

# Fantuan Hot Lunch Guide

Dear St. Helen's Parents :

- With the approval of the Principal we will be providing hot lunch services for the 25-26 school year.
- We strive to offer your children a variety of meals with generous portions (an average of 300g), served warm and delicious (all hot lunches are professionally insulated), at reasonable prices (mostly around \$7-\$8). We sincerely thank the school for this opportunity and will do our best to serve you.

## 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.)*

You can also scan the QR code for quick access.

<https://order.fantuan.ca/en-US/group-delivery-new?type=groupDelivery&wechatId=1&country=CA&sn=NGC102341>

## 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,



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



## 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

3871 Pandora St, Burnaby, BC V5C 2A6, Canada

Phone No. +1 > 778-628-5372



Email 18837248@qq.com

Any update of the order will be informed by email

Child AMY St. Helen's Elementary School Div.1 (Debbie Jussinoj... >

Payment Online Payment

St. Helen's Elementary School

	Oct01 (Wed) / (310g) Ba...	x2	\$8.5
	Oct03 (Fri) /2 Piece-mix ...	x1	\$9.5

and update your child's division and name.

< Child Information X

Name Amy

School St. Helen's Elementary School v

Division Div.2A (Angela Rakic) v


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 school.

 Fantuan Coupon

Not Selected? ...

>

Taxes&Fees ?

\$0

Donation (100% donated to the school)

