you.

School General Currie Elementary School

Child's Amy

Division 3 (Collins, Z)



Check on APP

Important Reminder:

If your order has passed the cutoff day—for example, January 7 is a hot lunch day and the school's cutoff day is 7 days earlier—then if you need a refund on January 5 due to your child being sick, please click into the order, find the payment information, and call our **24/7 toll-free customer service.778-402-2900**

Please note: refunds are available up to 48 hours before the delivery time. Once it is within 48 hours of delivery, refunds will no longer be possible.

We apologize for the inconvenience. After the cutoff day, the order has already been sent to the restaurant, so the cancellation must be handled manually by our customer service team.

Order Details

Pickup No.	#S1	Copy
Order Number	CA2104531741	Copy
Payment Order No	SOCA0527489642	Copy
Order Date	2025-12-16 14:42	
Payment Method	Credit/Debit Card	

After the refund is completed, you will receive a system notification text message. This indicates that the process is complete.

[Fantuan] Your order in 'Carino HL' has been cancelled due to Order Cancellation Requested. Refund processed via original payment (信用卡 / 借记卡:\$8.50). Details in Fantuan App. (System message, please do not reply)

Please note: only refunds will have a confirmation text message. If you cancel the order yourself in the system, there will be no confirmation text message.

Thank you very much. We look forward to our new refund system bringing you greater flexibility and convenience when ordering hot lunches.

饭团系统使用指南

1: 学校链接

每个学校都有独立的链接, 这是我们学校的链接, 可以在手机/电脑上使用。

<https://f.fantuan.ca/2B3is>

同时也可以用手机扫描二维码(QR Code)。



2: 登陆和注册

每次登陆饭团系统时(无论是新用户还是老用户), 系统都会要求您使用手机号登录,

18:45



欢迎登录饭团外卖

+1 ✓

请输入手机号码

登录代表您已阅读并同意 [《饭团用户协议》](#)、[《隐私政策》](#) 并接收服务短信

获取短信验证码

[密码登录 >](#)

并发送验证码用于登录。

18:45



欢迎登录饭团外卖

+1 ✓ 请输入手机号码

登录代表您已阅读并同意 [《饭团用户协议》](#)、[《隐私政策》](#) 并接收服务短信

获取短信验证码

[密码登录 >](#)

3: 选择语言

点击右上角的头像，边上就是语言切换

中/EN



饭团提供英语/中文/法语三种语言选择，系统操作可以用这三种语言显示，但是所有的hotlunch的菜名都是英文的，以免混淆。

Change language



English



简体中文

Français

4: 菜单分类

菜单的分类和午餐的名字上都带有日期，标明这是hot lunch day。您可以通过向下滑动，或者选择不同分类，来查看不同日期的hot lunch菜单。

点餐

评价

商家

Oct 4 (Fri) pizza

Oct 18 (Fri) Ajishou

Nov 1 (Fri) Hifive

Nov 15 (Fri) Carino

Nov 29 (Fri) Peko

Nov 1 (Fri) /Hifive



Nov 1/Crispy Chicken
Tenders*3+fries

NO nuts

\$9.5



Nov 1/Chicken Sandwich+fries
(chicken breast)

NO nuts

\$8.99



Nov 1/(vegetarian) The power
plant burger+fries

NO nuts

\$8.99



Nov 1/Popcorn Chicken+fries

NO nuts

\$8.99



Nov 1/Rice Bowl

NO nuts

\$7.99



5: 添加到购物车

所有的hot lunch可以一次性添加到购物车并结算。



\$30.99

券后价\$24.79

结账

6: 结算信息

在结算界面, 您需要填写邮箱信息, 手机信息

预留手机号 +1 ▼ 778-628-5372 

联系邮箱 18837248@qq.com 

订单如有变动, 将通过邮箱通知

子女 Amy City Centre Elementary School Div.2 (Mr. Rollins) >

支付方式 在线支付

 City Centre Elementary School

 Sep25/FREE TEST GIFT x1 \$1

并编辑自己孩子的班级和名字。

< 子女信息 ×

姓名 AMY

学校 City Centre Elementary School ▼

Division Div.2 (Mr. Rollins) ▼

提交

7: 多个孩子订餐

每次只能为一个孩子订餐。如果有多个孩子需要订餐，您需要重复订餐流程。

8: 费用说明

Fantuan hot lunch 没有税费、Stripe费、运费或小费，帮家长节省更多。同时，donation(捐款)选项为自愿，您可以选择捐赠0%-15%。所有捐赠将百分百转交给PAC。

