



Configuration

Order Cancellation

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

LAST UPDATED
2026-09-20

SOURCE
[Open this article online](#)

Configuration

Open **Stores > Configuration > MageB2B > Order Cancellation**. The settings support Magento configuration scopes, so a website or store view can inherit the default values or use its own cancellation policy.

The screenshot shows the 'Configuration' page for 'Order Cancellation'. On the left is a sidebar with navigation links: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area has a 'Configuration' header with a 'Save Config' button. Below the header are two sections: 'Allowed Order Statuses for Cancellation' and 'Allowed Order Statuses for Customer Cancellation'. Each section has a dropdown menu with a 'Please Select' option and a list of statuses: Pending, Processing, Suspected Fraud, Complete, Closed, Canceled, and On Hold. Below these sections is an 'Email Notification' section with three dropdowns: 'Enable Email Notification' (Yes), 'Email Sender' (Sales Representative), and 'Email Template' (Order Cancellation (Default)).

General settings

Define the comment which should be set when order is cancelled through this extension adds a comment to the order history after the cancellation attempt has completed. Keep it useful to support and fulfillment staff, for example **Cancelled through the customer account**.

Display on frontend controls whether that history comment is visible in the customer's order view.

Customer notified marks the history entry as customer-notified. It does not switch the dedicated cancellation email on or off. Email delivery has its own setting.

Allowed Order Statuses for Cancellation controls both Admin entry points. The button is shown on an order page only when the current status is selected. The mass action skips selected orders whose status is not allowed.

Allowed Order Statuses for Customer Cancellation controls the **Cancel Order** action in the customer account. Leave this list empty to disable customer self-service cancellation.

The two status lists are independent. A status allowed for Admin users is not automatically allowed for customers.

Email notification

Enable Email Notification controls the dedicated email sent to the order's customer address after cancellation.

Email Sender selects the Magento sender identity.

Email Template selects the cancellation template. The supplied template contains the customer's name and order number.

Choose statuses carefully

Start with early statuses such as the status used before fulfillment or invoicing in your store. Do not copy a generic status list into production. Payment modules and fulfillment integrations can attach different meaning to the same Magento status.

The fallback cancellation path does not refund captured money and does not create a credit memo. Test every allowed status with the payment methods used by the store.

Two separate permissions apply: **Order Cancellation** controls the cancel action itself, while **Stores > Settings > Configuration > Order Cancellation** controls access to this settings page. Grant both to roles that manage the feature.

System configuration reference

Order Cancellation / General settings (**ordercancellation/general/***)

Config path	Admin label	Type
ordercancellation/general/comment	Define the comment which should be set when order is cancelled through this extension.	text
ordercancellation/general/displayed_on_frontend	Display on frontend	select
ordercancellation/general/customer_notified	Customer notified	select
ordercancellation/general/allowed_order_statuses	Allowed Order Statuses for Cancellation	multiselect
ordercancellation/general/customer_allowed_order_statuses	Allowed Order Statuses for Customer Cancellation	multiselect

Order Cancellation / Email Notification (ordercancellation/email/*)

Config path	Admin label	Type
ordercancellation/email/enabled	Enable Email Notification	select
ordercancellation/email/identity	Email Sender	select
ordercancellation/email/template	Email Template	select