



Admin cancellation actions

Order Cancellation

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

LAST UPDATED
2026-08-22

SOURCE
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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.

This is only a demo store. You can browse and place orders, but nothing will be processed.

#000000003

Demo expiry: 2026-08-19 17:32 UTC (4d 23h left)

← Back Login as Customer Cancel Send Email Hold Invoice Ship Reorder Order Cancellation Edit

ORDER VIEW

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

Order & Account Information

Order # 000000003 (The order confirmation email was sent)

Order Date	Aug 14, 2026, 8:03:59 PM
Order Status	Pending
Purchased From	Main Website Main Website Store Default Store View
Placed from IP	10.89.1.55 (10.89.1.55)

Account Information [Edit Customer](#)

Customer Name	Elena Fischer
Email	elena.fischer@northstar-industrial.example
Customer Group	General

Address Information

Billing Address Edit Elena Fischer Northstar Industrial Supply 42 Harbor Foundry Road Portland, Maine, 04101 United States T: +1 207-555-0148	Shipping Address Edit Elena Fischer Northstar Industrial Supply 42 Harbor Foundry Road Portland, Maine, 04101 United States T: +1 207-555-0148
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Payment & Shipping Method

Payment Information Check / Money order The order was placed using EUR.	Shipping & Handling Information Flat Rate - Fixed €5.00
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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.

DASHBOARD

SALES

CATALOG

CUSTOMERS

MARKETING

CONTENT

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STORES

SYSTEM

FIND PARTNERS & EXTENSIONS

This is only a demo store. You can browse and place orders, but nothing will be processed.

Orders

Demo expiry: 2026-08-19 17:32 UTC (4d 23h left)

Create New Order

000000003

Filters

Default View

Columns

Export

Active filters: Keyword: 000000003

Clear all

Purchase Date

Grand Total (Base)

Grand Total (Purchased)

Purchase Point

ID

Bill-to Name

Ship-to Name

Status

Cancel

Apply Filters

1 records found (1 selected)

20 per page

1 of 1

Cancel

Hold

Unhold

Print Invoices

Print Packing Slips

Print Credit Memos

Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Allocated sources
Site Online Store Store View	Aug 14, 2026 8:03:59 PM	Elena Fischer	Elena Fischer	€64.00	€64.00	Pending	View	

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.