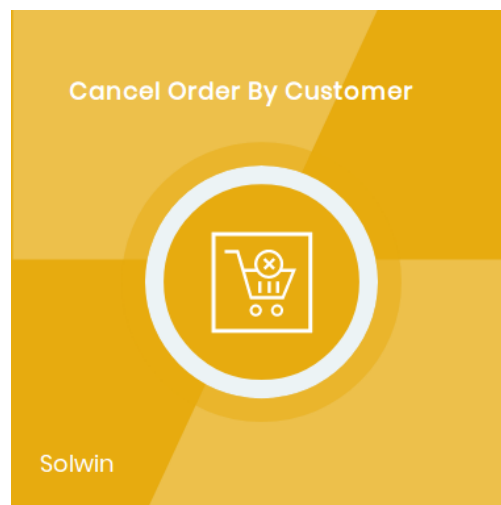


Cancel Order By Customer



Installation/User Guide

Installation Process:

Note: Please take a backup of your all Magento files and database before installing or updating any extension.

Extension Installation:

- Download the Cancel Order By Customer extension .ZIP file from the Magento account.
- Log in to the Magento server (or switch to) as a user, who has permission to write to the Magento file system.
- Create folder structure **/app/code/Solwin/CancelOrder/** to your site root directory
- Extract the contents of the .ZIP file to the folder you just created
- Navigate to your store root folder in the SSH console of your server:
- Run upgrade command as specified : **php bin/magento setup:upgrade**
- Run deploy command as specified : **php bin/magento setup:static-content:deploy -f**
- Clear the cache either from the admin panel or command line **php bin/magento cache:clean**
- Now, you can see the Solwin menu in the admin panel. Please go to **Solwin -> Cancel Order by Customer -> Configuration** and select **Enable** to Yes.
- Change/Set all other options as per your requirements and save settings.

Overview:

Cancel Order By Customer extension is used to cancel the order from my account dashboard & my order page (frontend) by the register customers and guest customers can also cancel the order without the registration. This Magento 2 extension adds the Cancel Order link in my account dashboard & my order page of the registered customer and guest customers cancel their order to help with "Order and Returns" link in front end footer, the guest customer easily cancel the order to fill "Order and Returns" form, after successfully filled the form, guest customer see the "Cancel Order" link.

By clicking this link customers can cancel their order. Send the update mail to admin that the order had been canceled. Store owners can select multiple order status from the backend to cancel the order. Store owners can set custom mail templates from the admin side for cancel order notification mail. Customers can also add a comment when cancel order. Store owner can also change cancel order form header text and cancel order note from admin.

Key Features:

- Provides a fully customizable interface of the extension from the backend that is easily manageable.
- Ability to enable/disable extension from backend.
- Admin can select multiple order status for cancel order
- Customers can cancel orders from the front side under my account section.
- Guest customers can also cancel the order without the registration.
- Send the update mail to admin that the order had been canceled.
- Customers can send comments when cancel order.
- Admin view comment in the customer order detail page.

Admin control panel:

In the Configuration tab, this extension allows store owners to enable or disable the module in the store and provide more configuration options. Go to **Solwin >> Cancel Order >> Configuration**.

General Settings:

General Settings



Enable <small>[store view]</small>	<input type="text" value="Yes"/>	▼
Set yes to enable extension on frontend.		
Cancel Order Button Text <small>[store view]</small>	<input type="text" value="Cancel Order"/>	
Set cancel order button text.		
Display Comment Popup Form On Cancel Order Link <small>[store view]</small>	<input type="text" value="Yes"/>	▼
Set yes to display comment popup form when the user click on the cancel order link.		
Comment Popup Form Header Text <small>[store view]</small>	<input type="text" value="Cancel Order"/>	
Set comment popup form header text.		
Note <small>[store view]</small>	<input type="text" value="In such cases, the order will be cancelled and the"/>	
A note which will display after the comment input field.		

- **Enable:** Yes | No.
- **Cancel Order Button Text:** Enter cancel order button text.
- **Display Comment Popup Form On Cancel Order Link:** Yes | No.
- **Comment Popup Form Header Text:** Enter header text for a cancel order form.
- **Note:** Set note for cancel order form.

Email Settings:

Email Setup Options



Emails To
[store view]

When user cancel order the email send to above email.

Email Sender
[store view] ▼

Email Template
[store view] ▼

Email Template For Customer
[store view] ▼

- **Email To:** Set email address to receive cancels order email.
- **Email Sender:** Select email sender.
- **Email Template:** Select an email template for the cancel order.
- **Email Template For Customer:** Select an email template for the customer.

