

# Magento 2 Cancel Order by Customer on the Frontend

## Installation and User guide for Magento 2 Cancel Order by Customer on the Frontend Extension

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## Installation

- **Installation via app/code:** Upload the content of the module to your root folder. This will not overwrite the existing Magento folder or files, only the new contents will be added. After the successful upload of the package, run below commands on Magento 2 root directory.

```
php bin/magento setup:upgrade
php bin/magento setup:di:compile
php bin/magento setup:static-content:deploy
```

- **Installation via Composer:** Please follow the guide provided in the below link to complete the installation via composer.

<https://docs.scommerce-mage.com/magento-2-extensions/installation-via-composer/installation-via-composer>

## Configuration Settings for Cancel Order

Go to **Admin > Stores > Configuration > Scommerce Configuration > Cancel Order**

### General Settings

- **Enabled** - Select "Yes" or "No" to enable or disable the module.
- **License Key** - Please add the license for the extension which is provided in the order confirmation email. Please note license keys are site URL specific. If you require license keys for dev/staging sites then please email us at [support@sccommerce-mage.com](mailto:support@sccommerce-mage.com).
- **Label** - Please provide label text for cancel order link which will be shown on the frontend.
- **Email Sender** - Please enter/sender from email address for Order Cancellation email.
- **Email Template for Guest** - Please select email template for sending cancellation email to guest customer.
- **Email Template for Registered Customer** - Please select email template for sending cancellation email to registered customer.
- **Email BCC** - Please add CC email addresses for Order Cancellation emails in comma separated format.

## General

<b>Enabled</b> <small>[store view]</small>	Yes	<input type="checkbox"/>	Select "Yes" to enable the module
	This setting will be used to enable or disable module		
<b>License Key</b> <small>[store view]</small>	\$2y\$10\$yoBwsiU64kuOr5qMDq1spegw76vUHhw8H.HdytBgHpvtKzjZXW	<input type="checkbox"/>	Enter the license key for the module
	This setting will be used to verify your license key for the give domain <small>N.B. License keys are domain specific so for your testing or staging sites please email us at <a href="mailto:core@scommerce-mage.com">core@scommerce-mage.com</a></small>		
<b>Label</b> <small>[store view]</small>	Cancel Order	<input type="checkbox"/>	Please add label text
	Please add label text for Cancel Order link on Frontend		
<b>Email Sender</b> <small>[store view]</small>	Sales Representative	<input type="checkbox"/>	Please select sender email address
	Please select sender/from email address for Order Cancellation email.		
<b>Email Template for Registered Customer</b> <small>[store view]</small>	Scommerce cancel order (Default)	<input type="checkbox"/>	Please select email template
	Please select email template for cancellation email to registered customers		
<b>Email Bcc</b> <small>[store view]</small>	test@test.com	<input type="checkbox"/>	Please add Bcc email addresses
	Please add Bcc email addresses for cancellation emails in comma separated format		

- **Reasons** - Select order cancellation reason from the dropdown or select other to define your own reasons. Option "Other" will display a text box on front end, where you can add reason of cancellation\*\*.\*\*
- **Notification Message** - Enter notification message you want to show on frontend for order cancellation.
- **Number of hours to cancel** - Please add number of hours valid for order cancellation.

**Reasons**  
[store view]

Reasons	Action
It is taking longer than expected to deliver goods	
I found cheaper items else where	
Duplicate order	
I don't want these items any more	
It doesn't suit my delivery time	
<input type="button" value="Add Reason"/>	

Please add pre-defined reason to show in reason drop down on front end for user to select cancellation reason. (To allow user to add their own reason add "Other" as one of the reasons. This will display a text box on front end if user will select Other as option)

**Notification Message**  
[store view]

This might take between 24-48 hours to cancel the physical order.

Please add notification message to show customer on frontend on successful cancellation of order

**Number of hours to cancel**  
[store view]

1

Please add number of hours valid for order cancellation.

