

# Hot Lunch Order Guide and FAQ

## 1: Order Link

Click this link to begin order. This is accessible via phone or computer.

<https://order.fantuan.ca/group-delivery-new?type=groupDelivery&wechatId=1&country=CA&sn=NGC101607>

IMPORTANT: If you are an existing Fantuan customer, please do not use this link to order regular food delivery. **The link is for General Currie Elementary hot lunch orders ONLY.**

You can also scan the QR code for quick access.



## 2: Login and Registration

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



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

[Password login >](#)

and a verification code will be sent to you.



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



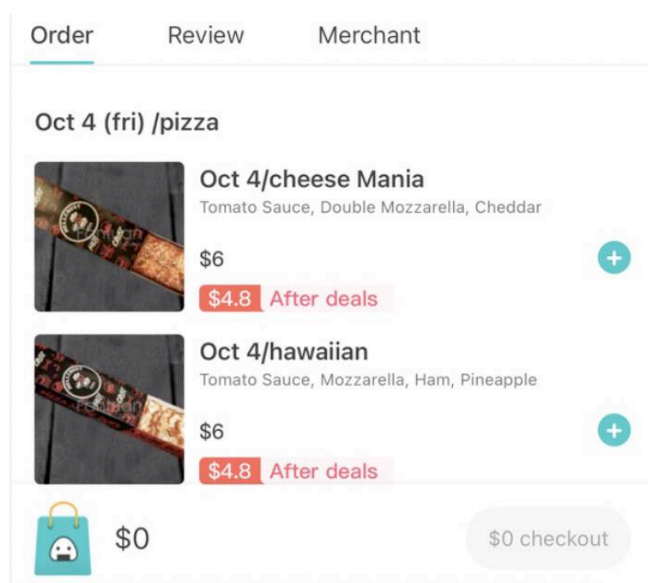
There are three language options available: English, Chinese, and French.

The system interface can be displayed in any of these three languages.

However, all hot lunch menu items will be listed in English.

### 4: Menu Categories

Menu is listed according to hot lunch days. Scroll down to choose the forthcoming hot lunch dates.



## 5: Add to Cart

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



Check Out

## 6: Checkout Information

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

**Group Delivery**

8220 General Currie Rd, Richmond, BC V6Y 1M1, Canada

>

Phone No.

+1 > 778-628-5372

🔗

Email

18837248@qq.com

🔗

Any update of the order will be informed by email

Child


amy General Currie Elementary School DIV 3

>

Payment


Online Payment

🏫 General Currie Elementary School

 10.18/(310gtaco Beef Pa...

x1

\$8.5

 9.27/california Roll \*6

x2

\$6

10.4/cheese Mania

x1

\$6

and your child's division and name.

<

Child Information

×

Name

Enter contact name

School

General Currie Elementary School

▼

Class

Select Class

▼

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

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.



<

Payment

15:19

Total \$32.54

Payment Method

Wechat Pay

Applepay

Add Payment Method

Credit/Debit Card

>

## 10: Order is completed

This is the final screen of your order. You may close it when done.

<

My Orders

Confirming your order

Arrive by Sep.25 11:00-11:15

Help

Cancel

Check on APP

For real-time order tracking and online customer service, please [click here to download Fantuan Delivery app.](#)

General Currie Elementary School

>

x1

Sep27th/sushi Combo

\$7.00

Saved \$0.00

Total \$7.00

∨

Order Details

Pickup No.

#T1

Copy

Order Number

CA123411878

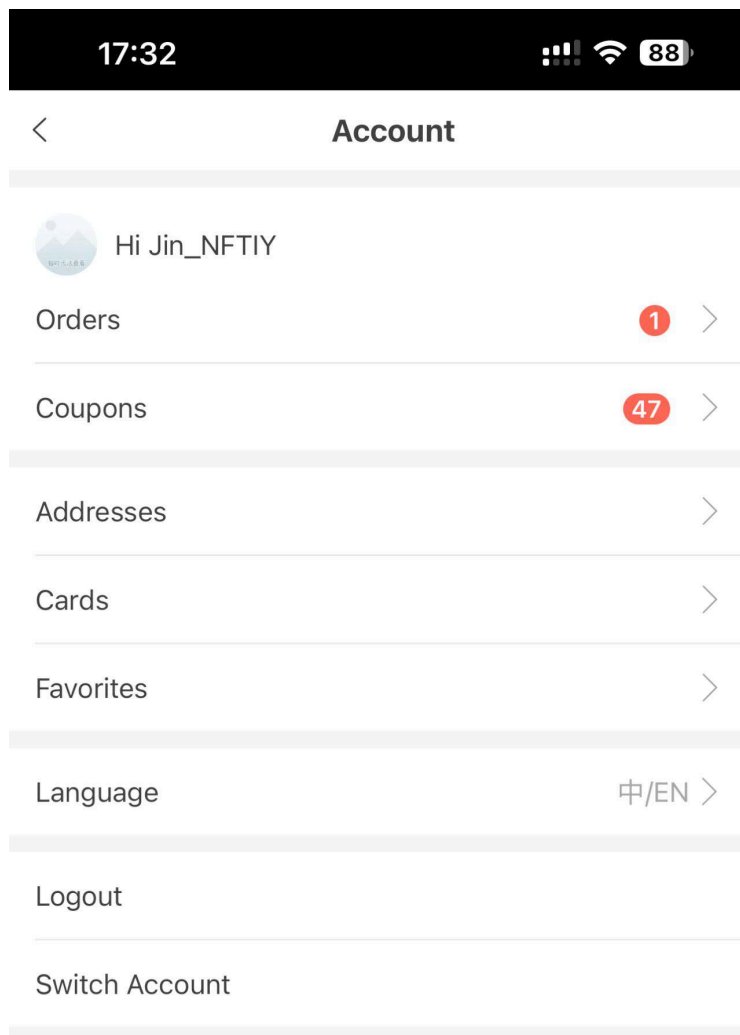
Copy

Order Date

2024-09-16 11:18

## 11. Viewing Past Orders

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



## FAQ

### 1: Order cut off time

Orders need to be submitted by 11PM the Sunday before the hot lunch date. We will not be able to accept late orders.



## 2: Can I place an order after cut off?

Once the deadline passes, late orders will not be accommodated. Please order early.

## 3 : 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 contact our 24-hour customer service at toll-free number 778-402-2900 to assist you with the cancellation. Orders within 48 hours of the hot lunch day cannot be cancelled through customer service.

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	

Each hot 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 cancellation is processed according to your instructions.

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

Once accepted, a refund will be issued 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.

**If there is less than 48 hours from the hot lunch day, no refund can be issued.** The hot lunch will still be delivered to the school on the scheduled day, and you can either pick it up yourself or allow the PAC to handle it.

#### **4: How can I modify my order?**

Once payment is completed, the order cannot be modified. However, you can cancel the entire order and receive a refund. You can then place a new order. Please refer to the instruction 3 for order cancellation.

#### **5: Why can't I use coupons sent by Fantuan food delivery?**

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

#### **6: Can I place a regular Fantuan food delivery order using the hot lunch link?**

No. You need to place a regular delivery order through the Fantuan app or website. The hot lunch link is for school hot lunch orders only.

## **7: Why is the delivery date incorrect?**

The delivery date for a hot lunch may display as a different date. This is due to a system error which will be fixed by Fantuan soon. Please always refer to the hot lunch title for the actual delivery date.

## **8: Why didn't the system send me a confirmation email or text?**

Fantuan is currently updating the email and SMS notification channels for hot lunch orders. You can check your orders directly through the hot lunch link.