

AUTO CANCEL ORDER

USER GUIDE

Version 1.0.0

Welcome to Auto Cancel Order Extension for Magento 2 developed by Sparsh.

This extension allows store owners to auto cancel orders of the specified order statuses and payment methods after a specific period of time, which helps in order management.

KEY FEATURES:

- ❖ Enable/Disable from the backend
- ❖ Save the time and effort of manual canceling order
- ❖ Automatically cancel the order after a defined date
- ❖ Automatically cancel the order with the following statuses:
 - Pending Payment
 - Pending
 - Payment Review
 - Suspected Fraud
- ❖ Specify the payment method, duration, and unit of which to auto-cancel the orders.
- ❖ Email notification to the admin and customers when an order is canceled.
- ❖ Select the admin email to which order cancel notification will be sent.
- ❖ Choose the email template for both admin and customer email notification.
- ❖ Easy order management

1. CONFIGURE AUTO CANCEL ORDER EXTENSION

In order to use this extension, you first need to enable it from backend.

Go to Magento 2 Admin > Login > Stores > Configuration > Sparsh Extensions > Auto Cancel Order.

Expand the **Configuration** section, and do the following:

- **Enable Auto Cancel Order:** Select “Yes” to enable this extension.

- **Cancellation Start From:** Specify start date from where auto canceling an order is in effect.
- **Apply On Order Statuses:** Select order statuses to apply for auto-cancel orders.
- **Apply on Payment Methods:** Select payment methods and hours/days for the cancellation to apply for auto-cancel orders.

Configuration ⌵

Enable Auto Cancel Order [global] Yes ⌵

Cancellation Start From [global] 2020-05-21 📅

Date Format (YYYY-MM-DD).

Apply On Order Statuses [global]

Pending Payment

Pending

Payment Review

Suspected Fraud

Select order statuses to apply for auto-cancel orders.

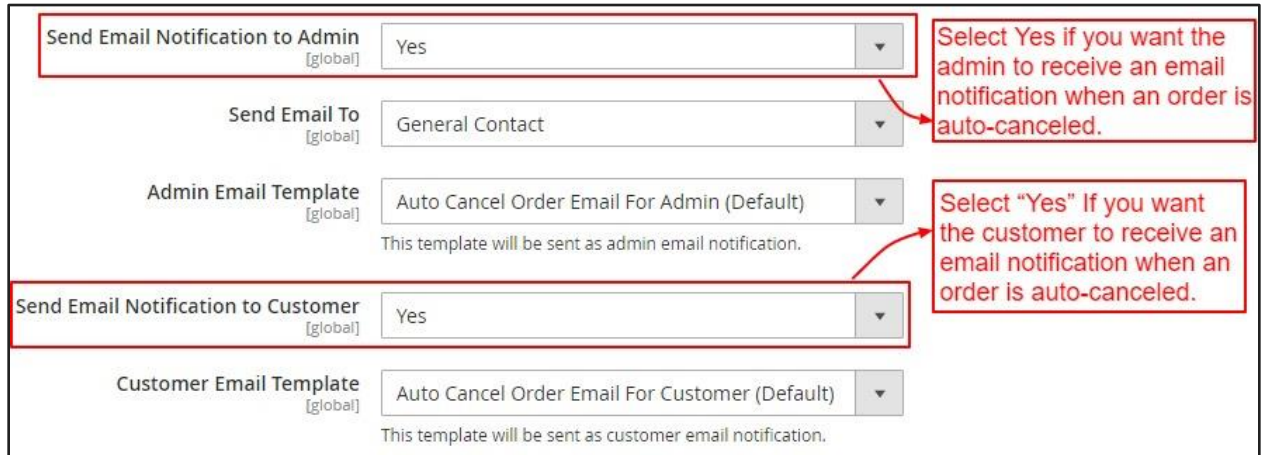
Apply on Payment Methods [global]

Payment Method	Duration	Unit	Action
Check ⌵	3	Day ⌵	🗑️
PayPa ⌵	15	Hou ⌵	🗑️
Add			

Select the number of hours for cancellation.

- **Send Email Notification to Admin:** Select “Yes” If you want the admin to receive an email notification when an order is auto-canceled.
- **Send Email To:** Choose on which email, Admin will receive an email notification when an order is auto-canceled.
- **Admin Email Template:** Choose an email template for the admin email notification when an order is auto-canceled.
- **Send Email Notification to Customer:** Select “Yes” If you want the customer to receive an email notification when an order is auto-canceled.

- **Customer Email Template:** Choose an email template for the customer email notification when an order is auto-canceled.



The screenshot shows a configuration interface with the following fields:

- Send Email Notification to Admin [global]:** Set to "Yes". A red callout box points to this field with the text: "Select Yes if you want the admin to receive an email notification when an order is auto-canceled."
- Send Email To [global]:** Set to "General Contact".
- Admin Email Template [global]:** Set to "Auto Cancel Order Email For Admin (Default)". Below the dropdown, it says "This template will be sent as admin email notification." A red callout box points to this field with the text: "Select 'Yes' if you want the customer to receive an email notification when an order is auto-canceled."
- Send Email Notification to Customer [global]:** Set to "Yes".
- Customer Email Template [global]:** Set to "Auto Cancel Order Email For Customer (Default)". Below the dropdown, it says "This template will be sent as customer email notification."

