

Auto Cancel Order V5.0.0

Introduction

The Auto Cancel Order using this module the store-owners can perform automated order cancellation for orders placed. With specific order statuses like pending and processing only by setting up a required order duration(set up cron).

Moreover, the admin and the customer both will receive an auto-generated copy of the order cancellation email.

Firstly, the module is very helpful in saving the time of the store-owners by excluding them to manually cancel each and every order.

At instances involving any technical glitches like web store crash or an uncertain error in the payment gateway. Secondly, at the same time providing instant feedback to the customers via email for those order cancellations.

Features

- Enable/Disable from the back-end.

- Saves the time and effort of manually cancelling orders.

- The Admin can set the order duration time in minutes to get all the last orders placed in this interval auto cancelled.

- The Admin can choose order status Pending and Processing or either one of it for cancellation.

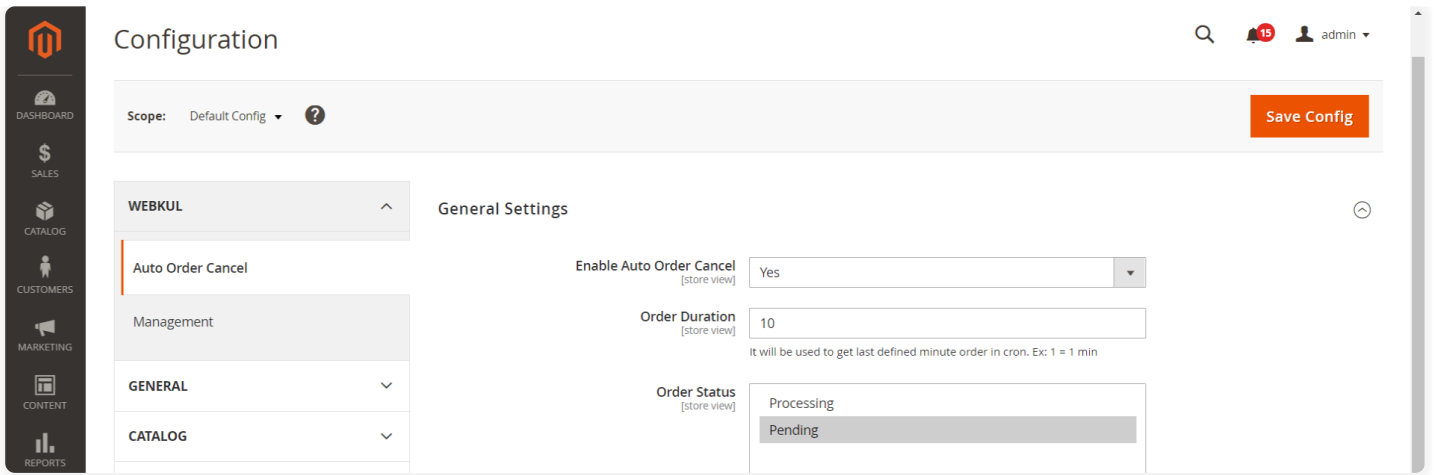
- The Cron Automatically cancels the order based on selected order status.

- Choose the email template for both the admin and customers email notification.

- Admin and customer will receive instant order cancelled notification via email.

General Settings

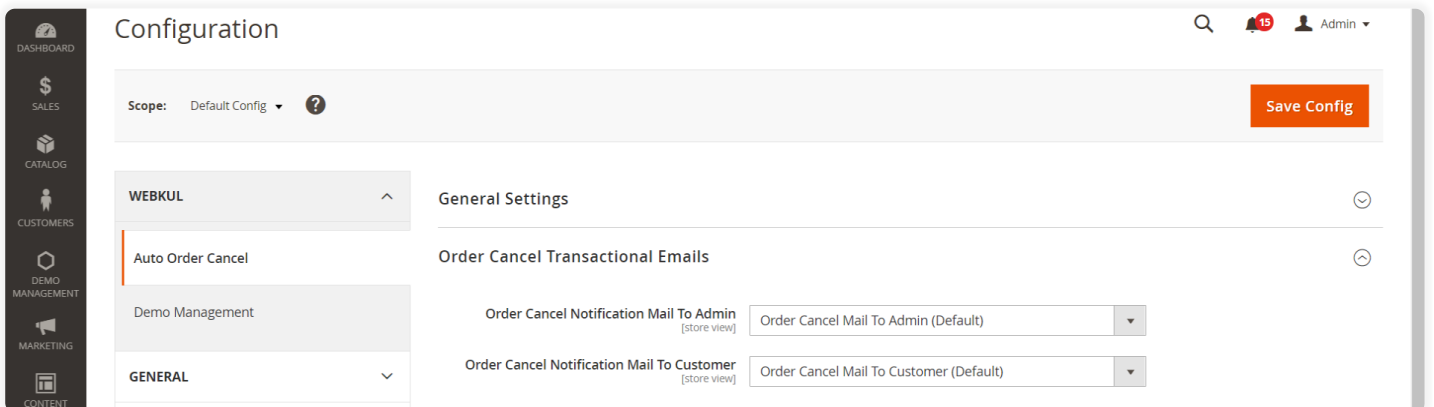
Now, the admin will first navigate to **Stores > Configuration > Auto Order Cancel**.



