

**amasty**

For more details see how the [Cancel Orders for Magento 2](#) extension works.

# Guide for Cancel Orders for Magento 2

Improve customer loyalty and enhance your store usability by providing cancellation options right on the frontend. Monitor all cancellation requests in one place and automatically restock products with the Magento 2 Cancel Orders extension.

- Allow customers to cancel orders in accounts
- Show handy cancellation popup
- Provide cancellation reasons dropdown
- Track annulation requests in a separate grid
- Notify your managers about new cancellations
- Automatically restock cancelled items

## Configuration

To adjust the basic extension setting, navigate to **Stores → Configuration → Amasty Extensions → Cancel Orders** tab.

## General Settings

In the **General** section you can limit the possibility to cancel orders and configure the strategy or refunds processing.

# Cancel Orders 1.0.0 by **amasty**



Need help with the settings? Please consult the [user guide](#) to configure the extension properly.

## General



**Enabled**  
[store view]

**Allow for Selected Group(s)**  
[store view]

- General
- Retailer
- Wholesale

**Allowed Order Status(es)**  
[store view]

- Pending
- Processing
- Suspected Fraud

**Refund Paid Processing Orders Automatically**  
[store view]

- Online (if possible)
- Disabled
- Online (if possible)
- Offline

**Enabled** - set to Yes to activate the extension.

**Allow for Selected Group(s)** - choose all or particular customer groups for which order cancellation will be available.

**Allowed Order Status(es)** - specify which orders can be cancelled, e.g. you may allow customers to cancel pending orders only.

**Refund Paid Processing Orders Automatically** - enable or disable automatic refunds for canceled orders. You may also choose one of the following refund strategies:

- **Disabled** - customers will be able to cancel Processing Order only if it wasn't yet invoiced.
- **Online** - in this mode Processing Order with online invoice will be refunded online (exception: if order has several invoices, it will be refunded offline).

- **Offline** - all orders will be refunded offline regardless used payment method.

All products in canceled orders will be returned to stock automatically.

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### **How it works:**

The extension process the requests in the following way:

1. *Pending* are automatically transformed into *Canceled*
  2. *Processing* orders without invoices and Suspected Fraud are transformed into *Canceled*
  3. *Processing* orders with invoices are refunded: if automatic refund is selected, a Credit Memo is created and the status of the main order is switched to *Closed*. After that, the status is automatically changed to *Canceled* and the comment is added as well.
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### **Frontend Settings**

Expand this tab to customize cancellation popup window.

## Frontend

**Button Label**  
[store view]

**Enable Cancellation Popup**  
[store view]  ▼

**Popup Notice**  
[store view]

**Order Cancellation Reasons**  
[store view]

Reasons	Actions
<input type="text" value="I have changed my mi"/>	
<input type="text" value="I bought the wrong ite"/>	
<input type="text" value="I found a cheaper alte"/>	
<input type="text" value="I placed a duplicate or"/>	
<input type="text" value="I received negative fee"/>	
<input type="text" value="Delivery takes too lon"/>	
<input type="text" value="Other"/>	

**Is Required**  
[store view]

**Button Label** - specify a button text for order cancellation that will be displayed in a customer account.

This text will be shown in the **My Orders** tab.

# My Orders



Order Total	Status	Action
\$28.82	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>   <a href="#">Cancel Order</a>
\$56.96	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>   <a href="#">Cancel Order</a>
\$85.52	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>   <a href="#">Cancel Order</a>

**Enable Cancellation Popup** - choose Yes to display a popup with cancellation reasons and a comment field. Due to the popup, you can find out why customers cancel orders and improve your selling strategy.

**Popup Notice** - specify the notice that will be added to the popup. You may use it to provide customers with cancellation terms or any additional info.

**Order Cancellation Reasons** - add the reasons for Cancel Order and set the sequence for frontend display using drag-and-drop. Customers will be able to choose the necessary reason in a dropdown.

**Is Required** - select the fields that must be filled for cancellation request.

The configured popup is displayed in the following way:

**Cancel Order** ✕

Your request will be solved in 48 hours

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Choose a Reason for Order Cancellation \*

I placed a duplicate order ▾

Leave a Comment

Sorry, I've missclicked while placing the order. Cancel this one if possible.

Cancel Submit

0010	4/20/20	Veronica Costello	\$85.52	Pending	View
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### Auto Cancel Mode

Using this tab, store admin can adjust automatic cancellation for pending orders after a certain period of time.

## Auto Cancel Mode

**Enabled** [global]

Enable to automatically cancel pending orders after a set period of time.

