Flexible Order Cancellation Documentation

Complete PDF Manual

Guide for Magento administrators, technical project owners, and implementation teams.

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EXTENSION
Magento 2 Extension Flexible Order Cancellation

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Flexible Order Cancellation

SoftwareSilo Order Cancellation gives store teams and signed-in customers controlled ways to cancel orders. Magento Admin users can cancel one order from its detail page or process several selected orders from the order grid. Customers can cancel their own orders from the account area when the current status is allowed for customer cancellation.

Admin and customer permissions use separate status lists. This lets you keep broader operational control in Magento Admin while limiting self-service cancellation to early order stages.

What the extension changes

- Adds an **Order Cancellation** button to eligible Admin order pages.
- Adds a **Cancel Order** mass action to the Admin order grid.
- Adds a **Cancel Order** action to eligible orders in the signed-in customer's account.
- Records a configurable order-history comment.
- Can send a dedicated cancellation email to the order's customer address.

The extension first asks Magento to cancel the order normally. If Magento does not complete that request, it applies its fallback to the remaining order quantities and cancellation totals. It does not create credit memos or issue refunds. Review the payment and invoice state before allowing later order statuses.

Start here

- Install Order Cancellation
- Configure Admin and customer permissions
- Use the Admin cancellation actions
- Allow customer self-service cancellation
- Understand cancellation, payment and refund behavior
- Configure the cancellation email
- Troubleshoot cancellation problems
- FAQ

Configuration is under **Stores > Configuration > MageB2B > Order Cancellation**.

Installation

Requirements

- Magento 2.4
- PHP 8.1 or a compatible newer PHP 8 release supported by your Magento installation
- Composer access to the SoftwareSilo package repository

Install with Composer

Run these commands from the Magento root:

```
composer require mageb2b/order-cancellation
php bin/magento module:enable MageB2B_ExtensionManager
MageB2B_OrderCancellation
php bin/magento setup:upgrade
```

Use your normal production deployment process for dependency injection compilation, static content deployment and cache management.

Verify the installation

1. Sign in to Magento Admin.
2. Open **Stores > Configuration > MageB2B > Order Cancellation**.
3. Confirm that the General settings and Email Notification sections are available.
4. Select at least one status under **Allowed Order Statuses for Cancellation**.
5. Open an order with that status and confirm that **Order Cancellation** appears.

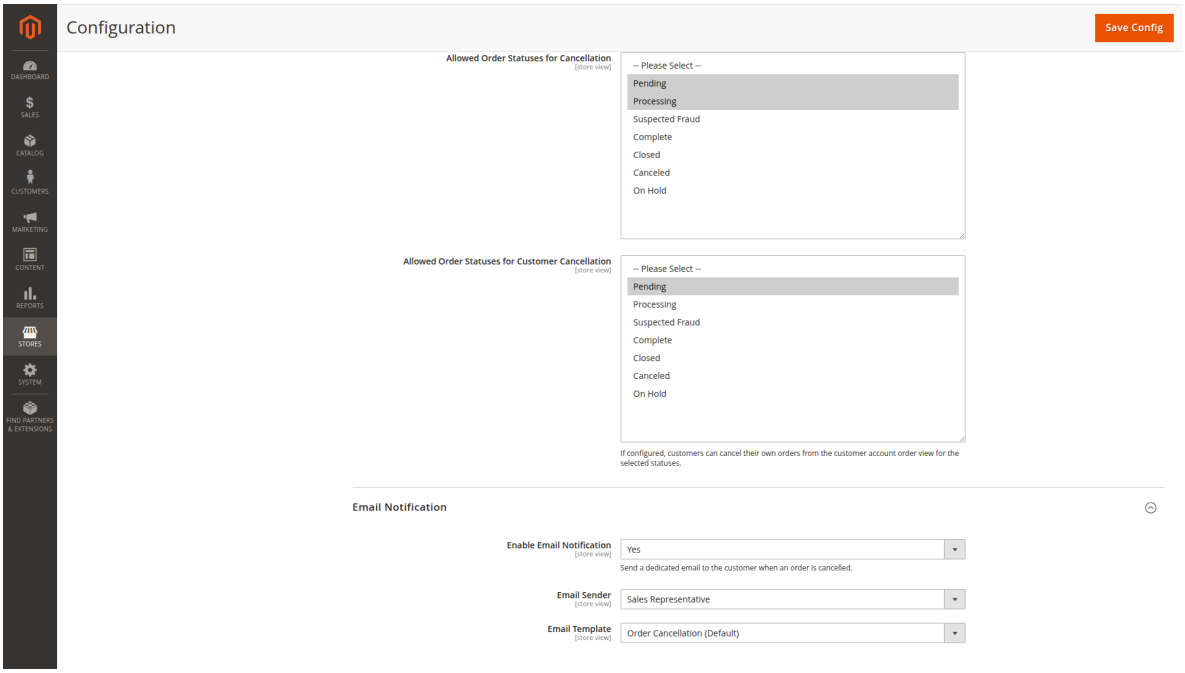
The Admin button remains hidden until the order's current status is in the Admin allowlist. This is expected and does not indicate an installation error.