Please add pre-defined reasons

Please add notification message

Please add number of hours valid for order cancellation

## Front-end Site View for Order Cancellation from My Account Section

- **Cancel Order from My Account Section** - When you enable the module then it shows "Cancel Order" link on the front-end **My Account > My Orders** section.

### My Orders

Order #	Date	Ship To	Order Total	Status	
000000121	11/27/19	Veronica Costello	\$157.21	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>
2000000005	11/18/19	Veronica Costello	\$104.59	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>
000000110	11/15/19	Veronica Costello	\$156.65	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>   <a href="#">Cancel Order</a>
000000104	11/11/19	Veronica Costello	\$65.05	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>   <a href="#">Cancel Order</a>

- **Cancel Order Popup** - When you click "Cancel Order" button from **My Account > My Orders** section, it displays a pop up, from where you can add/select your own reasons of

order cancellation and by clicking "Cancel Order" button you can cancel order.

Cancel Order

Are you sure to cancel selected order?  
Order #:000000110

Reasons

Duplicate order

This might take between 24-48 hours to cancel the physical order.

Cancel Order No

- **Notification Message for Cancel Order** - After the order cancellation it shows notification message on the front-end.

What's New Women Men Gear Training Sale

The order has been canceled successfully.

My Account  
My Orders  
My Downloadable Products  
My Wish List

## My Orders

Order #	Date	Ship To
000000121	11/27/19	Veronica Costello

- **Cancel Order status (Cancelled)** - When you cancel the order then it automatically updates the order status from Pending to Cancelled.

## My Orders

Order #	Date	Ship To	Order Total	Status	
000000121	11/27/19	Veronica Costello	\$157.21	Canceled	<a href="#">View Order</a>   <a href="#">Rec</a>
2000000005	11/18/19	Veronica Costello	\$104.59	Canceled	<a href="#">View Order</a>   <a href="#">Rec</a>
000000110	11/15/19	Veronica Costello	\$156.65	Pending	<a href="#">View Order</a>   <a href="#">Rec</a>

- **Order Cancellation Email** - After the successful order cancellation, it sends an email notification to the administrator and the customer, below is the sample email for the same.



Sales <sales@example.com>  
to me ▾



Veronica Costello,

Your order #000000077 has been updated with a status of **Canceled**.

You can check the status of your order by [logging into your account](#).

If you have questions about your order, you can email us at [support@example.com](mailto:support@example.com).

- **Guest Form** - The guest user can cancel order by submitting the Orders and Returns form. Here is the link to access the form [Orders and Returns](#). The form will have the following fields: -
  - **Order ID** - enter the order Id, you want to cancel.
  - **Billing Last Name** - enter the last name.
  - **Find Order By** - select the Email / ZIP code.
  - **Email** - enter the email address.

[Home](#) > [Order Information](#)

# Orders and Returns

Order Information

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Order ID \*

Billing Last Name \*

Find Order By \*

Email \*

[Continue](#)

- **Order Information Page** - After filling the Orders and Returns form when you click "Continue" button, it redirects on order information page, from where you can cancel the order by clicking "Cancel Order" button.

# Order # 000000572 PENDING

April 24, 2020

Reorder

[Cancel Order](#)

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Order Information

Product Name	SKU	Price	Qty	Subtotal
Joust Duffle Bag	24-MB01	\$45.00	Ordered: 2	\$90.00
Didi Sport Watch	24-WG02	\$92.00	Ordered: 1	\$92.00
Atlas Fitness Tank	MT11-M-Blue	\$18.00	Ordered: 2	\$36.00

**Size**  
M

**Color**  
Blue

Subtotal	\$21
Shipping & Handling	\$2
Tax	\$2
<b>Grand Total</b>	<b>\$27</b>

- **Cancel Order Successfully** - Once the order is cancelled, it displays the successful cancellation message.

# Orders and Returns



The order has been canceled successfully.

## Order Information

---

Order ID \*

Billing Last Name \*

Find Order By \*

 ▾

Email \*

[Continue](#)

If you have a question related to this extension please check out our [FAQ section](#) first. If you can't find the answer you are looking for then please contact [support@scommerce-mage.com](mailto:support@scommerce-mage.com).

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