

Auto Cancel Order Magento 2 Extension



CANCEL ORDER

User Guide

Magento doesn't allow customers to Cancel Order from the frontend which causes trouble for customers while shopping. Hence, WebbyTroops has developed a module so that customers can cancel orders from frontend. Our Cancel Order module also provides Rest API support so that shop owners can use this extension in case they need APIs.

Cancel Order extension can be used to cancel the order from My Account (Recent Order), My Orders Grid & Order Detail page (frontend) of the customers. This Magento 2 extension adds a Cancel Order link in My Account, My Orders Grid & Order Details page by clicking this link customer can cancel the order with valuable reason and comments. Send the update mail to the admin that the order has been canceled and the customer can also receive order cancel confirmation by email once order is cancelled successfully.

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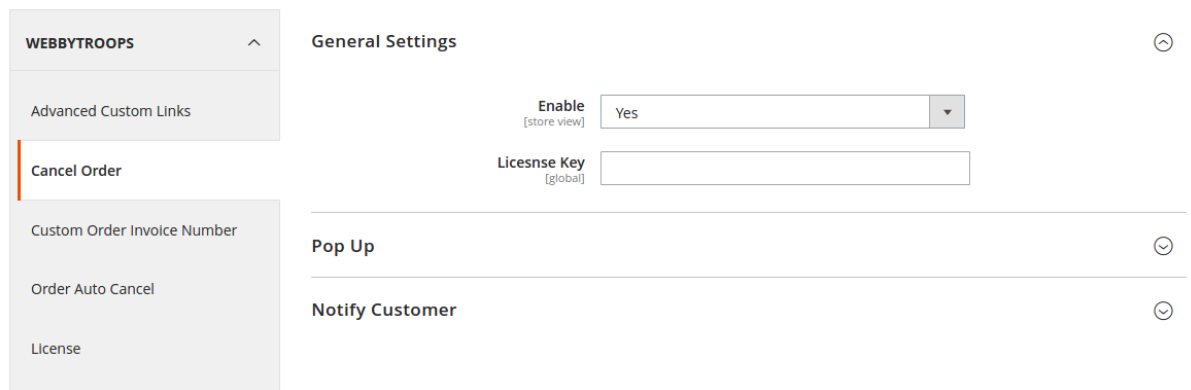
1. Introduction and Purpose

The purpose of this module is to allow customers an option to cancel the orders from frontend. As for now in Magento 2 only the admin has the option to cancel any order. So by using our extension, customers can cancel the order from frontend.

2. How to enable extension?

Once you get the license key (refer to installation guide) you need to navigate to the Order Cancel section under **Stores > Configuration > WebbyTroops**. Once you have added the valid license key you will be able to enable/ disable this extension.

Below is the screenshot where you need to add a license key.



Note: License key is not required to enable this module on localhost.

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

3.1. General Settings:

General Configuration of Magento 2 Cancel Order Extension **Go to Stores > Configuration > WebbyTroops -> Cancel Order.**

- 3.1.1. Enable:- Enable/ Disable the module, if disabled cancel order feature will not appear in frontend.
- 3.1.2. License Key:- Generate a valid license key from module purchased from Magento Marketplace or WebbyTroops Store.
 - 3.1.2.1. WebbyTroops (Store): If extension is purchased from WebbyTroops official store, navigate to **Customer Login > My Account > My Downloadable Products > Set License Domains > Get Key.**
 - 3.1.2.2. Magento Marketplace: If an extension is purchased from Magento Marketplace, generate the license key from <https://store.webbytroops.com/license/key>.

My Downloadable Products

Order #	Date	Title	Status	Remaining Downloads
000000193	9/23/20	Wishlist REST APIs License Domains : <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> <p>Please enter comma separated domain name. You can add only one main domain and 3 subdomains of main domain. There is no validation of key on local servers.</p> <p style="text-align: center;">Get Key</p>	Expired	Unlimited

3.2. Pop Up:

- 3.2.1. Enable: Enable/ Disable the pop-up on frontend. If the popup is enabled, clicking on the “Cancel Order” link will open a popup that will ask for the reason and comment. In case it is disabled, clicking on the “Cancel Order” link will ask for confirmation and submitting it will cancel your order.
- 3.2.2. Reason for Cancel: Admin can add multiple reasons for cancelling the order. These reasons are visible in the frontend pop-up form drop-down.