Remove the extension

Before removal, review any deployment-specific data retention and Composer procedures. The module can then be disabled or removed through your normal Magento release process.

Configuration

Open **Stores > Configuration > MageB2B > Order Cancellation**. The settings support Magento configuration scopes, so a website or store view can inherit the default values or use its own cancellation policy.



General settings

Define the comment which should be set when order is cancelled through this extension adds a comment to the order history after the cancellation attempt has completed. Keep it useful to support and fulfillment staff, for example `Cancelled through the customer account`.

Display on frontend controls whether that history comment is visible in the customer's order view.

Customer notified marks the history entry as customer-notified. It does not switch the dedicated cancellation email on or off. Email delivery has its own setting.

Allowed Order Statuses for Cancellation controls both Admin entry points. The button is shown on an order page only when the current status is selected. The mass action skips selected orders whose status is not allowed.

Allowed Order Statuses for Customer Cancellation controls the **Cancel Order** action in the customer account. Leave this list empty to disable customer self-service cancellation.

The two status lists are independent. A status allowed for Admin users is not automatically allowed for customers.

Email notification

Enable Email Notification controls the dedicated email sent to the order's customer address after cancellation.

Email Sender selects the Magento sender identity.

Email Template selects the cancellation template. The supplied template contains the customer's name and order number.

Choose statuses carefully

Start with early statuses such as the status used before fulfillment or invoicing in your store. Do not copy a generic status list into production. Payment modules and fulfillment integrations can attach different meaning to the same Magento status.

The fallback cancellation path does not refund captured money and does not create a credit memo. Test every allowed status with the payment methods used by the store.

Two separate permissions apply: **Order Cancellation** controls the cancel action itself, while **Stores > Settings > Configuration > Order Cancellation** controls access to this settings page. Grant both to roles that manage the feature.

System configuration reference

Order Cancellation / General settings (`ordercancellation/general/*`)

Config path	Admin label	Type
`ordercancellation/general/comment`	Define the comment which should be set when order is cancelled through this extension.	`text`
`ordercancellation/general/displayed_on_frontend`	Display on frontend	`select`
`ordercancellation/general/customer_notified`	Customer notified	`select`
`ordercancellation/general/allowed_order_statuses`	Allowed Order Statuses for Cancellation	`multiselect`
`ordercancellation/general/customer_allowed_order_statuses`	Allowed Order Statuses for Customer Cancellation	`multiselect`

Order Cancellation / Email Notification (`ordercancellation/email/*`)

Config path	Admin label	Type
`ordercancellation/email/enabled`	Enable Email Notification	`select`
`ordercancellation/email/identity`	Email Sender	`select`
`ordercancellation/email/template`	Email Template	`select`

