

amasty

For more details see how the [Order Editor](#) extension works.

Guide for Order Editor for Magento 2

Streamline order management with the Order Editor for Magento 2. Customers can now edit orders after placement, without cancellation.

- Edit orders after registration (Pending, Processing, and other statuses)
- Updating of key order details: products, addresses, payment, delivery, and discounts
- Automatic recalculation of totals, taxes, and shipping costs
- Simple frontend interface for easy order editing
- Set a timer for order edit
- Track all changes with email notifications

Please note that this module works only for stores with the **Payment Action set to “Authorize”** in the *Payment Method settings*. If the payment action is set to “Authorize and Capture”, *order editing is not supported*, as the payment is already captured and cannot be adjusted. [Learn more about payment actions here](#).

General extension settings

Extension configuration is located at **Stores → Settings → Configuration → Amasty Extensions → Order Editor**

General Settings

Enable Order Editor [store view]

Enable this setting to allow customers to make edits to their orders. Please note that editing is only available for orders in the 'New' or 'Processing' states.

Editable Statuses [global]

Pending

Processing

Suspected Fraud

Orders with the selected statuses will be available for editing. Select all or leave blank to allow editing in any status.

Time Frame for Editing (in Min) [global]

Specify the time period after placing an order during which customers can enter order editing mode and make changes.

Editing Time Countdown (in Min) [store view]

Specify the time period during which, after proceeding to Checkout, the order will remain in the 'In Editing' status and be available for editing. If no changes are saved within the specified time, editing will be canceled, and the order will revert to its previous status. (Note: the minimum value is 5 minutes.)

Order Edit Comment for Customers [store view]

If the order was edited, your previous payment will be canceled, and the refunded amount will be returned to your original payment method shortly.

Specify the text that will be displayed in customer accounts for orders that were edited.

Enable Order Editor - Select Yes to enable this module.

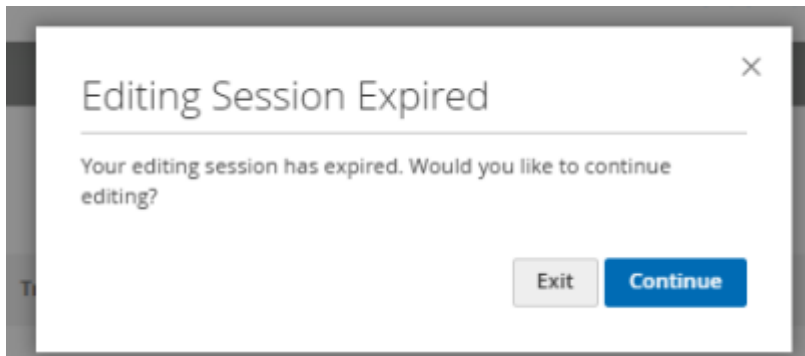
Editable Statuses - Orders with the selected statuses will be available for editing. Select all or leave blank to allow editing in any status.

Time Frame for Editing (in Min) - Specify the time period after placing an order during which customers can enter order editing mode and make changes.

Editing Time Countdown (in Min) - Specify the time period during which, after proceeding to Checkout, the order will remain in the 'In Editing' status and be available for editing. If no changes are saved within the specified time, editing will be canceled, and the order will revert to its previous status. (Note: the minimum value is 5 minutes.)

Order Edit Comment for Customers - Specify the text that will be displayed in customer accounts for orders that were edited.

The countdown begins as soon as the customer enters edit mode. A pop-up will appear 60 seconds before the timer expires, prompting the customer to either confirm exit or extend the session. If extended, the timer resets and starts a new countdown based on the **Editing Time Countdown (in minutes)**.



Admin Notification

Go to **Stores** → **Settings** → **Configuration** → **Amasty Extensions** → **Admin Notification** .

Admin Notification



Send Order Change Notification <small>[store view]</small>	<input type="text" value="Yes"/>
	<small>If this setting is enabled, emails will be sent via the MessageQueue consumer "amasty_ordereditor.email.send".</small>
Order Change Email Template <small>[store view]</small>	<input type="text" value="Order Changed (Default)"/>
Admin Email Address <small>[store view]</small>	<input type="text"/>
	<small>Comma-separated emails, no spaces.</small>
Email Sender <small>[store view]</small>	<input type="text" value="General Contact"/>

Send Order Change Notification - If enabled, the admin will receive an email if the order is modified by the customer.

Order Change Email Template - Define an email template.

Admin Email Address - Specify the email addresses that should receive notifications about order edits.

Email Sender - Choose the email sender from whom the notification will be sent.

Order's Statuses

To see orders available for edition go to **Sales → Orders**.

Orders

Search by keyword

7 records found per page

<input type="checkbox"/>	ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Allocated sources	Available for Editing
<input type="checkbox"/>	000000007	Main Website Main Website Store Default Store View	Jun 16, 2025 2:14:34 PM	Veronica Costello	Veronica Costello	\$388.52	\$388.52	Pending	View		Yes
<input type="checkbox"/>	000000005	Main Website Main Website Store Default Store View	Jun 5, 2025 10:17:10 AM	Veronica Costello	Veronica Costello	\$113.91	\$113.91	Pending	View		No

The “Available for Editing” column displays orders marked as Yes/No, indicating whether a specific order can be edited.

Yes - Orders with editable statuses and a creation time within the specified Time Frame for Editing (in Min).

No = all other orders.

The status **In Editing** will be applied to orders when the customizer makes edits.

How it looks on the storefront:

How Customer can edit order from Account:

Sign In → My Orders - Edit:

My Account	My Orders	My Orders				
My Downloadable Products		Order #	Date	Order Total	Status	Action
My Wish List		000000007	6/9/25	\$53.71	Pending	View Order Reorder Edit
Address Book		000000005	6/5/25	\$113.91	Pending	View Order Reorder
Account Information		000000003-2	6/4/25	\$204.97	Pending	View Order Reorder
Stored Payment Methods		000000003-1	6/4/25	\$92.71	Canceled	View Order Reorder
My Product Reviews		000000003	6/4/25	\$92.71	Pending	View Order Reorder
Newsletter Subscriptions		000000001	6/4/25	\$36.39	Processing	View Order Reorder
Compare Products		000000002	6/4/25	\$39.64	Closed	View Order Reorder

How Timer is shown during editing:

Sprite Yoga Strap 8 foot \$17.00 2 \$34.00

Ina Compression Short \$49.00 1 \$49.00
Size: 29
Color: Orange

Update Shopping Cart

14 min : 24 sec You are now in edit mode.
When the timer expires, you will be prompted to either continue editing or exit. If no response is given, the system will automatically close editing mode.

Exit

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

Permanent link: https://stg.amasty.net/docs/doku.php?id=magento_2:order_editor

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