0%

\$0.00

5%

\$1.53

10%

\$3.05

15%

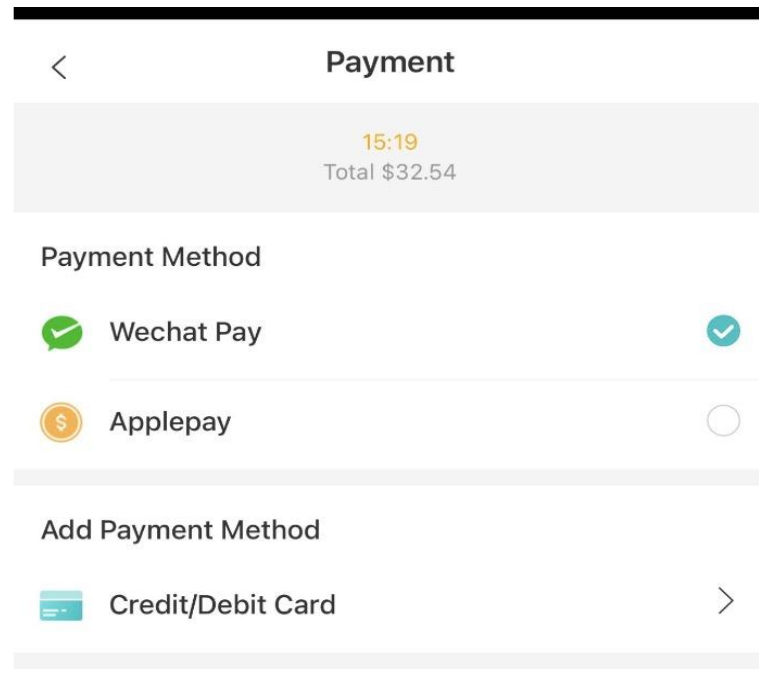
\$4.58

Total

\$32.03

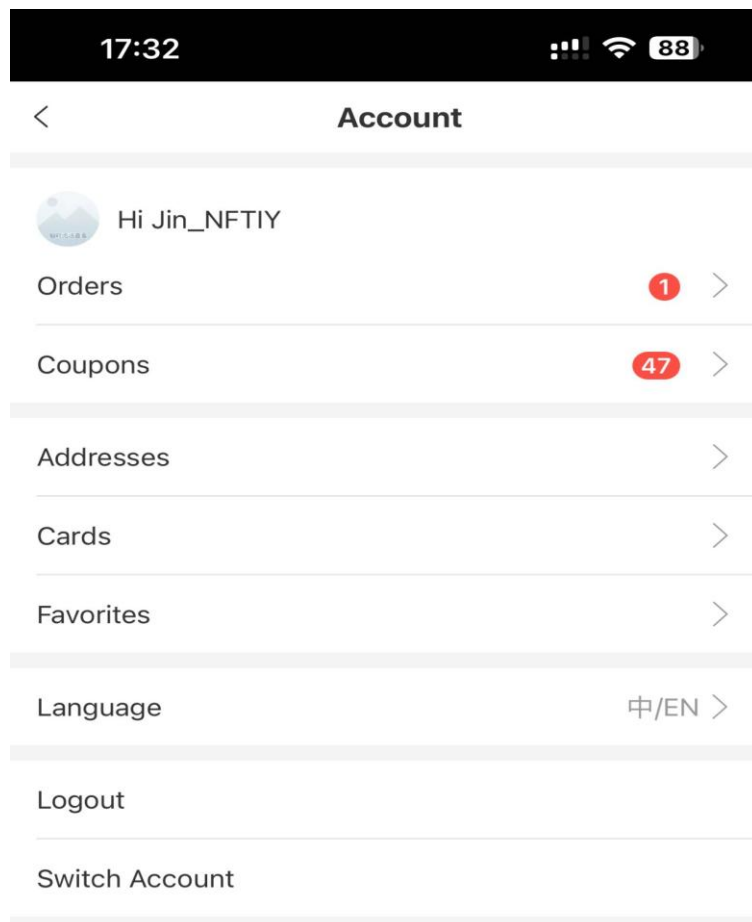
## 9: Payment Methods

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



## 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

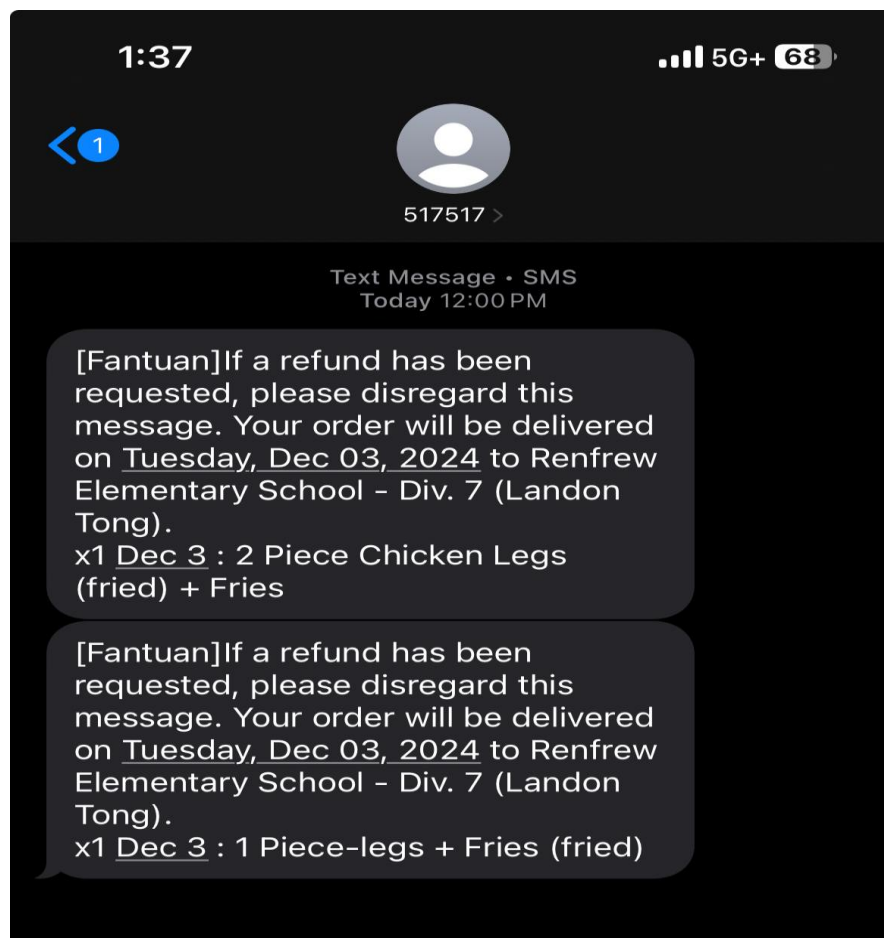
After a successful payment, you will receive a confirmation via SMS.