Customer View:

In the front end, on My Dashboard page, register customers can see the recent orders with cancel order links, from there customer can cancel their orders.

MY ACCOUNT

- My Account**
- My Orders
- My Downloadable Products
- My Wish List
- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements
- My Product Reviews
- Newsletter Subscriptions

ACCOUNT INFORMATION

CONTACT INFORMATION

David Miller
miller@mail.com
[Edit](#) | [Change Password](#)

NEWSLETTERS

You aren't subscribed to our newsletter.
[Edit](#)

ADDRESS BOOK [Manage Addresses](#)

DEFAULT BILLING ADDRESS

You have not set a default billing address.
[Edit Address](#)

DEFAULT SHIPPING ADDRESS

David Miller
solwin
Royal trade center
Royal trade center, Chhattisgarh, 123456
India
T: 1234567890
[Edit Address](#)

COMPARE PRODUCTS

You have no items to compare.

MY WISH LIST

You have no items in your wish list.



RECENT ORDERS [View All](#)

Order #	Date	Ship To	Order Total	Status	Action
3000000017	8/29/19	David Miller	\$1,010.00	Pending	View Reorder Cancel Order
3000000014	7/2/19	David Miller	\$1,010.00	Canceled	View Reorder
3000000010	2/7/19		\$500.00	Canceled	View Reorder
3000000009	2/7/19	David Miller	\$565.00	Canceled	View Reorder
3000000008	2/7/19	David Miller	\$505.00	Canceled	View Reorder

In the front end, on My Orders tab, register customers can see the recent orders with cancel order links.

MY ORDERS

- My Account
- My Orders**
- My Downloadable Products
- My Wish List
- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements
- My Product Reviews
- Newsletter Subscriptions

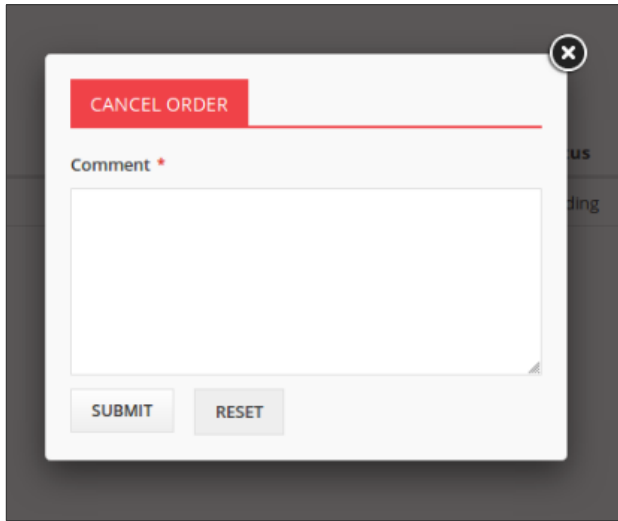
Order #	Date	Ship To	Order Total	Status	Action
3000000017	8/29/19	David Miller	\$1,010.00	Pending	View Reorder Cancel Order
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3000000010	2/7/19		\$500.00	Canceled	View Reorder
3000000009	2/7/19	David Miller	\$565.00	Canceled	View Reorder
3000000008	2/7/19	David Miller	\$505.00	Canceled	View Reorder

5 Item(s)

When registered customers click on the 'Cancel Order' link, it will open comment popup, from there customers can enter comment/reason for the cancel order. After cancel order, an admin will be notified by email, and order status will be changed to Canceled.