WEBBYTROOPS ^

Advanced Custom Links

Cancel Order

Custom Order Invoice Number

Order Auto Cancel

License

GENERAL v

CATALOG v

SECURITY v

General Settings ⌵

Enable [store view] Yes ▾

License Key [global]

Pop Up ⌵

Enable [store view] Yes ▾

Reason for Cancel [store view]

Reason	Action
<input style="width: 95%;" type="text"/>	🗑️
Add More	

3.3. Notify Customer:

Admin can configure order cancellation confirmation email for customer and manage CC/ BCC emails.

- 3.3.1. Enable:- Enable/ Disable notify customer. If notify customer is disabled then no email notification will be sent to the customer.

- 3.3.2. Cancel Order Email Sender: Through this you can change the send of the notification email.
- 3.3.3. Cancel Order Email Template: Through this you can change the email template used to notify the customer.
- 3.3.4. Guest OTP Verification Email Template : Through this you can change the email template used to notify the customer.
- 3.3.5. Cancel Order Email Template (Guest) : Through this you can change the email template used to notify the customer.
- 3.3.6. Notify BCC and CC:- Admin can add BCC Emails and CC Emails.

Notify Customer



Enable <small>[store view]</small>	Yes	<input type="checkbox"/>
Cancel Order Email Sender <small>[store view]</small>	General Contact	<input type="checkbox"/> Use system value
Cancel Order Email Template <small>[store view]</small>	Cancel Order (Default)	<input type="checkbox"/> Use system value
<small>Email template chosen based on theme fallback when "Default" option is selected.</small>		
Guest OTP Verification Email Template <small>[store view]</small>	Cancel Order Guest OTP (Default)	<input type="checkbox"/> Use system value
<small>Email template chosen based on theme fallback when "Default" option is selected.</small>		
Cancel Order Email Template (Guest) <small>[store view]</small>	Cancel Order Email For Guest (Default)	<input type="checkbox"/> Use system value
<small>Email template chosen based on theme fallback when "Default" option is selected.</small>		
BCC Emails <small>[store view]</small>	<input type="text"/>	
<small>Comma-separated.</small>		
CC Emails <small>[store view]</small>	<input type="text"/>	
<small>Comma-separated.</small>		

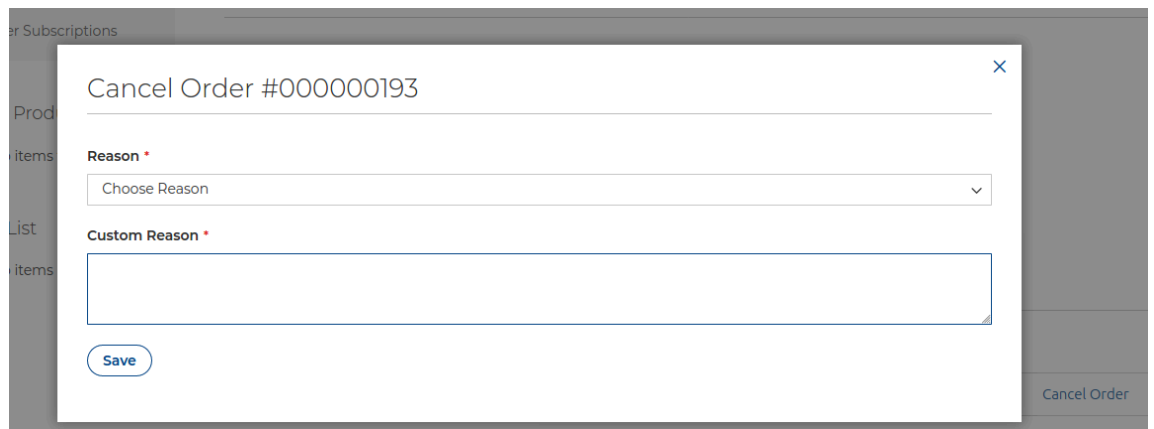
4. How does Frontend Cancel Order work for Logged In Customers?

- 4.1. Frontend Cancel Order for Magento 2 :- Customers need to login, then go to My Account (My Orders) and Order Details page (frontend) to cancel order in frontend.

