Flexible Order Cancellation

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

Flexible Order Cancellation

SoftwareSilo Order Cancellation gives store teams and signed-in customers controlled ways to cancel orders. Magento Admin users can cancel one order from its detail page or process several selected orders from the order grid. Customers can cancel their own orders from the account area when the current status is allowed for customer cancellation.

Admin and customer permissions use separate status lists. This lets you keep broader operational control in Magento Admin while limiting self-service cancellation to early order stages.

What the extension changes

- Adds an **Order Cancellation** button to eligible Admin order pages.
- Adds a **Cancel Order** mass action to the Admin order grid.
- Adds a **Cancel Order** action to eligible orders in the signed-in customer's account.
- Records a configurable order-history comment.
- Can send a dedicated cancellation email to the order's customer address.

The extension first asks Magento to cancel the order normally. If Magento does not complete that request, it applies its fallback to the remaining order quantities and cancellation totals. It does not create credit memos or issue refunds. Review the payment and invoice state before allowing later order statuses.

Start here

- Install Order Cancellation
- Configure Admin and customer permissions
- Use the Admin cancellation actions
- Allow customer self-service cancellation
- Understand cancellation, payment and refund behavior
- Configure the cancellation email
- Troubleshoot cancellation problems
- FAQ

Configuration is under **Stores > Configuration > MageB2B > Order Cancellation**.