

# Webiators Cancel Order

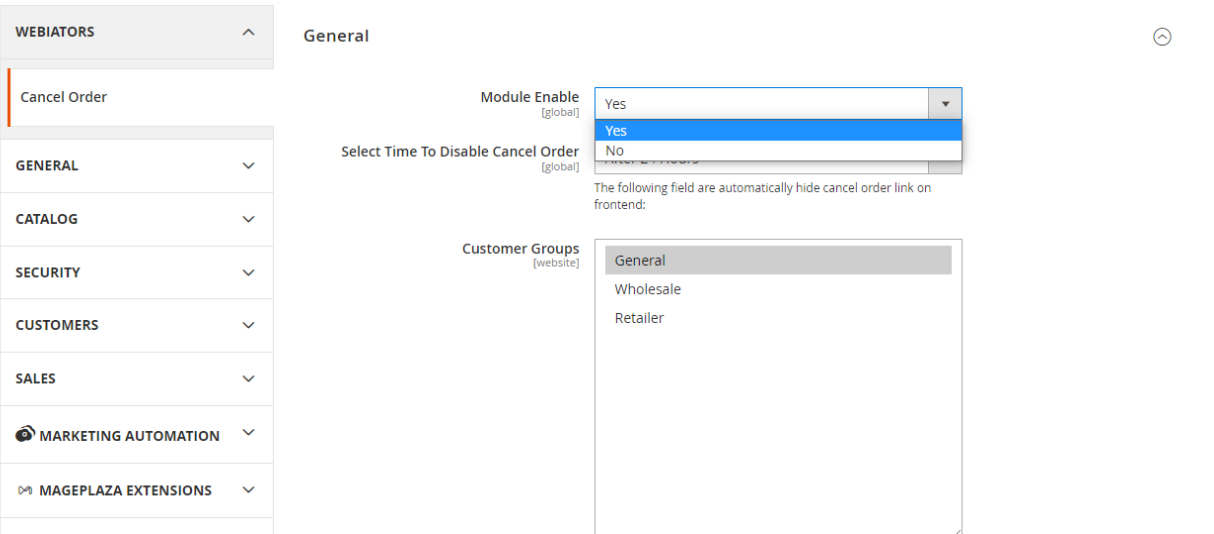
**How To Install :** Download the "Ready to paste" package from your customer's area,

unzip it and upload the all files in 'app/code/Webiators/CancelOrder folder to your Magento install dir.

**Update the Database:** Move to Magento Root directory with CLI and execute below commands.

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

**How to Use:** Go to Stores >> Configuration >> Webiators >> Cancel Order



The screenshot shows the Magento Admin Configuration page for the 'Webiators Cancel Order' module. The left sidebar shows the navigation menu with 'Webiators' expanded and 'Cancel Order' selected. The main content area is titled 'General' and contains the following settings:

- Module Enable** [global]: A dropdown menu with 'Yes' selected.
- Select Time To Disable Cancel Order** [global]: A dropdown menu with 'No' selected.
- Customer Groups** [website]: A list of customer groups including 'General', 'Wholesale', and 'Retailer'.

Below the 'Customer Groups' list, there is a note: "The following field are automatically hide cancel order link on frontend:"

## **General Setting:**

Enable module from General and update configurations as per your needs.

**Module Enable/Disable:** Admin can Enable/Disable module from here.

The screenshot shows the 'Cancel Order' configuration page in the Magento Admin. The left sidebar contains a menu with 'Cancel Order' selected. The main content area is titled 'General' and contains several configuration fields:

- Module Enable** [global]: Yes
- Select Time To Disable Cancel Order** [global]: A dropdown menu is open, showing options: 'Custom Duration', 'After 24 Hours', 'After 48 Hours' (highlighted in blue), and 'Custom Duration'. A red arrow points to 'After 48 Hours'.
- Enter Custom Duration In Hours To Disable Cancel Order** [global]: 10
- Customer Groups** [website]: A list of groups: 'General', 'Wholesale', and 'Retailer'.

Below the 'Enter Custom Duration' field, there is a note: 'Choose any custom duration (in hours) to disable the cancel order link from front end Eg:-' followed by a bulleted list: 20, 36, 72.

**Select Time To Disable Cancel Order:** Here admin have three option for choosing the time to hide the cancel order link automatically from the frontend.

**Note:** If you wish to give more/less time (than 24 or 48 hours) to your customers to cancel order. You can set **Custom Duration**.