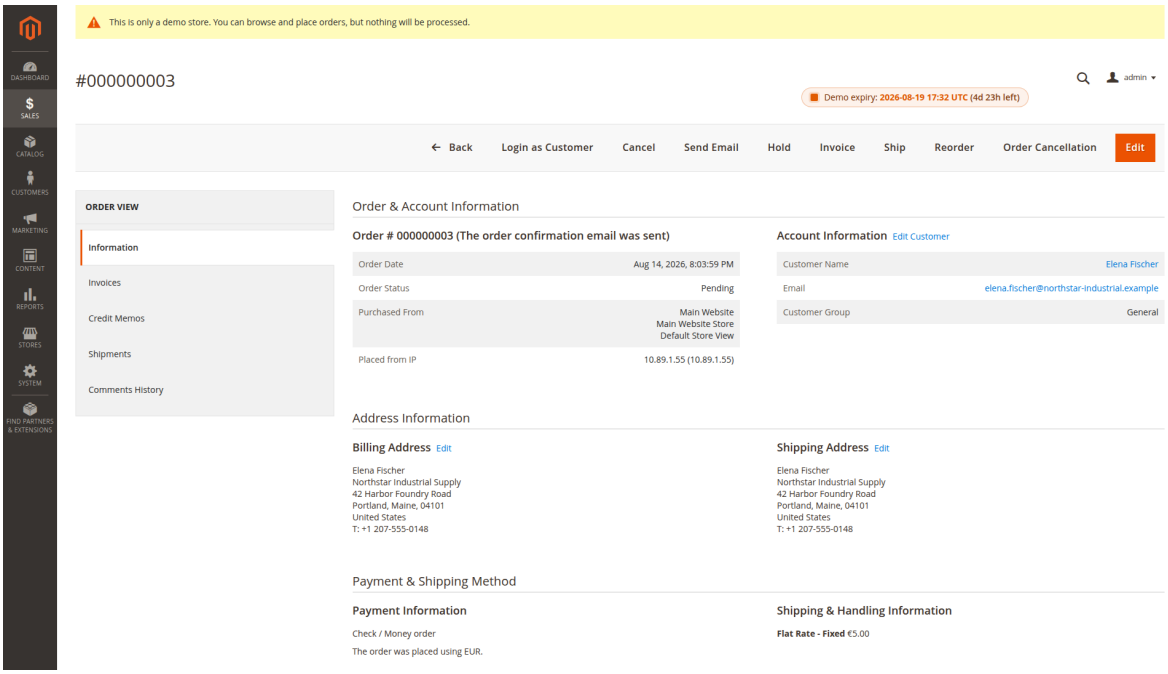
Admin cancellation actions

Admin users need the **Order Cancellation** ACL permission. The extension provides a button for one order and a mass action for a selection of orders.

Cancel one order

1. Open **Sales > Orders**.
2. Open the order you want to review.
3. Check its payment, invoices, shipments and current status.
4. Select **Order Cancellation**.
5. Confirm the browser prompt.