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 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	<a href="#">Copy</a>
Order Number	CA197109878	<a href="#">Copy</a>
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... x2	\$8.5
	Oct 4/cheese Mania x1	\$6
	Nov 1/2 Piece Chicken ... Roast x1 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 by calling the school office or allow the school to handle it.

#### 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.

## 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。

(如果无法打开就复制到浏览器打开)

<https://order.fantuan.ca/en-US/group-delivery-new?type=groupDelivery&wechatId=1&country=CA&sn=NGC102341>

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

77%

×

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



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		

	<b>Nov 1/Crispy Chicken Tenders*3+fries</b> NO nuts <b>\$9.5</b>	+
	<b>Nov 1/Chicken Sandwich+fries (chicken breast)</b> NO nuts <b>\$8.99</b>	+
	<b>Nov 1/(vegetarian)The power plant burger+fries</b> NO nuts <b>\$8.99</b>	+
	<b>Nov 1/Popcorn Chicken+fries</b> NO nuts <b>\$8.99</b>	+
	<b>Nov 1/Rice Bowl</b> NO nuts <b>\$7.99</b>	+

## 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。



## 6: 结算信息

在结算界面，您需要填写邮箱信息，手机信息等

团送

3871 Pandora St, Burnaby, BC V5C 2A6, Canada

>

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

请选择子女 >

支付方式

在线支付

🏫 St. Helen's Elementary School

Oct01(Wed)/(310g)Baco...

x2

\$8.5

Oct03(Fri)/2 Piece-mix ...

x1

\$9.5

<

子女信息

×

姓名	Amy	
学校	St. Helen's Elementary School	▼
Division	Div.2A (Angela Rakic)	▼

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。

税&其他 ⓘ

\$0

**捐款** (捐款将100%交付给学校)

0%

\$0.00

5%

\$1.53

10%

\$3.05

15%

\$4.58

**合计**

**\$32.03**

## 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，登陆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。



## 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: 如何退款

a:在 Hotlunch 送餐前开始**48小时**，您可以打电话给**Toll-Free : 778-402-2900**，24小时人工客服来获得退款。您用什么方式支付，退款就用什么路径返回。比如您用信用卡支付，那么退款金额将会在**1-3个工作日**返回到您的信用卡。

退款时，您要告诉客服您的订单号，订单号是**CA**开头的，您可以在订单里查询到

订单信息

取餐号

#T4

复制

订单号

CA197109878

复制

下单时间

2024-09-05 21:18

支付方式


默认支付方式

餐具/吸管数量

无需餐具

退款时，您要告诉客服您的订单号，订单号是**CA**开头的，您可以在订单里查询到

Carlin's Catering




Pasta Bolognese

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

x2


\$8.5



Oct 4/cheese Mania

x1

\$6



Nov 1/2 Piece Chicken ...

Roast x1

x1

\$7.99

**b:**离送餐日不到**48小时**，则不能退款，Hotlunch

会在当日送到学校，您可以到学**自提**，也可以让**PAC** 自行处理。

## **4：我看到有取消订单的按钮，我可以取消订单吗？**

如果您下单后餐厅还没接单，是可以直接取消的，但是如果餐厅已经接单，这个取消就无法响应，请重复第三个问题的指示，找免费客服电话来帮您取消订单。离送餐还有**48小时**的订单在客服这里也无法取消

## **5: 如何修改订单？**

已经付款完成的订单无法修改，请看第三个问题的指示。请找我们的免费客服电话，找客服取消整个订单，获得退款。然后重新下单。离送餐还有**48小时**的订单在客服这里也无法取消。

## **6: 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。

## **7: 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。

## **8:为什么送餐时间不对？**

比如，我下的订单标题显示**9月16日**的hotlunch，为什么系统显示**9月20日**送货？这确实是一个等待改进的地方，因为家长批量下一个月的订单，系统无法自动给出每一次送餐的时间，实际送餐时间请按照hotlunch标题来，我们不会送错的。将来很快会改进