This screenshot is similar to the first one, but the 'Select Time To Disable Cancel Order' dropdown menu is open, and 'Custom Duration' is highlighted in blue. A red arrow points to this option. Another red arrow points to the 'Enter Custom Duration In Hours To Disable Cancel Order' field, which contains the value '10'.

Choose- **Custom Duration** >> Now you will get the new field "Enter Custom Duration In Hours To Disable Cancel Order"

**Customer Groups**  
[website]

**General**

Wholesale

Retailer

Only users belonging to these customer groups will be able to cancel orders:

**Allowed Order Status(es)**  
[website]

Processing

**Pending**

Suspected Fraud

**Customer Groups:** Select all or particular customer groups for which order cancel will be activated.

**Allowed Order Status(es):** Select all or particular order status for which order cancel will be activated.

Configuration Save Config

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Frontend ↻

**Button Title** [global]

**Enable Cancellation Popup** [global]  ▼

Enable Order Cancellation Popup. Enabling it adds a popup on the frontend that asks your customers why they are canceling their orders.:

**Order Cancellation Reasons** [store view]

Reasons	Action
<input style="width: 100%;" type="text" value="I have changed my mind"/>	🗑
<input style="width: 100%;" type="text" value="I have placed duplicate order"/>	🗑
<input type="button" value="Add"/>	

Add reasons of your choice. Ex.- Found better pricing. :

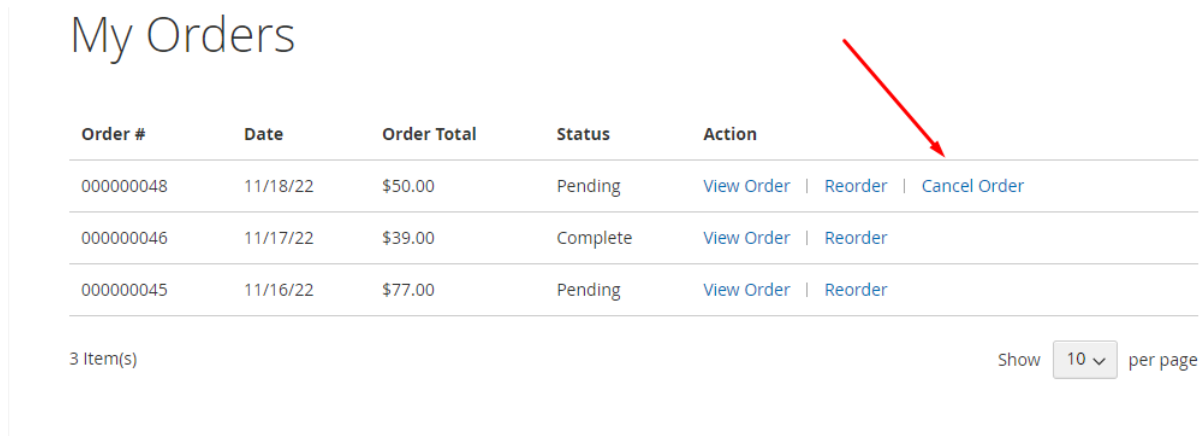
**Cancel Order Link Enable** [global]  ▼

**Cancel Order Link Title** [global]

**Frontend Settings:**

Look at this tab for customization of cancellation popup.