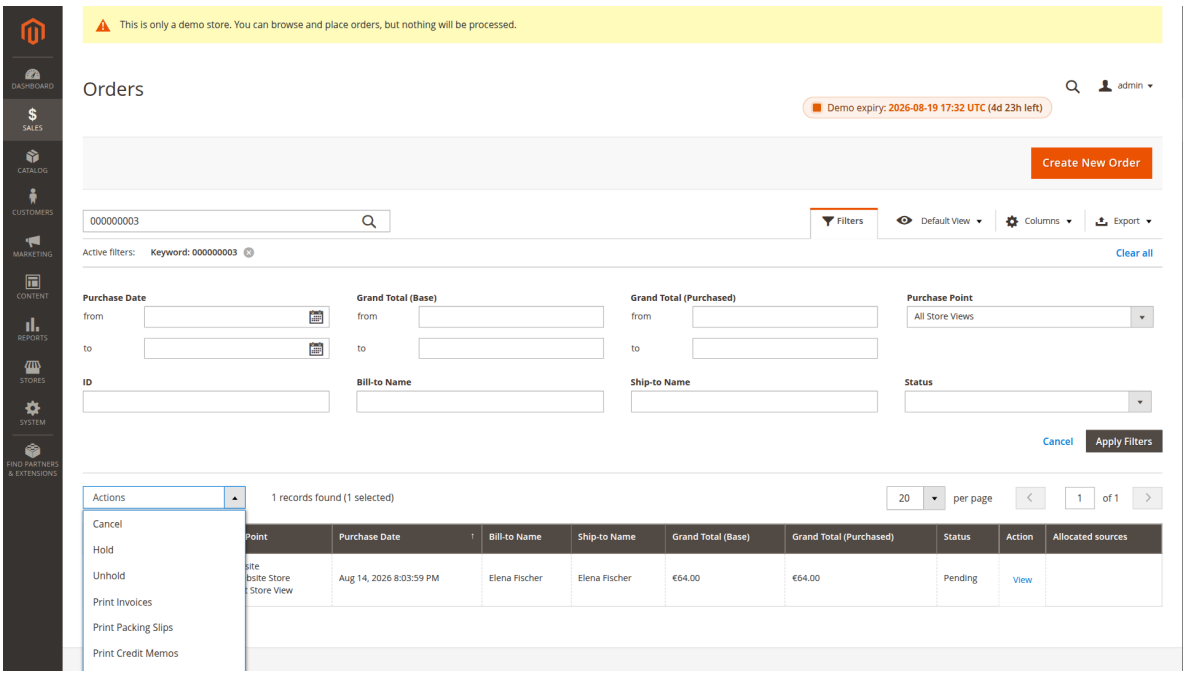
The button is present only when the current order status is selected under **Allowed Order Statuses for Cancellation** for the order's store scope.



Cancel several orders

1. Open **Sales > Orders**.
2. Select the relevant orders.
3. Choose **Cancel Order** from the Actions menu.
4. Confirm the action.

Each order is evaluated separately. Orders in allowed statuses are processed. Orders in other statuses are skipped, and a failure on one allowed order does not stop the remaining selection. Magento reports counts for completed, failed and disallowed orders after the batch.



What happens after the action

The extension attempts Magento's standard cancellation service first. If that does not complete the cancellation, the fallback cancels the remaining item quantities, updates cancellation totals and sets the order state according to the remaining invoiced or refundable quantities.

The configured history comment is then saved. The extension also attempts its cancellation email according to the store-scoped email configuration.

Read Cancellation, payments and refunds before allowing invoiced or paid statuses.

