

Fantuan Hot Lunch Guide

Dear Seaforth Elementary Parents :

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 principal and PAC for this opportunity and will do our best to serve you.

1: School Link

Here is your school's unique 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/en-US/group-delivery-new?wechatId=1&country=CA&sn=NGC202997>

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, and a verification code will be sent to you.

18:46



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 >](#)

18:46



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

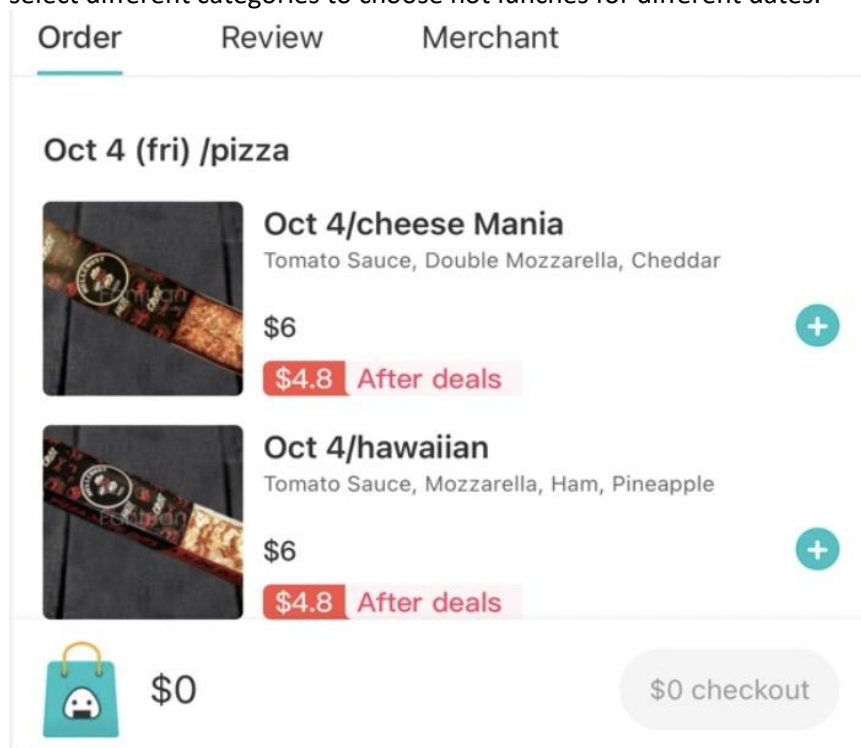
English

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.



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 and update your child's division and name.

Group Delivery

7881 Government Rd, Burnaby, BC V5A 2C9, Canada

Phone No. +1 > 778-628-5372

Email 18837248@qq.com

Any update of the order will be informed by email

Child AMY Seaforth Elementary School Div.2 (Ms S. Bauer)

Payment Online Payment

Seaforth Elementary School

Nov20/ (310g) Chicken ...

x1 \$8.5

< Child Information X

Name AMY

School Seaforth Elementary School

Division Div.2 (Ms S. Bauer)

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.

 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.

17:32



Account



Hi Jin_NFTIY

Orders

1



Coupons

47



Addresses



Cards



Favorites



Language

中/EN



Logout

Switch Account

10: Order Confirmation Information

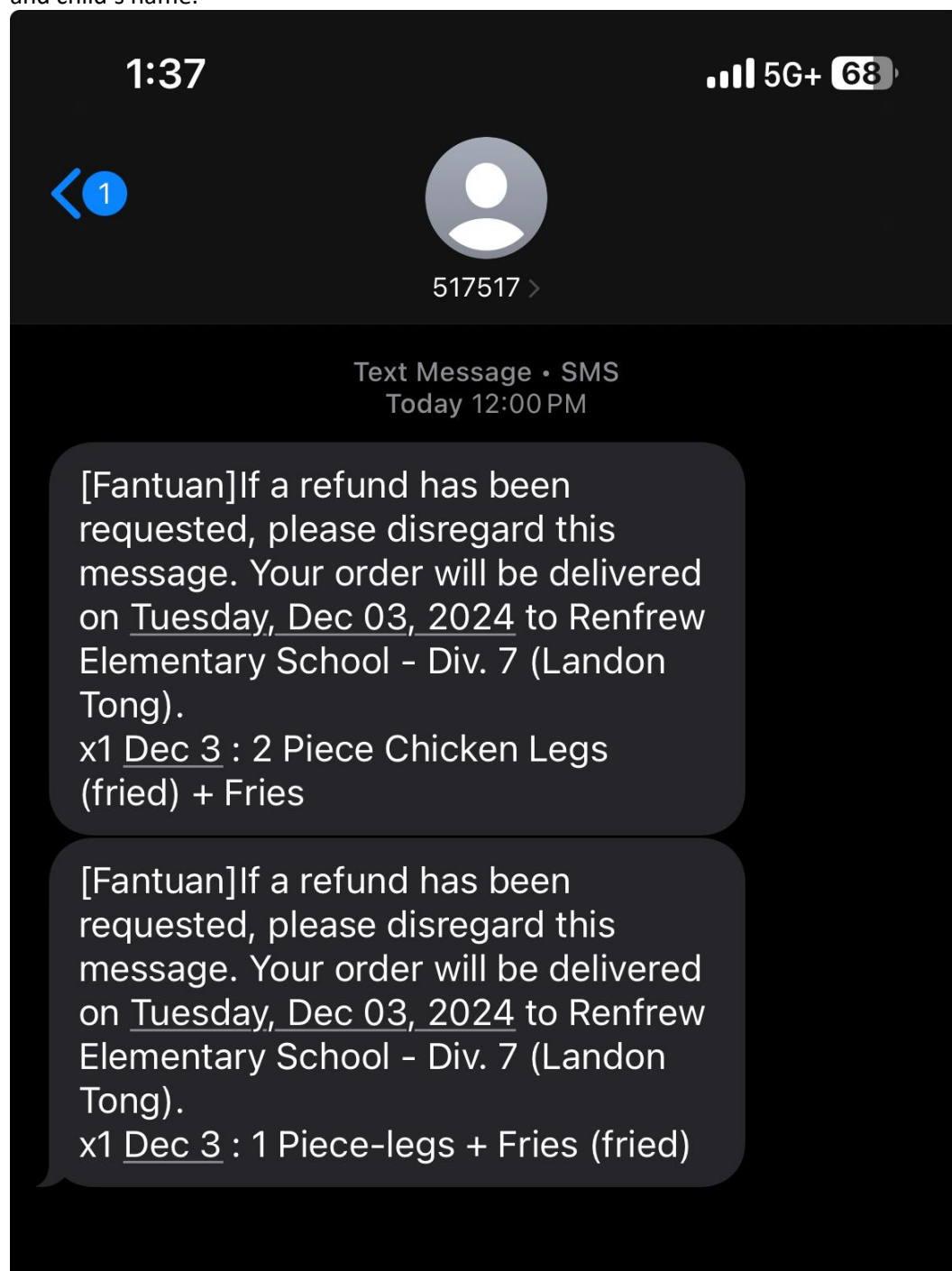
After a successful payment, you will receive a confirmation via SMS.

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

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... 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 or allow the PAC 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.