



SOFTWARESILOS

Order Cancellation Documentation

PDF Manual

MODULE

order-cancellation

LAST UPDATED

2026-03-29

Configuration

Order Cancellation Documentation · /order-cancellation/getting-started/configuration

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.