9: 支付方式

系统支持在线支付，包括信用卡、Apple Pay和微信支付。不支持支票和现金。

<

收银台

15:17

支付金额 \$32.54，超时后订单将自动取消

可选支付方式



Wechat Pay





Applepay



添加支付方式



信用卡/借记卡



10: 查看历史订单

打开学校的专属hotlunch 链接，登录后点击右上角自己的头像，进入自己的账户，选择订单，就可以看到自己的历史订单了。

17:34



账户



欢迎 Jin_NFTIY

订单

3



卡券

47



收货地址



银行卡



收藏



语言设置

中/EN



退出登录

切换账号

11: 订单确认信息

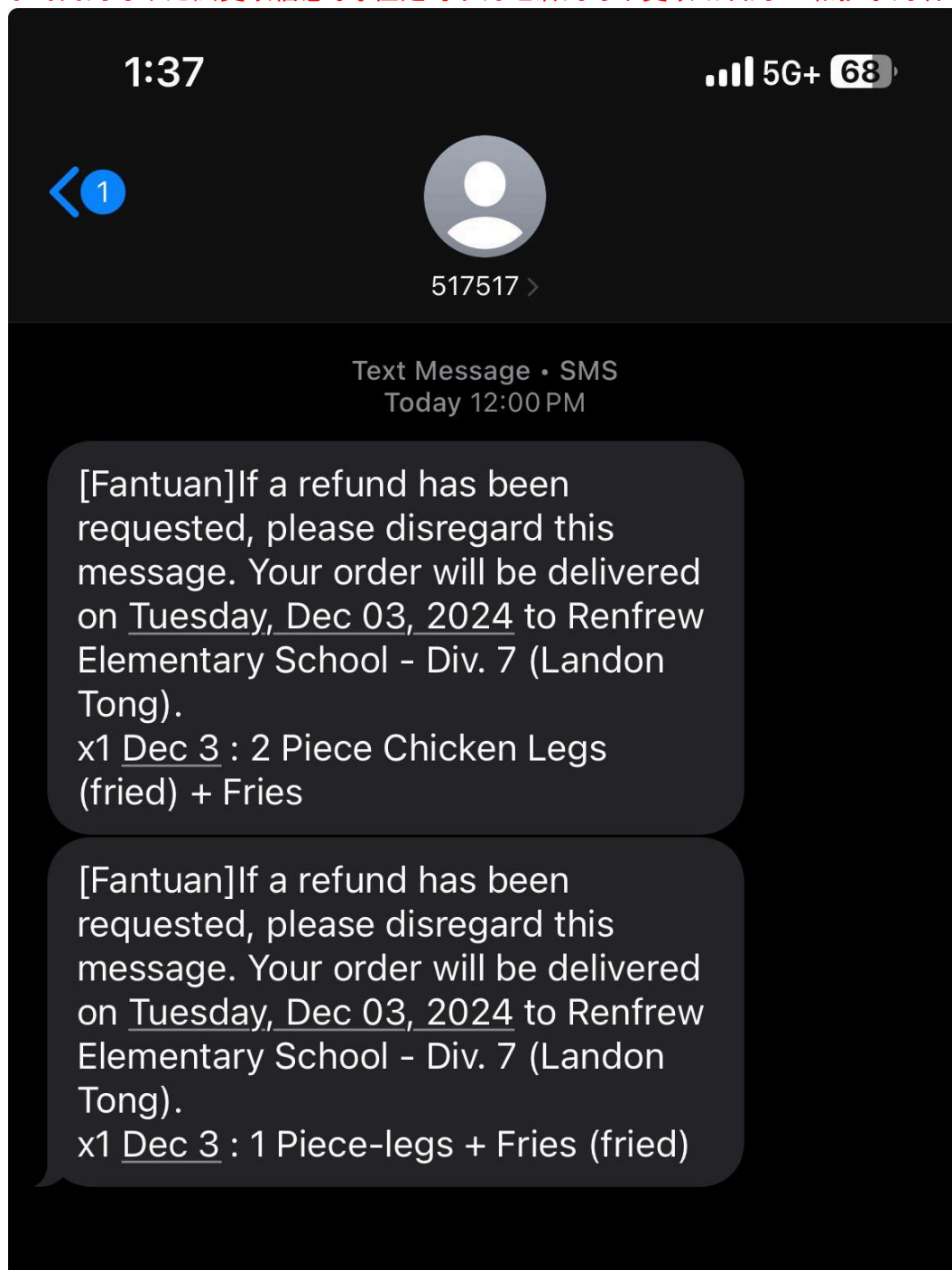
订单确认信息, 付款成功后, 您会收到短信确认, 如果您的服务商屏蔽了饭团的短信, 您也可以在自己的系统订单里查看是否付款成功

