



Customer self-service cancellation

Flexible Order Cancellation Documentation

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

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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.

The screenshot shows the LUMA customer account interface. At the top, a red banner states "This is a demo store. No orders will be fulfilled." Below this, a navigation bar includes "What's New", "Women", "Men", "Gear", "Training", and "Sale". The main content area is divided into a left sidebar and a main panel. The sidebar contains links for "My Account", "My Orders" (selected), "My Downloadable Products", "My Wish List", "Address Book", "Account Information", "Stored Payment Methods", "My Product Reviews", and "Newsletter Subscriptions". The main panel displays "Order # 000000003" with a "PENDING" status. Below the order number, it shows the date "August 14, 2026" and links for "Reorder" and "Cancel Order". A "Print Order" link is also present. The "Items Ordered" section contains a table with the following data:

Product Name	SKU	Price	Qty	Subtotal
Fusion Backpack	24-MB02	€59.00	Ordered: 1	€59.00
Subtotal				€59.00
Shipping & Handling				€5.00
Grand Total				€64.00

Below the table, the "Order Information" section is displayed, organized into four columns: "Shipping Address", "Shipping Method", "Billing Address", and "Payment Method".

Shipping Address	Shipping Method	Billing Address	Payment Method
Elena Fischer Northstar Industrial Supply 42 Harbor Foundry Road Portland, Maine, 04101 United States T: +1 207-555-0148	Flat Rate - Fixed	Elena Fischer Northstar Industrial Supply 42 Harbor Foundry Road Portland, Maine, 04101 United States T: +1 207-555-0148	Check / Money order

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.