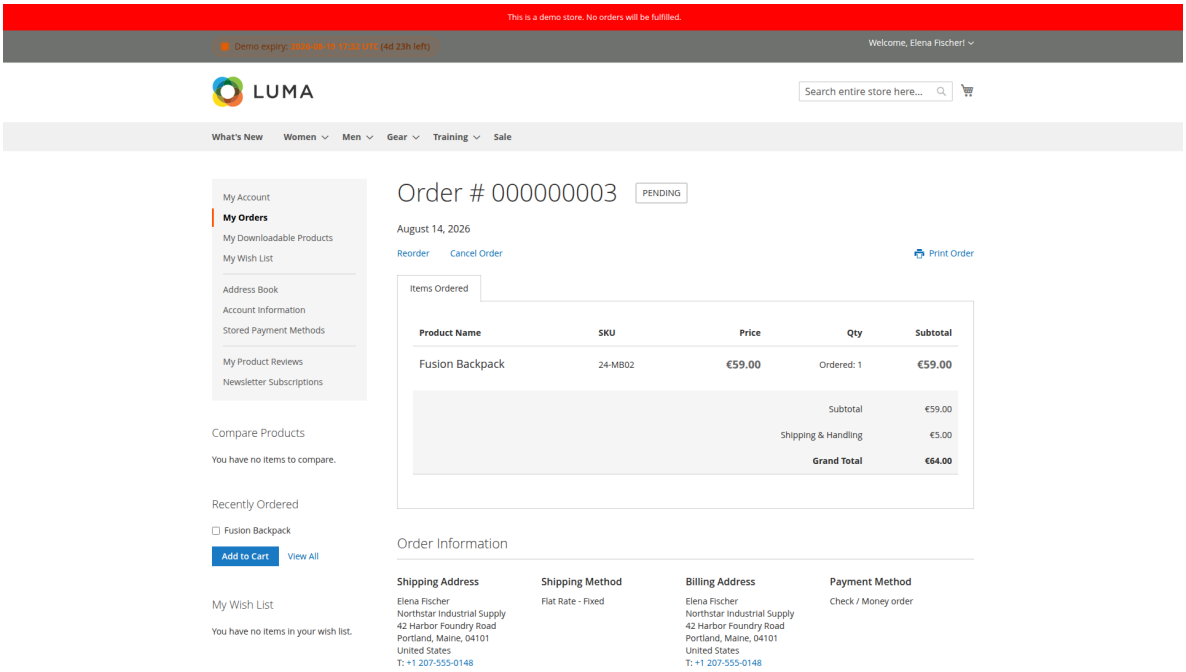
Customer self-service cancellation

The customer cancellation action is available in the signed-in customer's order view. It is separate from the Admin status allowlist.

Enable the action

1. Open **Stores > Configuration > MageB2B > Order Cancellation**.
2. In General settings, select one or more values under **Allowed Order Statuses for Customer Cancellation**.
3. Save the configuration and clear the relevant Magento caches.
4. Sign in as a customer who owns an order with one of those statuses.
5. Open **My Account > My Orders**, then open the order.

The **Cancel Order** action appears only while the order has an allowed status. The customer must confirm the action.



Access checks

The request is submitted as a POST action with Magento form-key protection. The controller also checks that the customer is signed in and owns the requested order. A customer cannot use the action to cancel another customer's order.

Guest orders do not have an authenticated customer account owner, so this self-service action does not apply to them.

Recommended policy

Limit customer cancellation to statuses used before fulfillment, capture or invoicing. Test the action with each payment method and downstream order integration in use. A status name alone does not tell you whether an external payment or warehouse process has already started.

Cancellation, payments and refunds

Order Cancellation first calls Magento's standard order cancellation service. If Magento returns without cancelling the order or raises an error, the extension uses its fallback path.

Fallback behavior

The fallback asks the order payment object to cancel, then cancels the remaining quantities on the order items. It updates the cancelled subtotal, tax, shipping, discount and grand-total amounts from the values that have not already been invoiced or paid.

The resulting order state depends on the items that still have refundable quantities. An order with invoiced activity may remain **Processing** or become **Complete** instead of ending in **Canceled**. Always verify the final state and totals on the order page.

What it does not do

The extension does not create a credit memo. It does not issue an online or offline refund for captured funds. It also cannot guarantee that a payment provider accepted a void request. A payment cancellation error is logged while the order fallback continues.

For a paid or invoiced order, follow the payment provider's void or refund procedure and Magento's credit-memo workflow where required. Do not treat the cancellation email or history comment as proof of a financial refund.

Operational checks

Before adding a later status to either allowlist, test:

- authorization-only and captured payments
- partially and fully invoiced orders
- shipped and partially shipped orders
- warehouse, ERP or fulfillment integrations that consume status changes

Use a narrow status policy if any connected system cannot safely handle a cancellation after it has accepted the order.