【饭团外卖】您已成功下单({订单号})。如需任何帮助, 请随时联系我们的客服电话: 778-402-2900 (24小时免费热线)。

12: 送餐提醒

送餐前提醒, 饭团会提早24小时给您发手机短信, 提醒您为孩子定了什么hotlunch, 包括Div, lunchname, kidsname。

如果您收到短信时发现您写错了div或者kidsname, 请拨打客服电话7784022900, 48小时内的订单无法更改信息了。但是可以为之后的订单更改错误的div和孩子的名字。



常见问题

1: 订餐的开始和结束时间

我们提早一周截止订单, 比如10月20日是hotlunchday, 那么10月13日下午5点半是截止时间

2: 订餐已截止, 还能追加订单吗?

一旦订餐截止, 追加订单通常不可行。请尽早下单。

3: 为什么不能使用饭团系统发给我的优惠券?

Fantuan发放的优惠券仅限于普通外卖订单, 不能用于hot lunch订单。

4: 如何使用饭团外卖下单

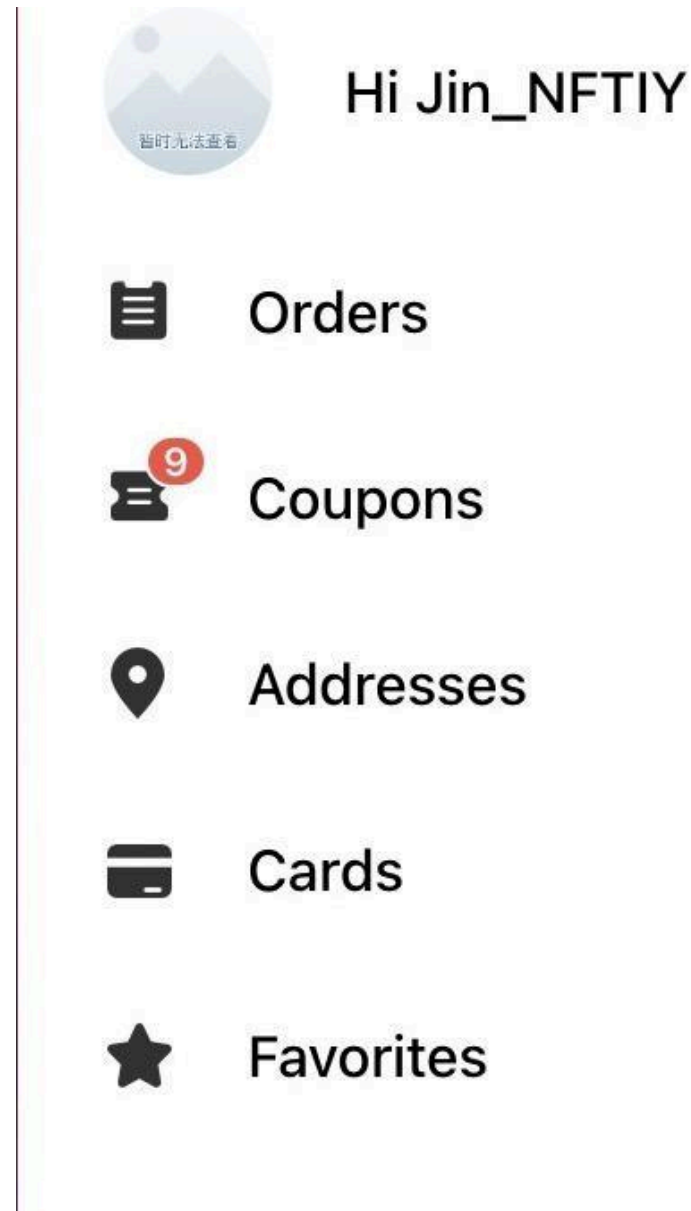
您可以通过Fantuan app或者官网下外卖订单, 享受更多的餐饮选择。

5: 退款

1: 点击页面左上角的红点。



2: 点击您的订单。



3: 找到您想要退款的订单。请务必再次核对 hot lunch 日期、孩子的姓名以及班级 (Div), 以免选错孩子或日期

×

My Orders

Fantuan

Carino HL

Pickup No.#S1

Preparing order

Arrive by Jan.09 11:15-11:30

School

General Currie Elementary School

Child's

Amy

Division

3 (Collins, Z)

4: 点击这个订单, 您就可以看到 Cancel 按钮.

Preparing order

Arrive by Jan.09 11:15-11:30

School

General Currie Elementary School

Child's

Amy

Division

3 (Collins, Z)

⊗

Cancel

↓

Check on APP

5:您可以选择任何取消原因，退款将会自动退回到您原来的付款方式。

Cancel Order

Full Refund

Cancel entire order

\$8.5

Select a reason for canceling (required*)

☒ Something came up, I'd like to cancel this order