**Button Title:** Cancel order button text for order cancellation show on frontend login customer account.



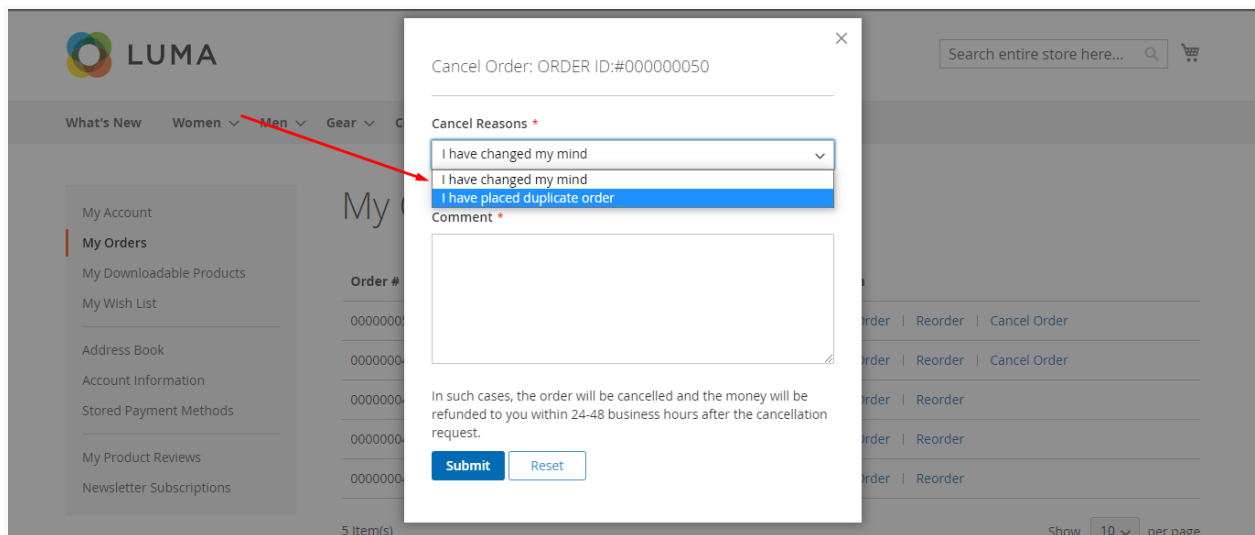
My Orders

Order #	Date	Order Total	Status	Action
000000048	11/18/22	\$50.00	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>   <a href="#">Cancel Order</a>
000000046	11/17/22	\$39.00	Complete	<a href="#">View Order</a>   <a href="#">Reorder</a>
000000045	11/16/22	\$77.00	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>

3 Item(s) Show 10 per page

**Enable Cancellation popup:** Select yes to display a popup that has cancellation reasons and comment fields. With this popup, you will find out why customer cancel their orders and will help you fix issues your users are experiencing.



**Order Cancellation Reasons:** Add reasons for cancel order and set the sequence for frontend display using drag-and-drop.



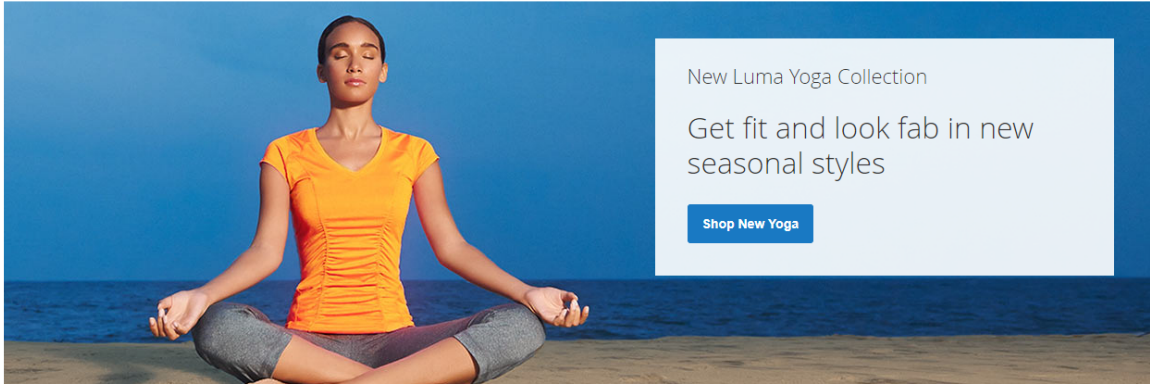
**Cancel Order Link Enable:** Select yes to display the cancellation link on the frontend header and footer link for not login customers also.

**Cancel Order Link Label :** On the header and footer link specify a cancellation link text .


Default welcome msg! [Cancel Order Link](#) [Sign In](#) or [Create an Account](#)

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★★★★☆ 3 Reviews  
**\$45.00**

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### Uncancel Order Configuration ⌵

**Enable Uncancel Order** [store view] Yes ▼  
If a user accidentally cancels an order, admin can uncancel it from backend:

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### Admin Email Notifications ⌵

**Enable Email To Admin About Cancel Orders** [global] Yes ▼

**Send Email To** [global] test@gmail.com  
Enter An Email Who Has Recieved Cancel Order Mail:

**Email Sender** [global] General Contact ▼

**Email Template** [global] Cancel Order Admin ▼

**Uncancel Order Configuration :** This feature is only for admin use if the user will cancel an order by mistake so the admin can uncancel this order from the cancel order list grid in the backend.