Clear cache from System > Tools > Cache Management if required.

2. BASIC CONFIGURATION

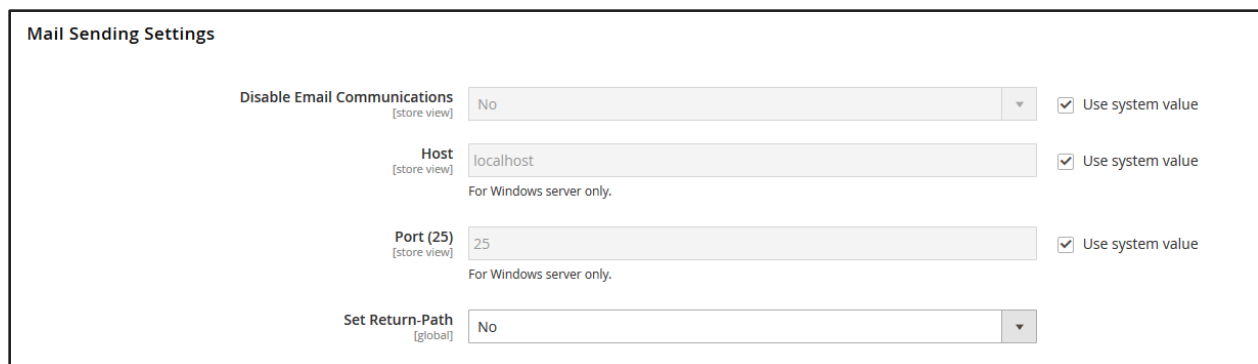
To make this extension work 100%, below basic configuration needs to be done first.

2.1. ENABLE EMAIL CONFIGURATION

Go to Magento 2 Admin > Login > Stores > Configuration > Advanced > System > Mail Sending Settings

You can also install any third-party extension for SMTP email.

You can find more details on https://docs.magento.com/m2/ce/user_guide/system/email-communications.html



The screenshot shows the "Mail Sending Settings" configuration page with the following fields:

- Disable Email Communications [store view]:** Set to "No". A checkbox "Use system value" is checked.
- Host [store view]:** Set to "localhost". A checkbox "Use system value" is checked. Below the field, it says "For Windows server only."
- Port (25) [store view]:** Set to "25". A checkbox "Use system value" is checked. Below the field, it says "For Windows server only."
- Set Return-Path [global]:** Set to "No".

2.2. SET FROM EMAIL ADDRESS

Go to Magento 2 Admin > Login > Stores > Configuration > General > Store Email Addresses > Sales Representative

By default, sales representative name and email are used as from name and email address.

Sales Representative

Sender Name [store view] Use system value

Sender Email [store view] Use system value

2.3. SET UP CRON JOB

Below cronjob needs to be set up properly as part of the Magento setup.

bin/magento cron:run --group default

You can find more details on <https://devdocs.magento.com/guides/v2.3/config-guide/cli/config-cli-subcommands-cron.html>

3. AUTO CANCELING ORDER - CRON

Both the admin and/or customer will receive an email notification once an order is auto-canceled by Cron based on defined cancelation date, order statuses, and payment methods configured in the backend.

3.1 BEFORE AUTO-CANCELATION

Orders admin

[Create New Order](#)

Search by keyword

Filters Default View Columns Export

Actions 30 records found 20 per page 1 of 2

ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
000000057	Main Website Main Website Store Default Store View	May 12, 2020 9:30:24 AM	Veronica Costello	Veronica Costello	\$133.36	\$133.36	Pending	View	
000000056	Main Website Main Website Store Default Store View	May 12, 2020 9:30:23 AM	Veronica Costello	Veronica Costello	\$259.80	\$259.80	Pending	View	

3.2 AFTER AUTO-CANCELATION

Orders Q 🔔 👤 admin

[Create New Order](#)


Search by keyword

Filters Default View Columns Export

Actions 30 records found 20 per page 1 of 2

ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Signifyd Guarantee Decision
<input type="checkbox"/> 000000057	Main Website Main Website Store Default Store View	May 12, 2020 9:30:24 AM	Veronica Costello	Veronica Costello	\$133.36	\$133.36	Canceled	View	
<input type="checkbox"/> 000000056	Main Website Main Website Store Default Store View	May 12, 2020 9:30:23 AM	Veronica Costello	Veronica Costello	\$259.80	\$259.80	Canceled	View	


3.3 ADMIN EMAIL NOTIFICATION



Hello Admin,

Order **#000000057** of customer **Veronica Costello** is auto **canceled** by system.

3.4 CUSTOMER EMAIL NOTIFICATION



Hello Veronica Costello,

Your order **#000000057** is **canceled** .

If you have questions about your order, you can email us at support@example.com.