

Auto Cancel Order Magento 2 Extension



**AUTO CANCEL
ORDER**

User Guide

Auto Cancel Order for Magento 2 extension allows to cancel orders with pending, processing, suspected fraud status. Admin can set time duration for each payment method and everything is done via cron. Admin can run this cron manually as well from store configuration.

Auto Cancel Order extension is helpful when the store offers online payment facilities via payment gateways. If due to some technical errors, the payments are not captured successfully by the payment gateway, the order status is changed to the pending payment due to the indecisiveness of success or failed payment. Auto Cancel Order for Magento 2 automatically cancels such pending orders and updates their status to cancelled.

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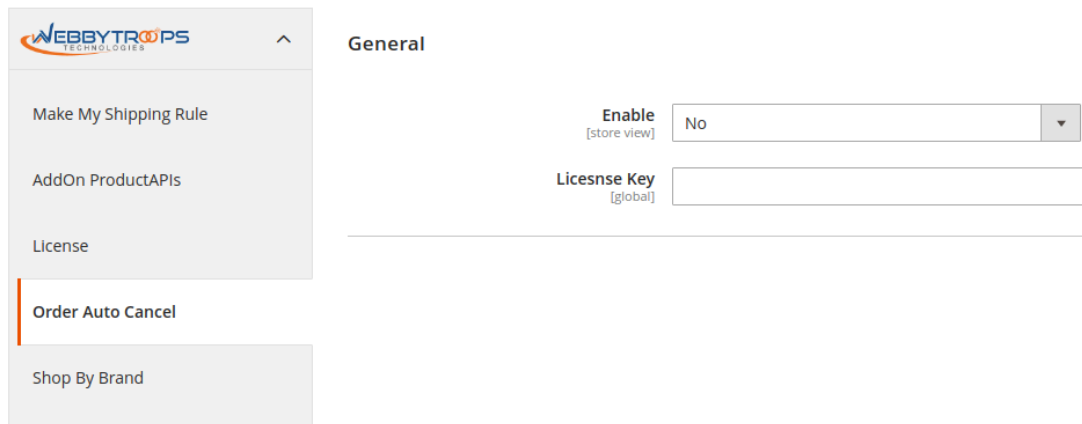
1. Introduction and Purpose

The admin can configure the extension to set the date after which the orders with the selected order statuses get auto cancelled. Also, the admin has to select the payment methods of which to auto-cancel the orders and duration after which to cancel the orders. He can set up Email settings such as Email receiver and Email template to get notified after the orders have been cancelled.

After the specified date, all the orders with the selected order statuses and duration automatically get cancelled and their status gets changed to "Cancelled". Immediately after the order auto cancellation, both the admin and customers get notified via Email.

2. How to enable extension?

Once you get the license key (refer to installation guide) you need to navigate to the Order Auto Cancel section under **Stores > Configuration > WebbyTroops**. Once you have added the valid key you will be able to enable this extension. Below is the screenshot where you need to add that license key.



3. How Does Auto Cancel Order for Magento 2 Extension Work?

3.1 General Configuration of Magento 2 Auto Cancel Order Extension

Go to Stores -> Configuration -> WEBBYTROOPS -> Auto Cancel Order

Auto Cancel Order After Date
[store view]

02/09/2020

Select Date

Select date to cancel order

Order Status for Cancel Order
[website]

Pending

Processing

Suspected Fraud




On Hold

Choose order statuses for cancel order

In Enable, choose Yes to enable or No to disable the extension. In Consider Cancellation after, pick the day to start applying for an auto cancel order. In Order Status Option, choose the order status to apply automatic cancellation (Pending, Processing, etc.).

3.2. In the Payment Method Group, specify cancelation time for each payment method. There will be only a single entry for each payment method and duration is in seconds. When cron will run it will consider all the orders placed from selected payment methods and older than defined duration.

Order Cancel duration for Payment Group
[store view]

| Payment Method | Duration (Sec) | Action |
|-----------------------------------------|----------------|-------------------------------------------------------------------------------------|
| Cash On Deliv ▼ | 500 |  |
| Check / Mone ▼ | 3 |  |
| PayPal Billing ▼ | 2 |  |
| <input type="button" value="Add More"/> | | |

Choose the Duration in Second (1Hr-3600 and 24Hr-86400 Sec.)

3.3 Admin can cancel order manually - Only click apply now button
And the order canceled.

Apply Auto Cancel Orders (Manually)

3.4 Admin check cancel order history When admin Yes auto cancel
history then
Go to Sales -> Auto Cancel Order History

Auto Cancel History
[store view]

Yes



Auto Cancel Orders


 14
  newadmin

Create New Order

Search by keyword



Filters

Default View

Columns

Export

Actions

6 records found

20

per page



1

of 1



| ID | Purchase Point | Purchase Date | Bill-to Name | Ship-to Name | Grand Total (Base) | Grand Total (Purchased) | Status | Action |
|----------|----------------------------------------------------------|-------------------------|--------------|--------------|--------------------|-------------------------|----------|----------------------|
| 00000007 | Main Website Main Website Store Default Store View | Sep 24, 2020 7:00:59 AM | Deepak kumar | Deepak kumar | \$39.00 | \$39.00 | Canceled | View |
| 00000006 | Main Website Main Website Store Default Store View | Sep 24, 2020 6:51:09 AM | Vijay kumar | Vijay kumar | \$39.00 | \$39.00 | Canceled | View |

3.5 When order auto cancellation, both the admin and customers get notified via Email. Admin set Bcc Cc email.

Notify Admin for Order Cancel

Email Notification
[store view]

Yes

Order Comment Email Sender
[store view]

General Contact

Email Template
[store view]

AutoCancelOrder Email (Default)

Email template chosen based on theme fallback when "Default" option is selected.

