EVINCEMAGE

Cancel Order By Customer

Magento 2.x

Extension User Guide

Official extension page: Cancel Order

Introduction: "Cancel Order by Customer" is yet another amazing extension for Magento 2 users. The name itself suggests that this plugin allows the user to cancel their order once they placed it on a website. customers sometimes will want to cancel their orders due to many reasons, and as a store owner, you need to provide this function for your customers on your site. It is a must-have extension that saves shipping cost and time of a store owner, as it notifies the store owner that user wants to cancel order before it shipped.

When you use this premium extension for Magento 2, it will add a "Cancel Order" link in "My order" page. If a user wants to cancel an order, they can do it just by clicking the Cancel Order link. A notification e-mail will be sent to admin about the cancelled order. This will definitely enhance customer shopping experience.

Key Features:

- Allow customers to cancel pending orders from the frontend.
- Allow customers to enter comments in a confirmation popup.
- Send notification emails to admin automatically after customer cancel orders.
- Change order status from pending to canceled and auto restock products.
- The Customer can add the comment for canceling the order. This helps you to know the exact reason for order cancellation and thus you can improve lacking areas.
- Easy enable/disable functionality from the backend.
- Provides the fully customizable interface for the extension from the backend that is easily manageable.
- Bring convenience for customers and enhance the shopping experience.

➢ Backend Functionality
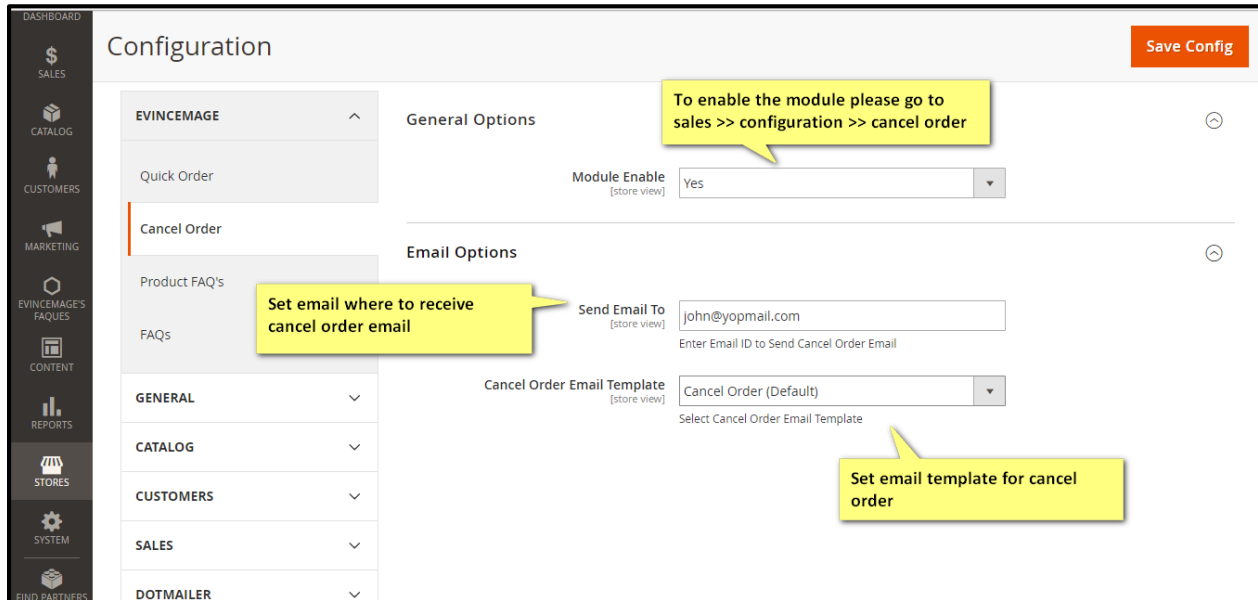
1. Configuration

Figure 1 – Configuration

- Please go to **Sales >> Configuration >> Cancel Order** to enable or disable the module.

- **Send the email to:** Set email where to receive cancel order email.

- **Cancel order email template:** Set email template for cancel order.

1.1 Canceled Orders

Figure 1.1 – Canceled Order

- Here is the list of **canceled order** with their particular **'order ID'** and **'comment'.**

- It helps the admin to know the **appropriate reason** for order cancellation.

