

1. Overview

Auto Cancel Order for Magento 2 extension is to cancel all pending orders automatically after an amount of time set by the admin. Moreover, the admin can also configure different cancelation time for specific payment methods as wanted.

2. How Does It Work?

2.1 General configurations

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

The screenshot shows the Magento 2 configuration interface for the 'Auto Cancel Order' extension. The page title is 'Configuration' with a 'Save Config' button in the top right. The left sidebar shows the navigation menu with 'BSS COMMERCE' expanded and 'Auto Cancel Order' selected. The main content area is titled 'Auto Cancel Order Config Setting'. It contains three configuration fields: 1. 'Enabled' (global) is a dropdown menu set to 'Yes', with a version number 'Version 1.0.3' below it. 2. 'Consider Cancellation after' (store view) is a date input field containing '25-05-2017', with a help icon and the text 'Date format (DD/MM/YYYY)' below it. 3. 'Order Status Option' (store view) is a multi-select dropdown menu with 'Pending' and 'Pending Payment' selected. Below this field is the instruction 'Choose the order statuses of orders for cancellation.'

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

In **Consider Cancellation after**, pick the day to start the Auto-cancel-order function.

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

Payment Method Group
[store view]

Payment Group	Duration	PaymentUnit	Action
<input type="text" value="Check / Money order"/>	<input type="text" value="0.25"/>	<input type="text" value="Hou"/> <input type="button" value="v"/>	<input type="button" value="trash"/>
<input type="text" value="Cash On Delivery"/>	<input type="text" value="1"/>	<input type="text" value="Day"/> <input type="button" value="v"/>	<input type="button" value="trash"/>
<input type="text" value="Purchase Order"/>	<input type="text" value="0.5"/>	<input type="text" value="Hou"/> <input type="button" value="v"/>	<input type="button" value="trash"/>
<input type="text" value="Bank Transfer Payment"/>	<input type="text" value="7"/>	<input type="text" value="Day"/> <input type="button" value="v"/>	<input type="button" value="trash"/>
<input type="button" value="Add"/>			

Choose the number of hours for cancelation.



Apply Now
[website]

Show Log
[website]

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

- **Payment Group:** Choose the payment method. You can select All payment methods and apply the only one cancellation time.
- **Duration:** Enter the period of cancelation.
- **Unit:** Choose hour or day.
- **Action:** Delete the payment method rule.

*Note: Click the **Add** button to add more payment method rules as wished.

In **Apply Now**, click the button to apply the auto-cancel-order function without waiting for the cron job.

Please note that the rules above work based on the cron schedule of your site. Hence, if you want the automatic order cancelation to be in effect immediately, then use **Apply Now** button.

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

Cancelled Orders History

21 auto-cancel-order ▾

Search [Reset Filter](#)

Actions ▾ 16 records found 20 ▾ per page < 1 of 1 >

▾	ID ↑	Content	Created At
Any ▾	<input type="text"/>	<input type="text"/>	From <input type="text"/> To <input type="text"/>
<input type="checkbox"/>	18	Order #000000044 was successfully canceled!	Dec 19, 2018
<input type="checkbox"/>	17	Order #000000043 was successfully canceled!	Jun 9, 2017
<input type="checkbox"/>	16	Order #000000042 was successfully canceled!	Jun 9, 2017
<input type="checkbox"/>	15	Order #000000040 was successfully canceled!	May 26, 2017

*Note: You can also access this grid by following **Reports ⇒ BSS Auto Cancel Order ⇒ Cancel Log**.

2.2 Cancelled orders in Orders grid

Please go to **Sales ⇒ Orders**.

Orders 2 admin ▾

[Create New Order](#)

Search by keyword

▾ Filters Default View ▾ Columns ▾ Export ▾

Actions ▾ 43 records found 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

In the **Order Grid**, the admin can keep track of order and order status. Order in pending/pending payment status will be automatically changed to “*Cancelled*” after a specified period set in Payment Method Group (refer to 2.1 section.)

*Note: Products under canceled orders will return to stock.