Enable Auto Order Cancel: The admin can enable or disable the auto-cancel order from here.

The Order Duration: Enter the order duration in minutes in this field, which acts a time-frame i.e at the time of saving the changes to the time of set-up last-minute orders in cron all the orders will be cancelled.

The Order Status: Using this the admin can choose the order statuses type from the multi-select for which the orders will be auto cancelled.

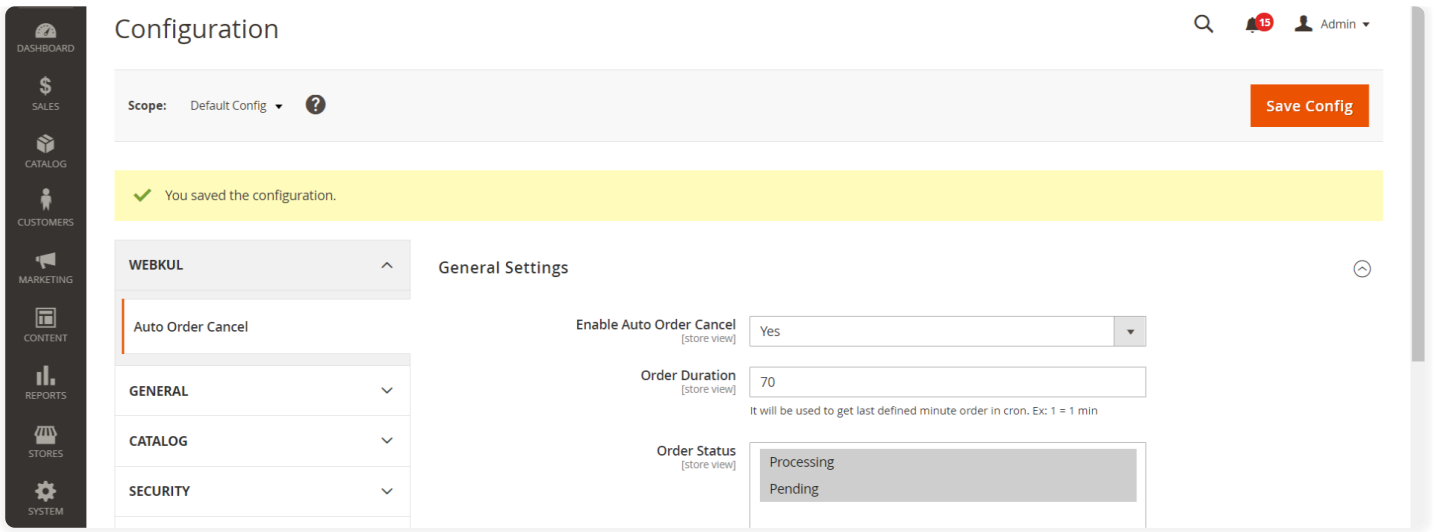


Order Cancel Transactional Emails

The Order Cancel Notification Mail To Admin: The admin is auto-notified for their order cancellations via email notification using this field.

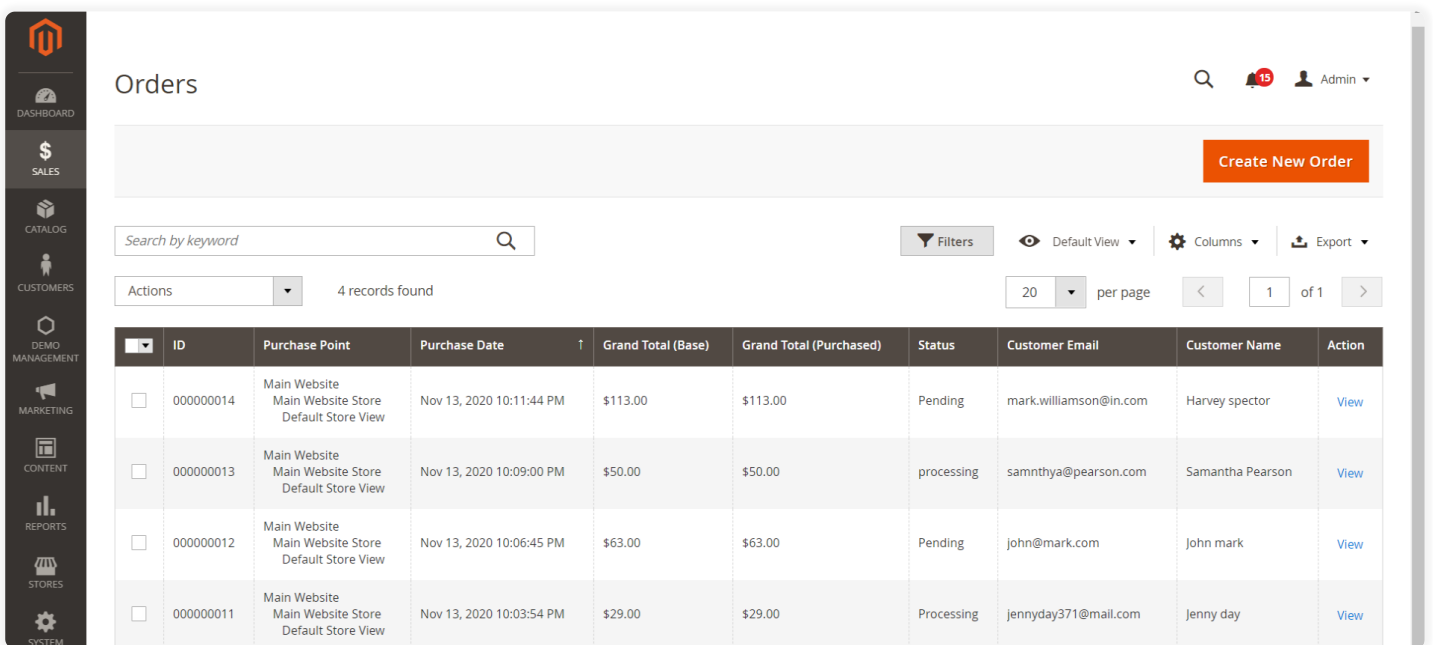
The Order Cancel Notification Mail to Customer: The customers are auto-notified for their order cancellations via email notification using this field.