➢Frontend Functionality

2. My Orders

In frontend, customer can see all the pending orders with 'cancel order' link. By clicking on this link, it will display comment popup
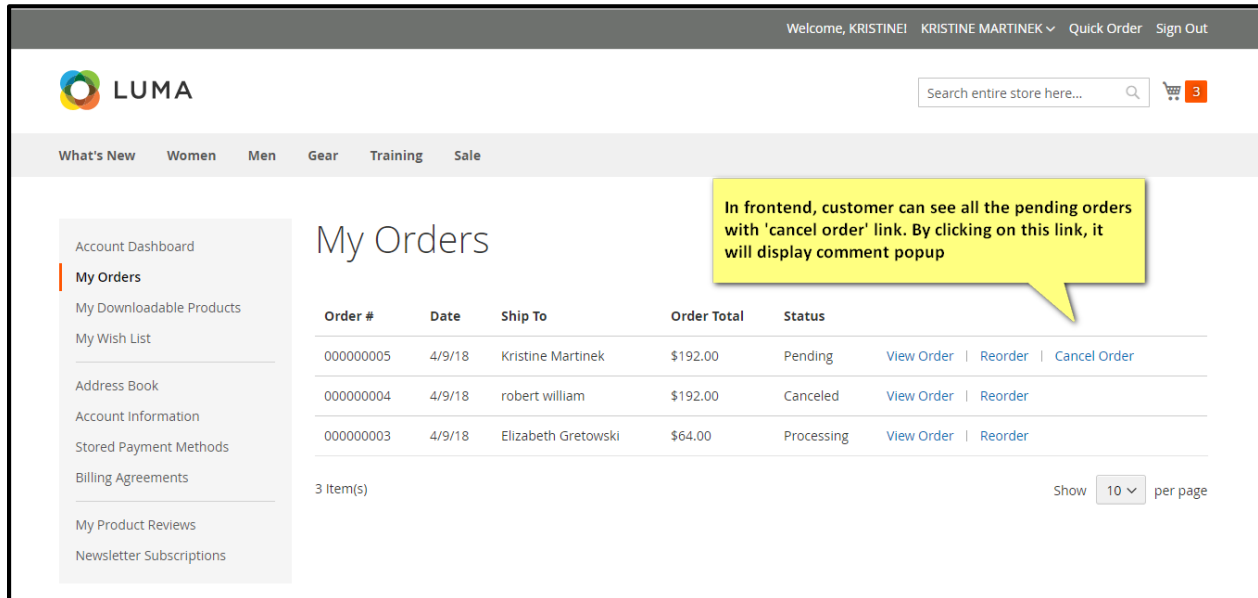
Figure 2 – My Orders

- In frontend, the customer can see all the pending orders with **'Cancel order'** link. From there customer can **cancel their orders**.

- When customer clicks on this link, it will display the **comment popup**.
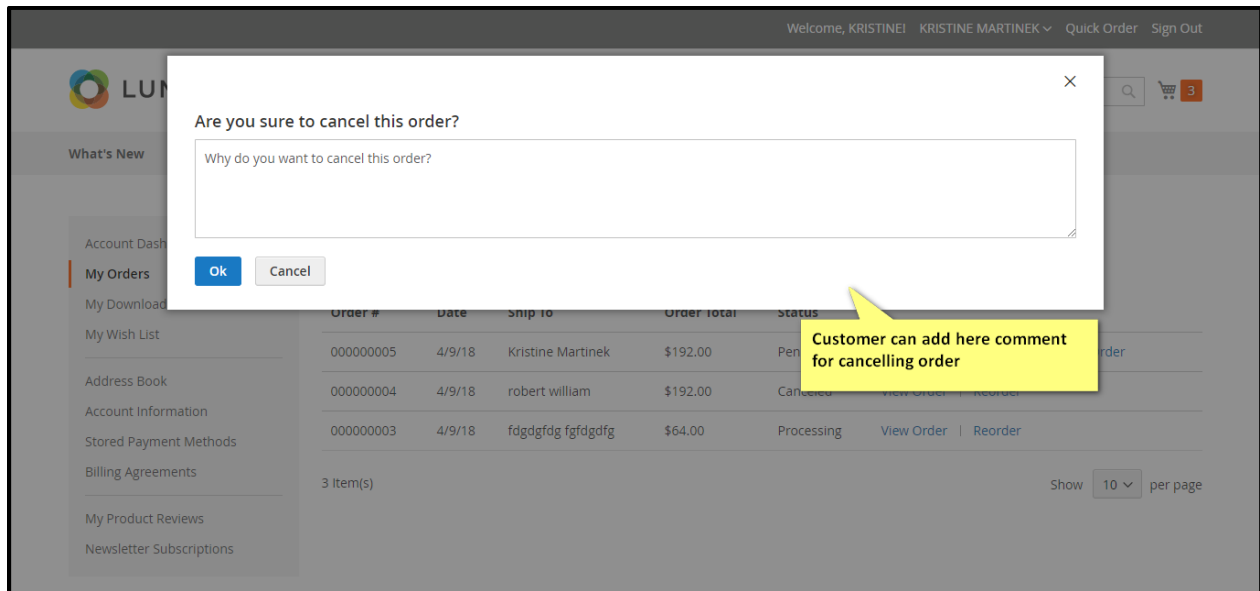
2.1 Comment Popup

Figure 2.1 – Comment popup

- The customer can add here **comment** for canceling their order.

- It helps you to know the **exact reason** of order cancellation and thus you can improve **lacking areas**.

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Thank You