



SOFTWARESILOS

Order Cancellation Documentation

PDF Manual

MODULE

order-cancellation

LAST UPDATED

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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)