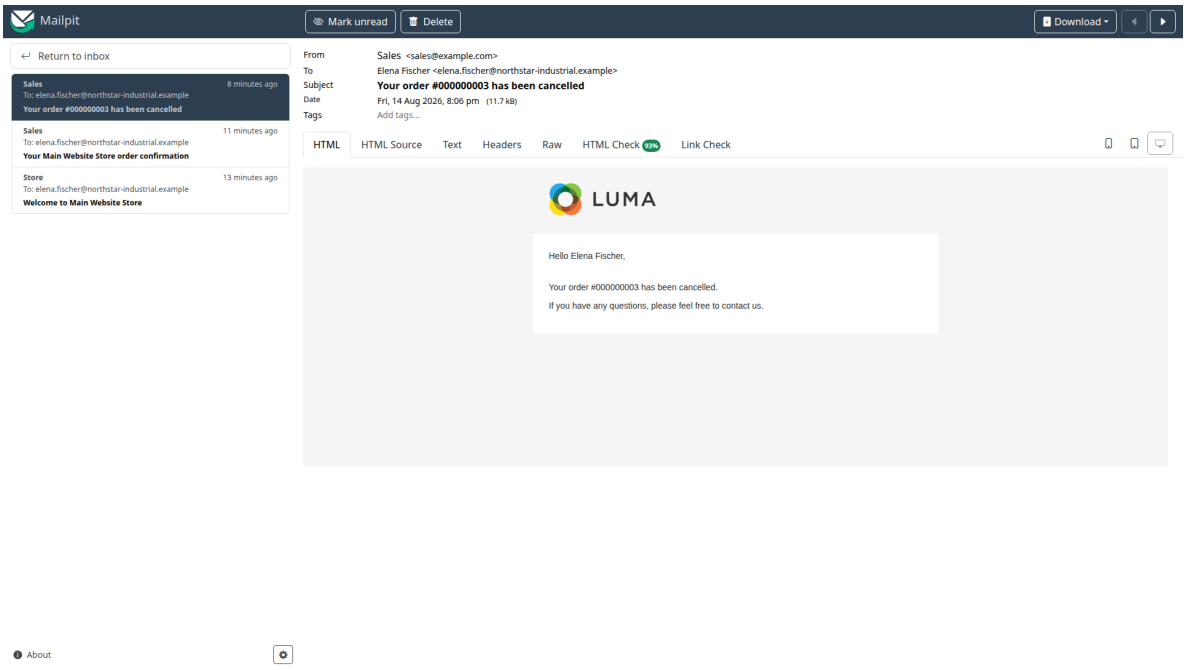
Cancellation email

The extension includes a dedicated email for orders cancelled through its actions. The supplied template tells the customer that the order was cancelled and includes the order number.

Configure delivery

1. Open **Stores > Configuration > MageB2B > Order Cancellation**.
2. Expand **Email Notification**.
3. Set **Enable Email Notification** to **Yes**.
4. Select the **Email Sender** identity.
5. Select the **Email Template**.
6. Save the configuration for the intended scope.

The message is sent to the customer email stored on the order. If the address is empty or Magento cannot deliver the message, the order change is not rolled back.



History comment and email are separate

The General setting **Customer notified** belongs to the order-history comment. It does not enable the dedicated email. Likewise, **Display on frontend** only controls whether the comment appears in the customer account.

Test before release

Cancel an eligible order in a non-production environment. Confirm the sender, subject,

customer name, order number and store branding. Also check what the Admin user sees when delivery fails so support staff know that the order may be cancelled even when the email was not sent.

Configuration Fields

This reference lists the settings exposed by `mageb2b/order-cancellation` in Magento Admin.

Configuration paths are included for controlled deployments and `config:set`. Use Magento Admin for normal changes so field validation and scope inheritance still apply. The extension status display is not listed because it reports installation state rather than a configurable value.

