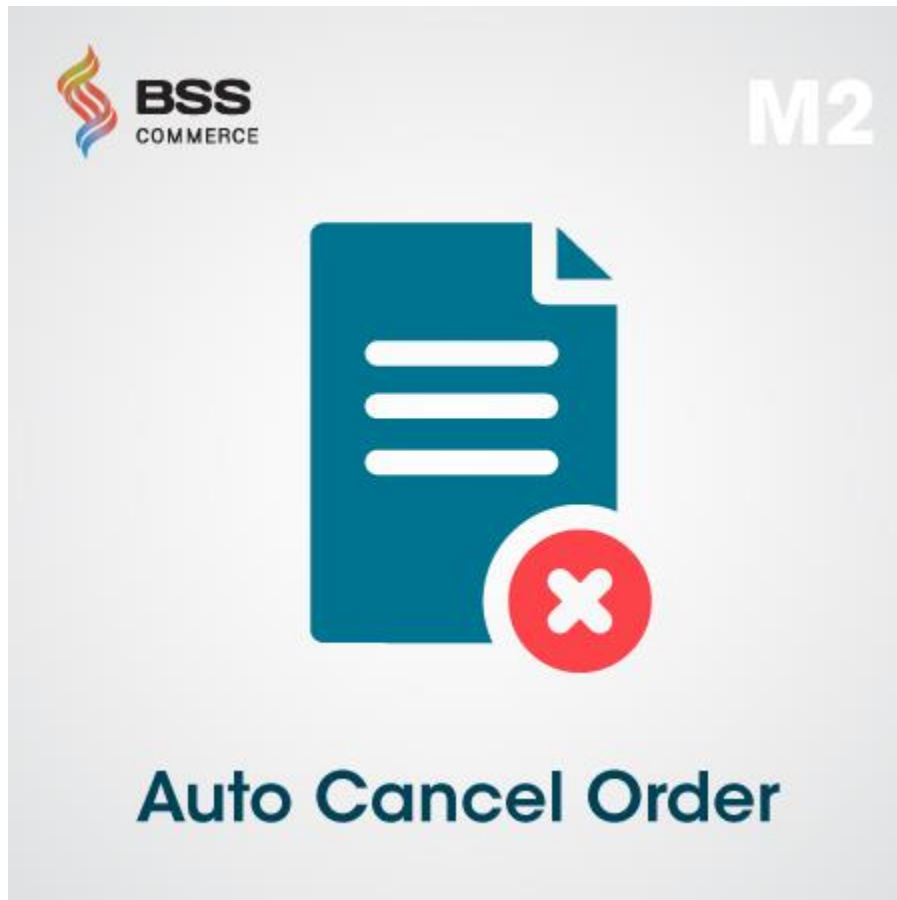


AUTO CANCEL ORDER

FOR MAGENTO 2

USER GUIDE



Contents

- 1. **Auto Cancel Order for Magento 2 Extension Overview..... 3**
- 2. **How Does Auto Cancel Order for Magento 2 Extension Work? 3**
 - 2.1. General Configuration of Magento 2 Auto Cancel Order Extension 3
 - 2.2. Canceled Orders in Order Grid 5
 - 2.3. Canceled Order History in Cancel Log Report..... 5
- 3. **Contact Us 7**

1. Auto Cancel Order for Magento 2 Extension Overview

[Auto Cancel Order for Magento 2 extension](#) cancels pending and pending payment orders automatically after an amount of time set by admin. This extension also allows admin to configure different cancelation time for specific payment methods.

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

2.1. General Configuration of Magento 2 Auto Cancel Order Extension

Go to **Stores** → **Configuration** → **BSSCommerce** → **Auto Cancel Order**.

The screenshot displays the configuration interface for the 'Auto Cancel Order' extension. It features three primary configuration fields:

- Enable:** A dropdown menu set to 'Yes' with a small downward arrow icon on the right. The label '[global]' is positioned below the field.
- Consider Cancellation after:** A text input field containing the date '25-05-2017'. A help icon (question mark) is located to the right of the field. Below the field, the text 'Date format (DD/MM/YYYY)' is displayed. The label '[store view]' is positioned below the field.
- Order Status Option:** A multi-select list box with a light gray background. It contains two items: 'Pending' and 'Pending Payment'. The label '[store view]' is positioned below the field.

Below the list box, the text 'Choose the order statuses of orders for cancellation.' is displayed.

In **Enable**, choose Yes to enable or No to disable the extension.