**Consider Orders Created from** [global]

Orders with older Creation Date will not be automatically canceled. If left empty, all orders are considered.

**Consider Order Status(es)** [global]

Pending

Pending Payment

### Conditions based on Payment Method

[global]

Payment Method(s)	Duration	Duration unit	Actions
No Payn	10	Day(s)	
Check / I	10	Day(s)	
PayPal B	10	Day(s)	

**Enabled** - choose 'Yes' to automatically cancel pending orders after a set period of time.

**Consider Orders Created from** - specify the particular period of time. Orders with the earlier Creation Date will not be automatically canceled. If left empty, all orders are considered.

**Consider Order Status(es)** - select order statuses for which auto cancellation will be applied.

**Conditions based on Payment Method** - add particular payment methods for which automatic cancellation will be available.

Apart from preconfigured payment methods, you may choose **No Payment Information Required**. It means that orders with store credits, rewards and gift cards as a payment methods will be also available for cancelling.

In addition to this, set the following conditions:

- **Duration** - specify time period after which an order with the particular payment method will be canceled.
- **Duration unit** - select the unit for calculating: Day(s) or Hour(s).
- Delete specific methods using the **Actions** column.

Cron is running each hour by default. If you need to apply Auto Cancel immediately, click the 'Run' button (before performing the action, please make sure that conditions are saved).

After the cancellation is executed, you will see the notification about (un)successfully auto canceled orders.

All canceled orders will be placed in the separate **Cancel Orders Grid**.

## Admin Email Notifications

Proceed to this tab to enable notifications and keep your managers informed about new cancellation requests.

## Admin Email Notifications

<b>Notify Admin about Orders Canceled by Customers</b> <small>[store view]</small>	Yes
<b>Send Email to</b> <small>[store view]</small>	manager@example.com
<b>Email Sender</b> <small>[store view]</small>	General Contact
<b>Email Template</b> <small>[store view]</small>	Amasty Cancel Orders Admin Not
<b>Notify Admin about Auto-Canceled Orders</b> <small>[store view]</small>	Yes
<b>Send Email to</b> <small>[store view]</small>	manager@example.com
<b>Email Sender</b> <small>[store view]</small>	General Contact
<b>Email Template</b> <small>[store view]</small>	Amasty Auto-Cancel Order Admin

Enable the feature and specify to whom emails should be sent. Also, select email sender and choose the template for notifications about orders canceled by customers.

You may also enable admin notifications upon automatic order cancelling.

## Cancel Orders Grid

For admin's convenience, the extension places all canceled orders in a separate grid. To track and manage them, navigate to **Sales → Amasty Cancel Orders → Cancel Orders Grid**.

# Cancel Orders Grid

Filters | Default View | Columns

11 records found (2 selected) | 20 per page | 1 of 1

<input type="checkbox"/>	Order ID	Cancellation Reason	Comment	Action	Canceled by
<input type="checkbox"/>	#000000013	I found a cheaper alternative	Sorry for inconvenience, but I came across with a much cheaper variant	<a href="#">View order</a>	Customer
<input checked="" type="checkbox"/>	#000000014	I placed a duplicate order		<a href="#">View order</a>	Customer
<input type="checkbox"/>	#000000009	Delivery takes too long	Moreover, the price for delivery is too high	<a href="#">View order</a>	Customer
<input checked="" type="checkbox"/>	#000000008	I bought the wrong item(s)		<a href="#">View order</a>	Customer
<input type="checkbox"/>	#000000007	I placed a duplicate order	The website has lagged and I placed this order twice.	<a href="#">View order</a>	Customer
<input type="checkbox"/>	#000000006	I received negative feedback about the item after purchase		<a href="#">View order</a>	Customer
<input type="checkbox"/>	#000000010			<a href="#">View order</a>	Auto Cancel
<input type="checkbox"/>	#000000011			<a href="#">View order</a>	Auto Cancel
<input type="checkbox"/>	#000000012			<a href="#">View order</a>	Auto Cancel

Here you can view and filter all canceled orders. In the **Canceled by** column you may see if an order was canceled by a customer or automatically. Moreover, check and analyze cancellation reasons to find gaps and make improvements.

To see the details of particular canceled order, click **View order** button.

# #000000013

## Order Total

### Notes for this Order

#### Status

Canceled ▼

#### Comment

The order has been successfully canceled.