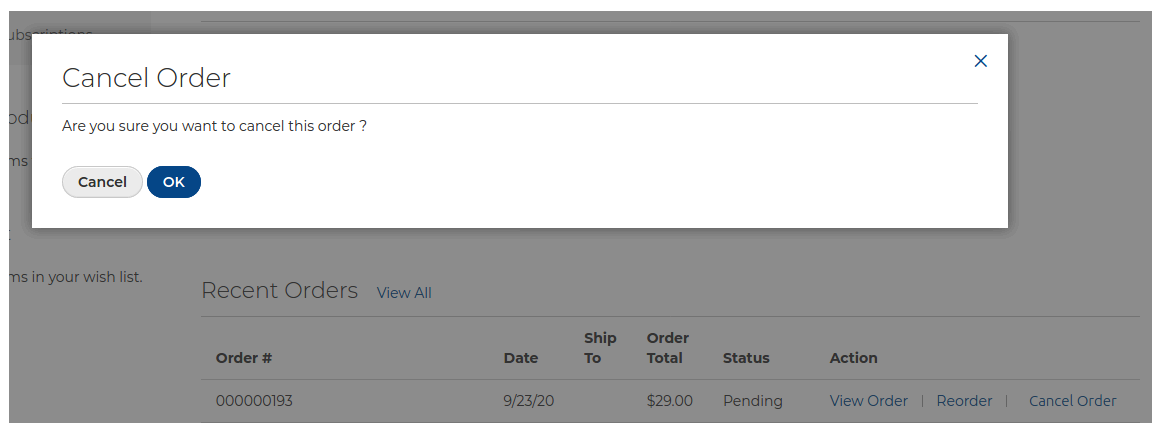
My Orders

Order #	Date	Ship To	Order Total	Status	Action
000000179	9/9/21	Abhimanyu Ojha	\$20.00	Canceled	View Order Reorder
000000178	9/9/21	Abhimanyu Ojha	\$20.00	Pending	View Order Reorder Cancel Order

- 4.2. Allow customers to select a reason from the dropdown and add a custom comment in a confirmation popup.



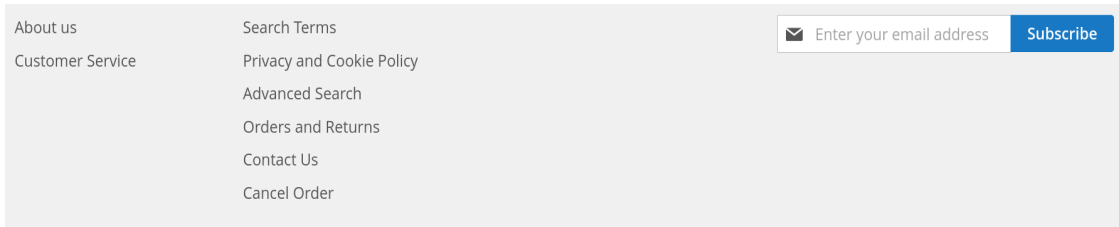
- 4.3. If the Stores > Configurations > WebbyTroops > Cancel Order > Pop Up > Enable setting from the backend is disabled. Cancel Order confirmation popup will appear.



Order #	Date	Ship To	Order Total	Status	Action
000000193	9/23/20		\$29.00	Pending	View Order Reorder Cancel Order

5. How does Frontend Cancel Order work for Guest Customers?

- 5.1. A guest user can see the link in the footer 'Cancel Order'. After clicking cancel order a new form will open for the user.



- 5.2. Enter email address and order id of guest user and submit the form an OTP will send to your email address.

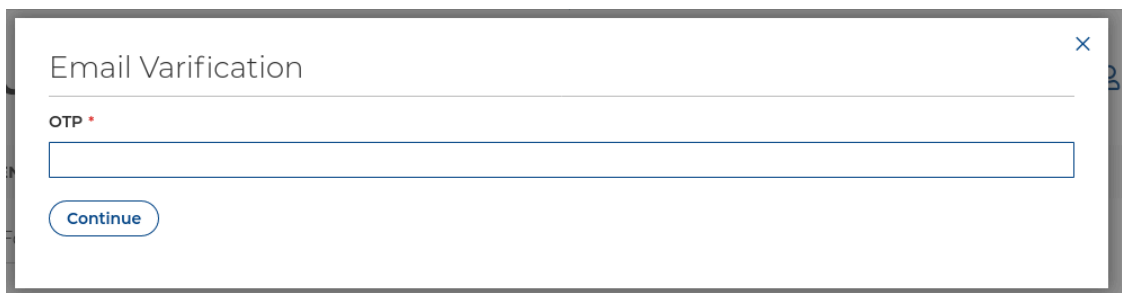
Cancel Order Form

Email *

Order Id *

[Submit](#)

- 5.3. Fill the **OTP** from your email to this popup form and click on the "continue" button.



The screenshot shows a popup form titled 'Email Varification' (note the typo) with a close button (X) in the top right corner. The form contains an 'OTP *' label and a text input field. Below the input field is a blue 'Continue' button.

- 5.4. After verifying OTP A form will open on the left side with the “**Cancel Order**” button and on the right side you can see your order details. Click on Cancel order to cancel your order.

