



SOFTWARESILOS

Order Cancellation Documentation

PDF Manual

MODULE

order-cancellation

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Order Cancellation Documentation

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The Order Cancellation extension adds controlled cancellation actions in Magento Admin for sales orders.

It provides a dedicated cancellation button in order view, a mass action in the order grid, configurable status restrictions, and optional customer email notification.

Important Behavior

- Cancellation actions from this extension are **admin-only**.
- The extension only allows cancellation for statuses selected in configuration.
- If no statuses are configured, the extension cancellation actions are effectively blocked.
- Core Magento order lifecycle rules still apply.

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Installation

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Requirements

- Magento 2.4.x
- PHP 8.1+

Install via Composer

```
composer require mageb2b/order-cancellation:*  
php bin/magento module:enable MageB2B_OrderCancellation  
php bin/magento setup:upgrade  
php bin/magento setup:di:compile  
php bin/magento setup:static-content:deploy
```

Verify Installation

In Magento Admin, confirm:

- **Stores > Configuration > MageB2B > Order Cancellation** is available
- In **Sales > Orders > View Order**, the **Order Cancellation** button appears for configured statuses

Uninstall

```
php bin/magento module:uninstall MageB2B_OrderCancellation
```

Configuration

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Go to **Stores > Configuration > MageB2B > Order Cancellation**.

General Settings

- **Define the comment which should be set when order is cancelled through this extension.**
 - Status history comment added during cancellation.
- **Display on frontend**
 - If enabled, the cancellation comment is visible to customers in frontend order history.
- **Customer notified**
 - Controls whether the cancellation status-history comment is marked as customer notified.
- **Allowed Order Statuses for Cancellation**
 - Only orders in selected statuses can be cancelled through this extension.

Email Notification

- **Enable Email Notification**
 - Sends a dedicated cancellation email to the customer.
- **Email Sender**
 - Select sender identity (for example Sales, Support, General).
- **Email Template**
 - Choose the cancellation email template.

Recommended Baseline

- Configure **Allowed Order Statuses for Cancellation** first.
- Keep cancellation comment clear and audit-friendly.
- Enable email notification only after sender/template are reviewed.

Admin Cancellation Actions

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The extension adds two cancellation entry points in Magento Admin.

1) Order View Button

In **Sales > Orders > View Order**, a button named **Order Cancellation** is shown when:

- the current order status is included in **Allowed Order Statuses for Cancellation**

When clicked, a confirmation dialog is shown before cancellation starts.

2) Order Grid Mass Action

In **Sales > Orders**, a mass action named **Cancel Order** is available.

Behavior:

- selected orders in allowed statuses are cancelled
- selected orders in non-allowed statuses are skipped
- admin receives result messages (success/failed/not allowed)

Processing Logic (High-Level)

For each order, the module attempts standard cancellation first.

If that fails, a fallback cancellation path is used to complete cancellation handling.

After cancellation:

- configured comment is written to order history
- order is saved
- email notification is attempted (if enabled)

Email Notification

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The extension can send a dedicated cancellation email after an order is cancelled through its admin actions.

Enable Email Notification

Go to **Stores > Configuration > MageB2B > Order Cancellation > Email Notification**:

- **Enable Email Notification** = Yes
- set **Email Sender**
- set **Email Template**

Default Template Behavior

The default cancellation email informs the customer that:

- order number has been cancelled
- customer can contact the store for questions

Notes

- If the order has no customer email address, no email is sent.
- If email sending fails, cancellation is not rolled back.
- Email is sent per order after cancellation processing.

Common Issues

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Order Cancellation Button Is Missing

Check:

- order status is included in **Allowed Order Statuses for Cancellation**
- admin user role has permission for order cancellation
- module is enabled and cache is clean

Mass Action "Cancel Order" Does Not Cancel All Selected Orders

Expected behavior:

- orders not in allowed statuses are skipped
- only allowed orders are processed

Check:

- selected orders include mixed statuses
- status allowlist configuration is correct

"Order is not in an allowed status."

Cause:

- order status is currently not allowed by configuration

Fix:

- add the required status in **Allowed Order Statuses for Cancellation**
- or cancel the order via the standard Magento flow where applicable

"Order cannot be cancelled."

Possible causes:

- order state/status progression blocks cancellation in current context
- payment/order state handling failed during processing

What to do:

- review order timeline and current state
- check `var/log/system.log` and `var/log/exception.log`
- retry after correcting status/configuration

Customer Does Not Receive Cancellation Email

Check:

- **Enable Email Notification** is enabled
- **Email Sender** and **Email Template** are configured
- order has a valid customer email
- Magento mail transport is working

Cancellation Comment Not Visible in Frontend

Check:

- **Display on frontend** is enabled
- comment text is configured
- customer is viewing the same order/store scope