Notify Customer by Email

Visible on Storefront

**Submit Comment**

### Order Totals

Subtotal	\$92.00
Shipping & Handling	\$0.00
<b>Grand Total</b>	<b>\$92.00</b>
<b>Total Paid</b>	<b>\$92.00</b>
<b>Total Refunded</b>	<b>\$92.00</b>
<b>Total Due</b>	<b>\$0.00</b>

Apr 20, 2020 11:21:11 AM | Canceled  
Customer **Notified**  
Order was cancelled by customer. I placed a duplicate order;

Apr 20, 2020 11:21:11 AM | Closed | Customer  
**Not Notified**  
We refunded \$92.00 offline.

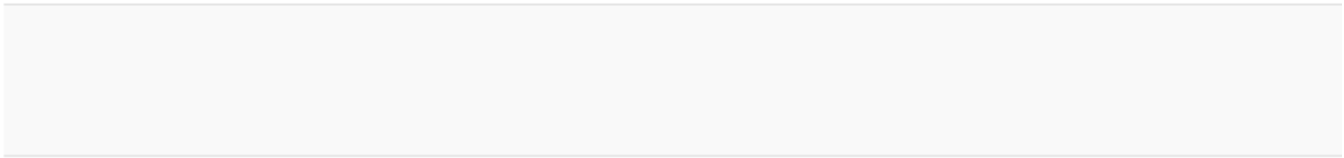
In the **Information** tab and *Order Total* section you can view cancellation and refund details. Leave comments and set notifications when the status is updated if needed.

Keep in mind that refunds are processed automatically according to the settings provided in **General** configuration.

You may also check invoices, credit memos and shipments right from the Canceled Orders Grid.

To view all changes in request statuses and notes, expand the **Comments History** tab.

# #000000014



- ORDER VIEW**
- Information
- Invoices
- Credit Memos
- Shipments
- Comments History**

Apr 20, 2020	11:20:46 AM		Invoice #000000003 created
Apr 20, 2020	11:21:10 AM		Credit memo #000000002 created
Apr 20, 2020	11:21:11 AM		Canceled   Customer <b>Notified</b>
Apr 20, 2020	11:21:11 AM		Closed   Customer <b>Not Notified</b>

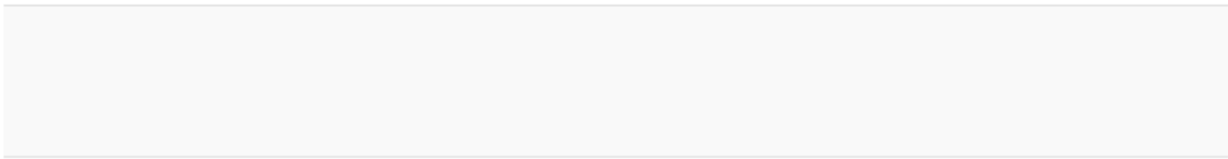
### Notes for this Order

Order was cancelled by customer. I placed a duplicate order;  
Comment added Apr 20, 2020 11:21:11 AM

We refunded \$92.00 offline.  
Comment added Apr 20, 2020 11:21:11 AM

If an order was canceled automatically, you will see the appropriate comment. In addition to this, check whether a customer has been notified.

# #000000011



**ORDER VIEW**

- Information
- Invoices
- Credit Memos
- Shipments
- Comments History**

May 4, 2020 8:51:44 AM | Canceled | Customer **Notified**

## Notes for this Order

Order was cancelled automatically.

Comment added May 4, 2020 8:51:44 AM

## Frontend Overview

A customer can cancel orders in **My Orders** tab.



What's New Women ▾ Men ▾ Gear ▾ Training ▾ Sale

- My Account
- My Orders**
- My Downloadable Products
- My Wish List
- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements

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- My Product Reviews
- Newsletter Subscriptions

## My Orders

Order #	Ship To	Order Total	Status	Action
000000012	Veronica Costello	\$28.82	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>   <a href="#">Cancel Order</a>
000000011	Veronica Costello	\$56.96	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>   <a href="#">Cancel Order</a>
000000010	Veronica Costello	\$85.52	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>   <a href="#">Cancel Order</a>
000000006	Veronica Costello	\$96.34	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>
000000005	Veronica Costello	\$88.35	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>

Here a customer can check relevant statuses and reorder canceled orders as well.

Also, it is possible to cancel each particular order from the **Order view** tab.



What's New Women ▾ Men ▾ Gear ▾ Training ▾ Sale

My Account

**My Orders**

My Downloadable Products

My Wish List

Address Book

Account Information

Stored Payment Methods

Billing Agreements

My Product Reviews

Newsletter Subscriptions

Compare Products

You have no items to compare.