BCC Emails
[store view]

example@gmail.com

Comma-separated.

CC Emails
[store view]

example@yahoo.com

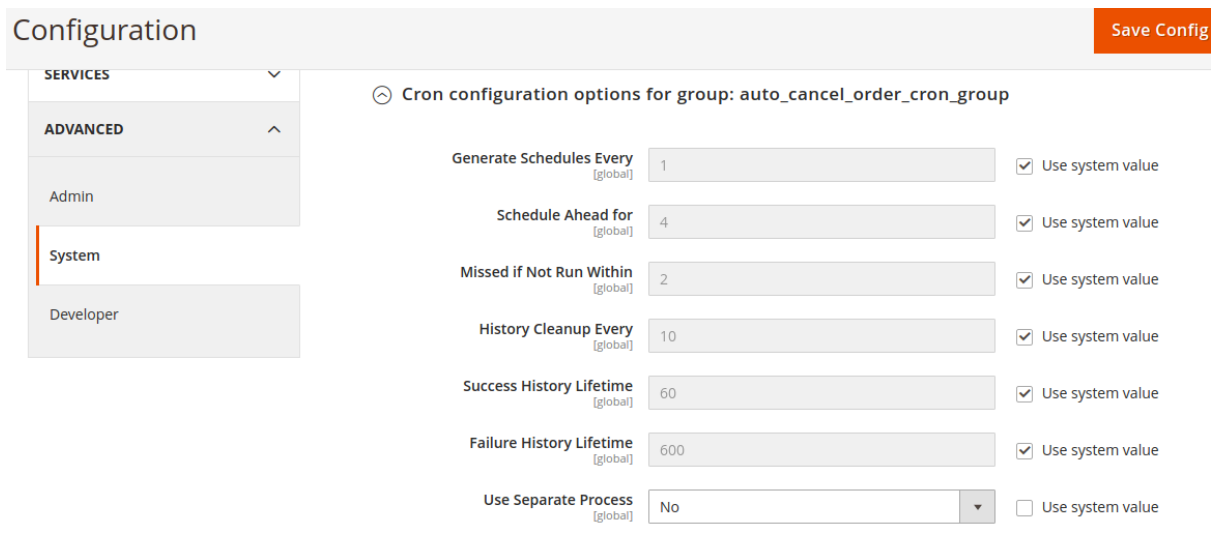
Comma-separated.

4 Benefits:

- 4.1 Option to automatically cancel the order after a fixed date
- 4.2 Option to automatically cancel the order with the following statuses:
 - 4.2.1 Pending Payment
 - 4.2.2 Suspected Fraud
 - 4.2.3 Processing
 - 4.2.4 On Hold
- 4.3 Specify the payment method and duration of which to auto-cancel the orders.
- 4.4 The admin and customers get notified via Email when an order is cancelled.
- 4.5 The admin can select the receiver to which he wants to send the order cancel notification and can choose the Email template for the same.
- 4.6 Easy order management from the admin panel.

5. How to run cron ?

Admin set cron just go for admin panel follow that process-
Go to Stores -> Configuration -> ADVANCED -> System -> Cron
configuration options for group:
auto_cancel_order_cron_group



The screenshot shows the 'Configuration' page in Magento 2. The left sidebar has a menu with 'SERVICES', 'ADVANCED', 'Admin', 'System', and 'Developer'. The 'System' option is selected. The main content area is titled 'Cron configuration options for group: auto_cancel_order_cron_group'. It contains several configuration items, each with a text input field, a 'Use system value' checkbox, and a '[global]' label. The items are: 'Generate Schedules Every' (value: 1), 'Schedule Ahead for' (value: 4), 'Missed if Not Run Within' (value: 2), 'History Cleanup Every' (value: 10), 'Success History Lifetime' (value: 60), 'Failure History Lifetime' (value: 600), and 'Use Separate Process' (value: No, dropdown menu).

| Configuration Item | Value | Use system value |
|-----------------------------------|-------|-------------------------------------|
| Generate Schedules Every [global] | 1 | <input checked="" type="checkbox"/> |
| Schedule Ahead for [global] | 4 | <input checked="" type="checkbox"/> |
| Missed if Not Run Within [global] | 2 | <input checked="" type="checkbox"/> |
| History Cleanup Every [global] | 10 | <input checked="" type="checkbox"/> |
| Success History Lifetime [global] | 60 | <input checked="" type="checkbox"/> |
| Failure History Lifetime [global] | 600 | <input checked="" type="checkbox"/> |
| Use Separate Process [global] | No | <input type="checkbox"/> |

5.1 Using terminal type command - cron install

And then crontab automatically generated.

5.2 Check crontab use command - crontab -l.

5.3 Set timing cron use command - crontab -e

And you can edit and change the cron timing.

5.4 When you remove cron then you use command - crontab -r
remove.