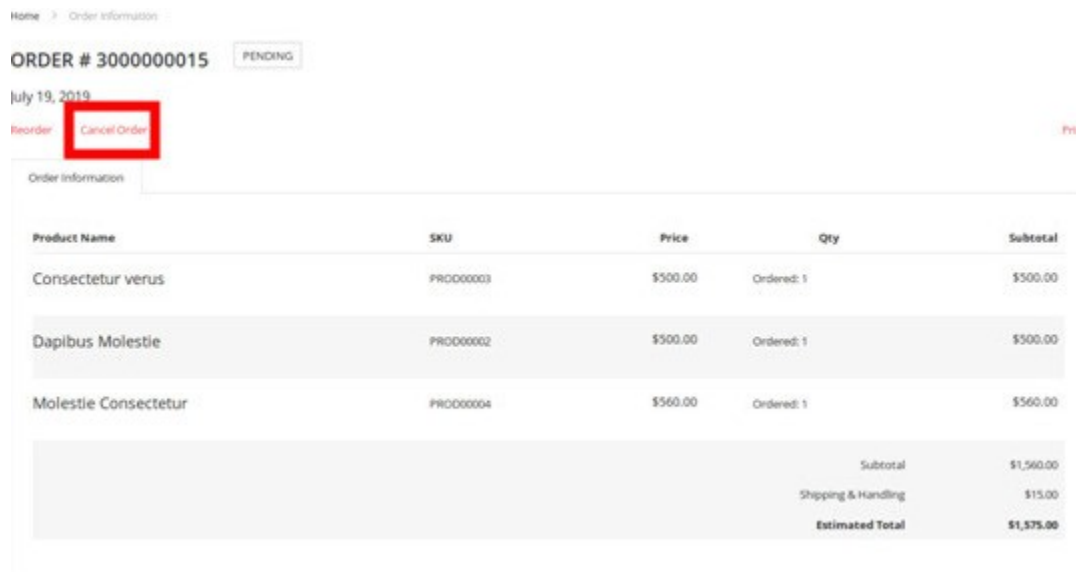
Cancel Order by Customer

Live Demo



A modal window titled "CANCEL ORDER" with a close button (X) in the top right corner. Below the title is a "Comment *" text area with a red asterisk. At the bottom of the modal are two buttons: "SUBMIT" and "RESET".

Here, the cancel order link displays in order details page.



Home > Order Information

ORDER # 3000000015 PENDING

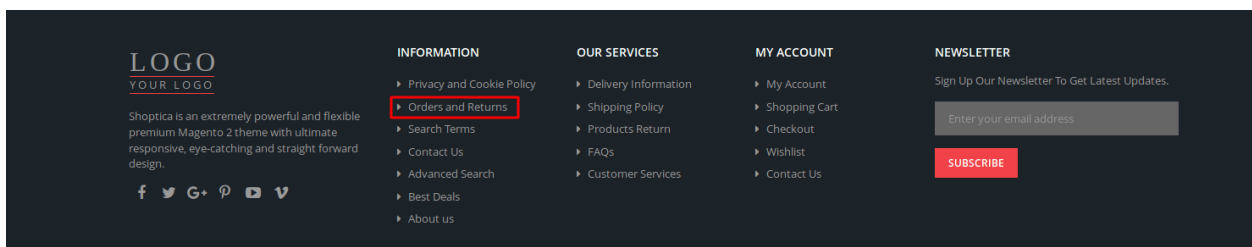
July 19, 2019

Reorder [Cancel Order](#) Print

Order information

Product Name	SKU	Price	Qty	Subtotal
Consectetur verus	PRO000003	\$500.00	Ordered: 1	\$500.00
Dapibus Molestie	PRO000002	\$500.00	Ordered: 1	\$500.00
Molestie Consectetur	PRO000004	\$560.00	Ordered: 1	\$560.00
Subtotal				\$1,560.00
Shipping & Handling				\$15.00
Estimated Total				\$1,575.00

The guest customers click on "Orders and Returns" from the footer.



LOGO
YOUR LOGO

Shoptica is an extremely powerful and flexible premium Magento 2 theme with ultimate responsive, eye-catching and straight forward design.

f t G+ P y v

INFORMATION

- ▶ Privacy and Cookie Policy
- ▶ **Orders and Returns**
- ▶ Search Terms
- ▶ Contact Us
- ▶ Advanced Search
- ▶ Best Deals
- ▶ About us

OUR SERVICES

- ▶ Delivery Information
- ▶ Shipping Policy
- ▶ Products Return
- ▶ FAQs
- ▶ Customer Services

MY ACCOUNT

- ▶ My Account
- ▶ Shopping Cart
- ▶ Checkout
- ▶ Wishlist
- ▶ Contact Us

NEWSLETTER

Sign Up Our Newsletter To Get Latest Updates.

Enter your email address

SUBSCRIBE

The guest customer can find his/her order by filling this form.

Home > Order Information

ORDERS AND RETURNS

Order Information

Order ID *

Billing Last Name *

Find Order By *

Email *

CONTINUE

Here, the cancel order link will display in the pending order. When guest customers click on the 'Cancel Order' link, it will open comment popup, from there customers can enter comment/reason for the cancel order.

ORDER # 3000000018

PENDING

August 29, 2019

Reorder

Cancel Order

Print

Order Information

Product Name	SKU	Price	Qty	Subtotal
Dapibus Molestie	PROD00002	\$500.00	Ordered: 1	\$500.00
Subtotal				\$500.00
Shipping & Handling				\$5.00
Estimated Total				\$505.00

Documentation:

[Online Documentation](#)

Support:

Do not hesitate to reach us in any case regarding this extension. Our team is ready to help you.

Visit our support portal and create ticket.

support.solwininfotech.com