☐ Purchased wrong items

☐ Selected a wrong time

☐ Wrong delivery address

☐ Forgot to note / Change note

☐ Forgot to use coupon

☐ Change payment method

☐ Change delivery time / amount

Confirm

\$8.5

6:此时，系统状态将变为 Canceled

Canceled

Due to Something came up, I'd like to cancel this order, the order has been cancelled for you.

School

General Currie Elementary School

Child's

Amy

Division

3 (Collins, Z)

↓

Check on APP

重要提醒：

如果您的订单已经过了截止日期——例如，1月7日是 hot lunch 日，而学校的截止日期是提前7天——那么如果您的孩子因为生病，需要在1月5日申请退款，请点击进入该订单，找到付款信息，并拨打我们的24/7免费客服电话: 778-402-2900
请注意: 退款最晚可以在送餐时间前48小时申请。一旦进入送餐前48小时以内，将无法再办理退款。
 对于给您带来的不便，我们深表歉意。截止日期过后，订单已经发送给餐厅，因此取消订单必须由我们的客服团队手动处理

Order Details	
Pickup No.	#S1 Copy
Order Number	CA2104531741 Copy
Payment Order No	SOCA0527489642 Copy
Order Date	2025-12-16 14:42
Payment Method	Credit/Debit Card

退款完成后，您会收到系统发送的短信通知。这表示整个退款流程已经完成。

[Fantuan] Your order in 'Carino HL' has been cancelled due to Order Cancellation Requested. Refund processed via original payment (信用卡 / 借记卡:\$8.50). Details in Fantuan App. (System message, please do not reply)

请注意: 只有退款完成后才会收到确认短信。如果您自己在系统中取消订单，则不会收到确认短信。
 非常感谢。我们期待新的退款系统能够在您订购 hot lunch 时，为您带来更大的灵活性和便利。