Recently Ordered

Radiant Tee

# Order # 000000012

PENDING

April 20, 2020

[Reorder](#)  
[Cancel Order](#)

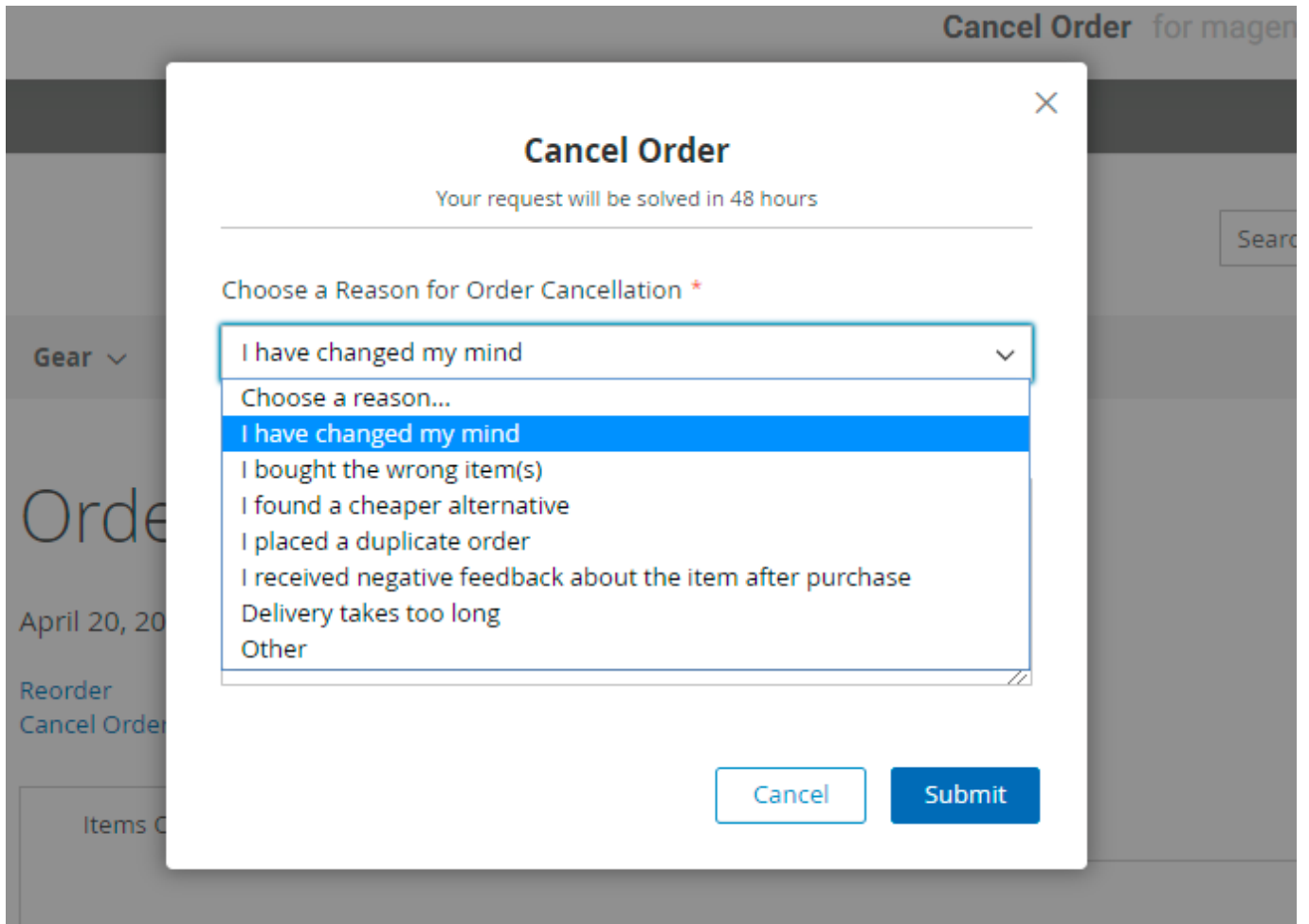


Items Ordered

Product Name	SKU	Price	Qty
Radiant Tee	WS12-S-Orange	\$22.00	Ordered: 1
<b>Size</b>	S		
<b>Color</b>	Orange		

	Subtotal
	Shipping & Handling
	Tax
	<b>Grand Total</b>

After clicking the button, a popup with the reasons in a dropdown is displayed. Users can select one of the existing cancellation reasons and add their own ones to a Comment field.



Find out how to install Cancel Orders Magento 2 via [Composer](#).

From: <https://stg.amasty.net/docs/> - **Amasty Extensions FAQ**

Permanent link: [https://stg.amasty.net/docs/doku.php?id=magento\\_2:cancel\\_order](https://stg.amasty.net/docs/doku.php?id=magento_2:cancel_order)

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