In **Consider Cancellation after**, pick the day to start applying auto cancel order.

In **Order Status Option**, choose the order status to apply automatic cancelation (Pending, Pending Payment).

Payment Method Group [store view]

Payment Group	Duration	Unit	Action
Check / Money order	0.25	Hour	
Cash On Delivery	0.25	Hour	
Purchase Order	0.25	Hour	
Bank Transfer Payment	0.25	Hour	
<input type="button" value="Add"/>			

Choose the number of hours for cancellation.



Apply Now [website]

Show Log [website]

In **Payment Method Group**, specify cancellation time for each payment method.

- **Payment Group:** Choose the payment method to set up auto cancel order.
- **Duration:** Enter the time period of cancelation.
- **Unit:** Choose hour or day.
- **Action:** Delete the payment method rule.

*Note: Click the Add button to add more payment method rule as wish.

In **Apply Now**, click Apply Now button to apply auto cancel order without waiting for cron job. Because the cancelation work depends on the cron schedule of your site, so if you want the auto cancel order to be in effect immediately, use Apply Now button.

In **Show Log**, click Show Log button to see history of all canceled order.

2.2. Canceled Orders in Order Grid

Sales → Orders.

Orders 🔍 2 👤 admin ▾

Create New Order

🔍

Actions ▾
43 records found
Filters
👁 Default View ▾
⚙ Columns ▾
📄 Export ▾

20 ▾ per page
< 1 of 3 >

▾	ID ↑	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Payment Method	Action
<input type="checkbox"/>	000000043	Main Website Main Website Store Default Store View	Jun 09, 2017, 17:06:00 PM	test test	test test	\$60.00	\$60.00	Canceled	Bank Transfer Payment	View
<input type="checkbox"/>	000000042	Main Website Main Website Store Default Store View	Jun 09, 2017, 15:06:00 PM	test test	test test	\$59.00	\$59.00	Canceled	Cash On Delivery	View
<input type="checkbox"/>	000000041	Main Website Main Website Store Default Store View	May 26, 2017, 9:05:00 AM	Veronica Costello	Veronica Costello	\$53.71	\$53.71	Canceled	PayPal (Braintree)	View


Go to **Order Grid** to keep track of order and order status. Order in pending/pending payment status will be automatically changed to canceled status after a specified time period set in Payment Method Group in 2.1.

*Note: Product of canceled order will be re-stock.


2.3. Canceled Order History in Cancel Log Report

Reports → BSS Auto Cancel Order → Cancel Log.


Cancelled Orders History

  auto-cancel-order ▾



 Filters

 Default View ▾

 Columns ▾

 Export ▾

Actions ▾ 15 records found

20 ▾ per page



1 of 1



<input type="checkbox"/>	Content	Created At
<input type="checkbox"/>	Order #000000023 was successfully cancelled!	May 15, 2017 4:42:16 PM
<input type="checkbox"/>	Order #000000025 was successfully cancelled!	May 24, 2017 10:30:39 AM
<input type="checkbox"/>	Order #000000028 was successfully cancelled!	May 24, 2017 10:30:40 AM
<input type="checkbox"/>	Order #000000029 was successfully cancelled!	May 24, 2017 10:30:40 AM
<input type="checkbox"/>	Order #000000030 was successfully cancelled!	May 24, 2017 11:48:05 AM
<input type="checkbox"/>	Order #000000032 was successfully cancelled!	May 24, 2017 1:08:07 PM
<input type="checkbox"/>	Order #000000031 was successfully cancelled!	May 24, 2017 2:08:06 PM
<input type="checkbox"/>	Order #000000033 was successfully cancelled!	May 24, 2017 5:00:10 PM
<input type="checkbox"/>	Order #000000034 was successfully cancelled!	May 24, 2017 5:31:06 PM

Cancelled Orders History displays the history of action log of all orders canceled by the extension. When clicking the Show Log button in 2.1, this report will be shown.

3. Contact Us



Free 1-year
Support



Free Lifetime
Update



Free
Installation

Any questions or concern about us, feel free contact:

Website: <http://bsscommerce.com>.

Support: support@bsscommerce.com.

Skype: support.bsscommerce

BSS Support team is always ready to aid you with any issue related to our products. Additionally, we also give you Website development and Administration Support.

We do offer:

1. Free installation services for commercial products.
2. Free updates within offered support period.

Our duties:

1. Responsibility for resolving product bugs.
2. Help with technical queries.
3. Technical support in installation and product usage.