Cancel Order Form

Email *

Order Id *

Order # WTS/2109/0102 PENDING

Order Date: September 01, 2021

Product Name	SKU	Price	Qty	Subtotal
Cancel Order	cancel-order	\$50.00	1	\$50.00
Advanced Custom Links	advanced-custom-links	\$39.00	1	\$39.00

Subtotal	\$89.00
Shipping & Handling	\$0.00
Discount	\$0.00
Grand Total	\$89.00

- 5.5. Click on Cancel order to cancel your order. You will see a new popup form for the cancellation reason. Allow customers to select a reason from the dropdown and add a custom comment in a confirmation popup.

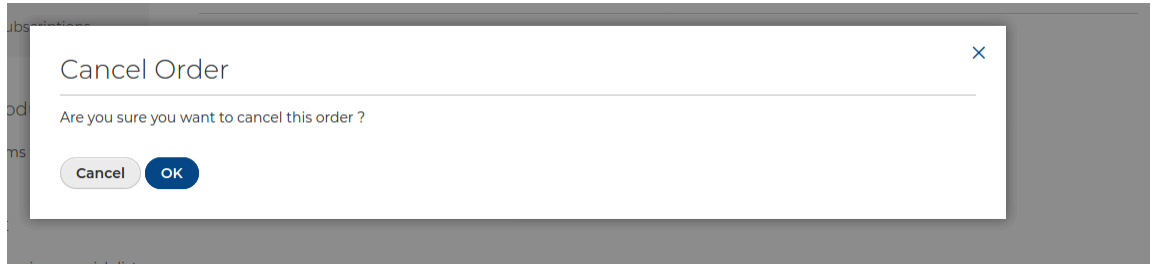
Cancel Order #000000193 ✕

Reason *

Choose Reason ▼

Custom Reason *

- 5.6. If the Stores > Configurations > WebbyTroops > Cancel Order > Pop Up > Enable setting from the backend is disabled. Cancel Order confirmation popup will appear.



6. How does config REST API work?

6.1. End Point : **/V1/orders/config**

Request : **{domain_name}/rest/V1/orders/config**

Method : **GET**

Response

```
{
  "enable": 1,
  "reason": [
    "Product is not required anymore",
    "Found a cheaper alternative",
    "Order placed by mistake",
    "Other"
  ]
}
```

6.2. **Note:-** Stores > Configurations > WebbyTroops > Cancel Order > Pop Up > Reason for Cancel Add reason it will display in this api.

7. How does REST API work for Logged In Customers?

7.1. To use this api you have to get customer token by using the following api

End Point : **/V1/integration/customer/token**

Method : **POST**

Request

```
{
  "username" : "EMAIL_ID",
  "password" : "xxxxx"
}
```

Response

```
zkkcsdjikx701mqrtd9848jd3dfan5t
```

End Point : **/V1/orders/cancel**

Method : **POST**

Authorization : **Bearer CUSTOMER_TOKEN**

Request

```
{
  "order_id" : 140,
  "reason" : "Order placed by mistake",
  "comment" : "I have placed this order by mistake"
}
```

Response

```
true
```

Note : reason and comment are optional.

8. How does REST API work for Guest Customers?

- 8.1. End Point : **/V1/orders/guest/sendotp**
Method : **POST**

Request

```
{
  "customer_email" : "youremail@yourdomain.com",
  "increment_id" : "000000180"
}
```

Response

```
{
  "id": 25,
  "order_id": "156",
  "otp_code": "726165",
  "created_at": "2021-09-13 11:20:03",
  "validated_at": null
}
```

- 8.2. End Point : **/V1/orders/guest/verifyotp**
Method : **POST**

Request

```
{
  "order_id" : 156,
  "otp_code" : 726165
}
```

Response

```
{
  "base_currency_code": "USD",
  "base_discount_amount": 0,
  "base_grand_total": 20,
  "items": [
    {
      "amount_refunded": 0,
      "base_amount_refunded": 0,
    }
  ],
  "billing_address": {
    "address_type": "billing",
    "city": "Bikaner"
  },
  .....
}
```

8.3. End Point : **/V1/orders/guest/cancel**

Method : **POST**

Request

```
{
  "order_id" : 156,
  "reason" : "Order placed by mistake",
  "comment" : "I have placed this order by mistake"
}
```

Response

```
true
```

Note : reason and comment are optional.

9. Benefits:

- 9.1. Allow both guests and logged in customers to cancel the order with valid reason & comments.
- 9.2. The admin and customers can see the reason and comment on the order details page.
- 9.3. The admin and customers get confirmation notified via email when an order is cancelled successfully.
- 9.4. Guest customers are verified by an OTP email before they cancel their order.
- 9.5. Easy order management from the admin panel.