Common Issues

Flexible Order Cancellation Documentation

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

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EXTENSION
Magento 2 Extension Flexible Order Cancellation

Common Issues

The Admin button is missing

Check the order's current status against **Allowed Order Statuses for Cancellation** in the order's store scope. Also confirm that the Admin role has the **Order Cancellation** permission.

An empty Admin status list hides the button. The standard Magento cancel button, if present, is a separate action.

The customer cannot see Cancel Order

Confirm that:

- the customer is signed in
- the order belongs to that customer account
- the current status is selected under **Allowed Order Statuses for Customer Cancellation**
- the order is not already in the Canceled state

The customer and Admin allowlists are independent. Adding a status to the Admin list does not enable customer self-service.

A mass action skipped some orders

The extension checks every selected order against the Admin status allowlist. Mixed selections can therefore produce both completed and skipped counts. Open a skipped order and compare its exact status with the configuration at that order's store scope.

The final order state is not Canceled

The fallback examines remaining refundable quantities. An order that already has invoiced activity can finish in Processing or Complete. Review its invoices, payments, shipments, item quantities and cancellation totals.

The customer expects a refund

Cancellation does not create a credit memo or refund captured funds. Review the Magento payment record and the payment provider. Create the required credit memo or refund through the appropriate financial workflow.

The cancellation email was not sent

Check **Enable Email Notification**, the sender identity, selected template, the email address stored on the order and Magento's mail transport. Review

`var/log/system.log` and `var/log/exception.log` for the message `Order cancellation email failed to send.`

An email failure does not roll the order change back.

The history comment is not visible to the customer

Enable **Display on frontend** and make sure the configured comment is not empty in the order's store scope. **Customer notified** marks the history entry but does not control its visibility.

The cancellation failed

Review the exception shown in Magento Admin and the Magento logs. Then inspect the order and payment provider before retrying. A previous attempt may already have changed payment state or item cancellation quantities even when a later save or integration step failed.