**Enable Uncancel Order:** Select yes to activate uncancel order .

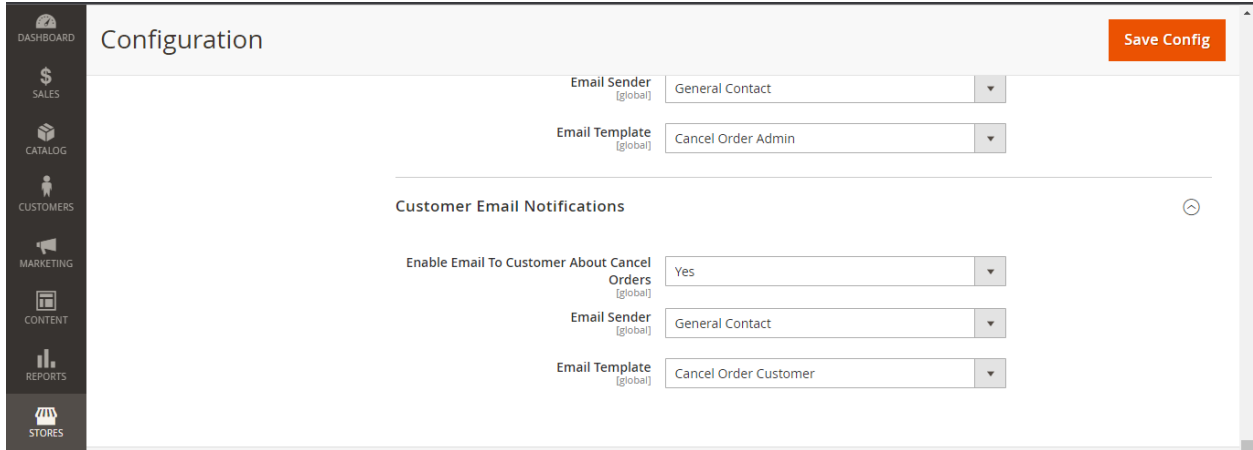
**Admin Email Notifications:** This features inform admin about cancel order information.

**Enable Email To Admin About Cancel Orders:** Select yes to activate admin email notification

**Send Email To:** Enter the receiver email id which you want to inform about cancel order..

**Email Sender:** Select email sender.

**Email Template :** Select email templates



**Customer Email Notifications:** Allow this features for cancel order email for customers .

**Cancel Order Grid**

This extension stored all cancel orders in a specific grid to manage and track them, To check **Go to Webiators CancelOrder>> Cancel Orders.**

Cancel Orders 🔍 6 👤 admin ▾

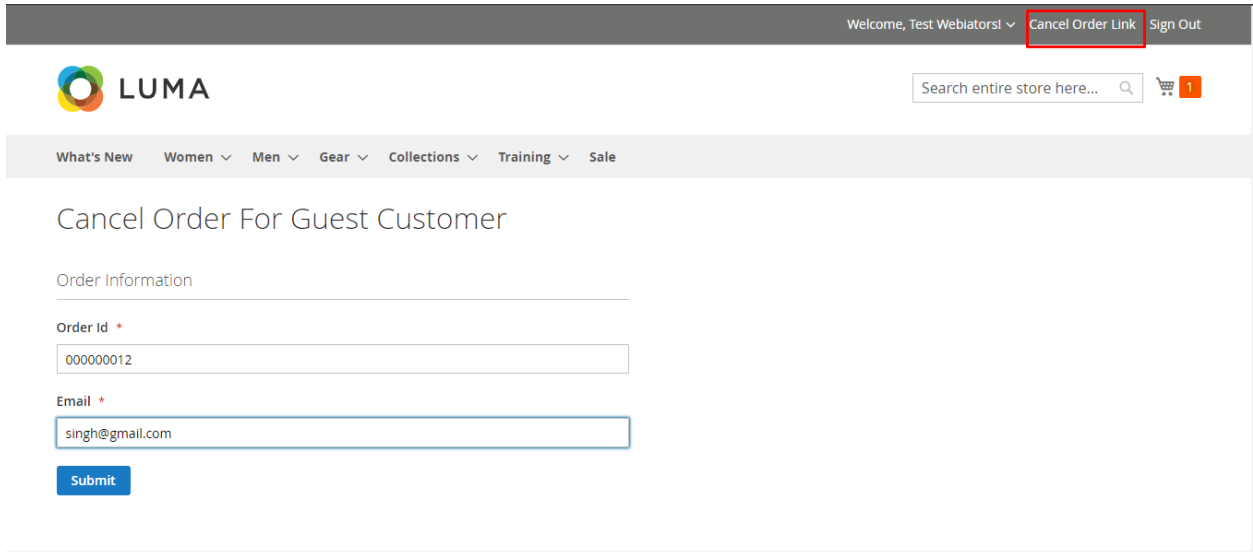
✔ Order has been Uncanceled successfully.