General settings

Field	Configuration path	Input	Scope
Define the comment which should be set when order is cancelled through this extension.	`ordercancellation/general/comment`	Text	Default, Website, Store view
Display on frontend	`ordercancellation/general/displayed_on_frontend`	Select	Default, Website, Store view
Customer notified	`ordercancellation/general/customer_notified`	Select	Default, Website, Store view
Allowed Order Statuses for Cancellation	`ordercancellation/general/allowed_order_statuses`	Multi-select	Default, Website, Store view
Allowed Order Statuses for Customer Cancellation	`ordercancellation/general/customer_allowed_order_statuses`	Multi-select	Default, Website, Store view

Email Notification

Field	Configuration path	Input	Scope
Enable Email Notification	`ordercancellation/email/enabled`	Select	Default, Website, Store view
Email Sender	`ordercancellation/email/identity`	Select	Default, Website, Store view

Field	Configuration path	Input	Scope
Email Template	`ordercancellation/email/template`	Select	Default, Website, Store view

Common Issues

The Admin button is missing

Check the order's current status against **Allowed Order Statuses for Cancellation** in the order's store scope. Also confirm that the Admin role has the **Order Cancellation** permission.

An empty Admin status list hides the button. The standard Magento cancel button, if present, is a separate action.

The customer cannot see Cancel Order

Confirm that:

- the customer is signed in
- the order belongs to that customer account
- the current status is selected under **Allowed Order Statuses for Customer Cancellation**
- the order is not already in the Canceled state

The customer and Admin allowlists are independent. Adding a status to the Admin list does not enable customer self-service.

A mass action skipped some orders

The extension checks every selected order against the Admin status allowlist. Mixed selections can therefore produce both completed and skipped counts. Open a skipped order and compare its exact status with the configuration at that order's store scope.

The final order state is not Canceled

The fallback examines remaining refundable quantities. An order that already has invoiced activity can finish in Processing or Complete. Review its invoices, payments, shipments, item quantities and cancellation totals.

The customer expects a refund

Cancellation does not create a credit memo or refund captured funds. Review the Magento payment record and the payment provider. Create the required credit memo or refund through the appropriate financial workflow.

The cancellation email was not sent

Check **Enable Email Notification**, the sender identity, selected template, the email address stored on the order and Magento's mail transport. Review

`var/log/system.log` and `var/log/exception.log` for the message `Order cancellation email failed to send.`

An email failure does not roll the order change back.

The history comment is not visible to the customer

Enable **Display on frontend** and make sure the configured comment is not empty in the order's store scope. **Customer notified** marks the history entry but does not control its visibility.

The cancellation failed

Review the exception shown in Magento Admin and the Magento logs. Then inspect the order and payment provider before retrying. A previous attempt may already have changed payment state or item cancellation quantities even when a later save or integration step failed.

FAQ

Can customers cancel orders from their account?

Yes. Select the permitted statuses under **Allowed Order Statuses for Customer Cancellation**. The action is available only to the signed-in owner of an eligible order.

Can guest customers use the same action?

No. The storefront controller requires a signed-in customer and verifies ownership through the customer account ID.

Do Admin users and customers share one status list?

No. Admin cancellation and customer self-service have separate allowlists.

What happens when no statuses are selected?

An empty Admin list hides the order-page button and causes the mass action to skip orders. An empty customer list disables the customer account action.

Does the extension refund a captured payment?

No. It does not create a credit memo or issue a refund. Handle captured funds through the applicable Magento and payment-provider workflow.

Does every cancelled order end in the Canceled state?

Not necessarily. The fallback can leave an invoiced order in Processing or Complete, depending on the remaining refundable quantities.

Does Customer notified enable the email?

No. It marks the order-history comment as customer-notified. The dedicated email is controlled by **Enable Email Notification**.

What happens if email delivery fails?

The order change remains in place. Magento reports the email problem separately and records the delivery error in its logs.

Can I use the mass action with mixed order statuses?

Yes. Eligible orders are processed and other statuses are skipped. Magento reports the result counts after the batch.

Is there a REST or GraphQL endpoint for these actions?

No. The extension provides Magento Admin and signed-in customer account actions.