🔍

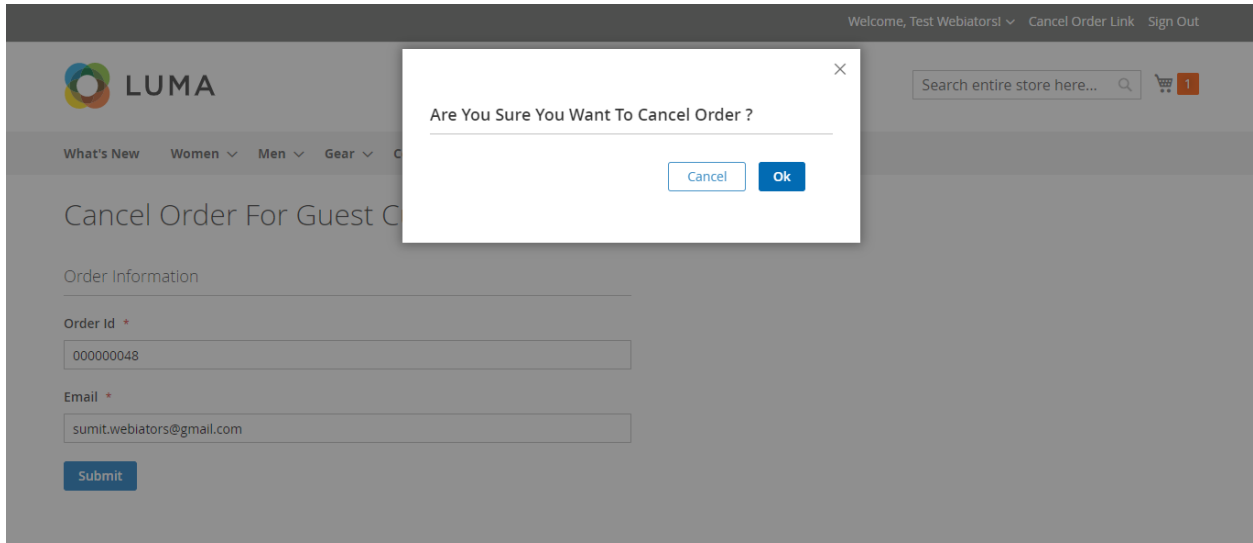
Actions ▾
6 records found
20 ▾ per page
< 1 of 1 >

☑	ID ↓	Order ID	Customer Email	Cancellation Reasons	Cancellation Date	Status	Action
<input type="checkbox"/>	1	000000027	roni_cost@example.com	No Reasons	Sep 29, 2022 6:45:11 AM	pending	<a href="#">View</a>
<input type="checkbox"/>	2	000000001	roni_cost@example.com	NO Reasons	Sep 29, 2022 7:05:17 AM	processing	<a href="#">Un Canceled</a>
<input type="checkbox"/>	3	000000001	roni_cost@example.com	NO Reasons	Sep 29, 2022 7:05:43 AM	processing	<a href="#">Un Canceled</a>
<input type="checkbox"/>	4	000000001	roni_cost@example.com	NO Reasons	Sep 29, 2022 7:06:49 AM	processing	<a href="#">Un Canceled</a>
<input type="checkbox"/>	5	000000028	roni_cost@example.com	I have changed my mind	Sep 29, 2022 7:09:13 AM	pending	<a href="#">View</a>
<input type="checkbox"/>	6	000000001	roni_cost@example.com	NO Reasons	Sep 29, 2022 7:11:28 AM	processing	<a href="#">Un Canceled</a>

In this grid, the admin can see a list of all canceled orders. Admin can also uncanceled those order which was canceled by mistake by customers.



Cancel Order For Guest: Guest customers can click order cancellation link from the top or bottom link section, add the email and order ID to search for the order.



On click of the cancel order link, an order cancellation submission alert message is shown..

**FEEL FREE TO CONTACT for support or any custom request**

**Email:** [support@webiators.com](mailto:support@webiators.com)