After saving the changes by clicking on the **Save Config** button the admin is notified as shown below.



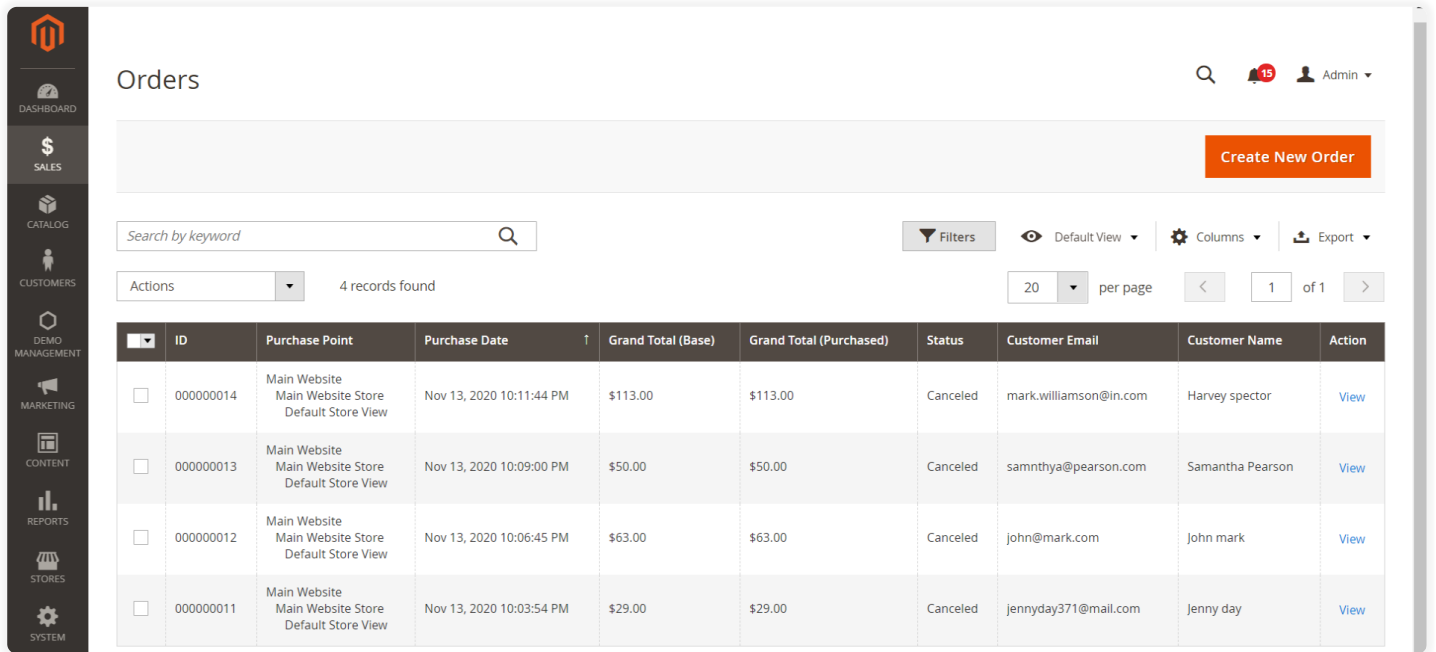
Firstly, let's suppose because of an unfortunate event like a technical glitch, crashing of the store's web page or an error with the payment gateway all the orders placed during this interval get stuck and now the admin has to manually cancel each and every order.

Now, the admin can navigate to the **Sales>Orders** and check all the orders in the list as shown below.



Rather with the help of this module, the admin can set up the cron for last minutes order and save the changes.

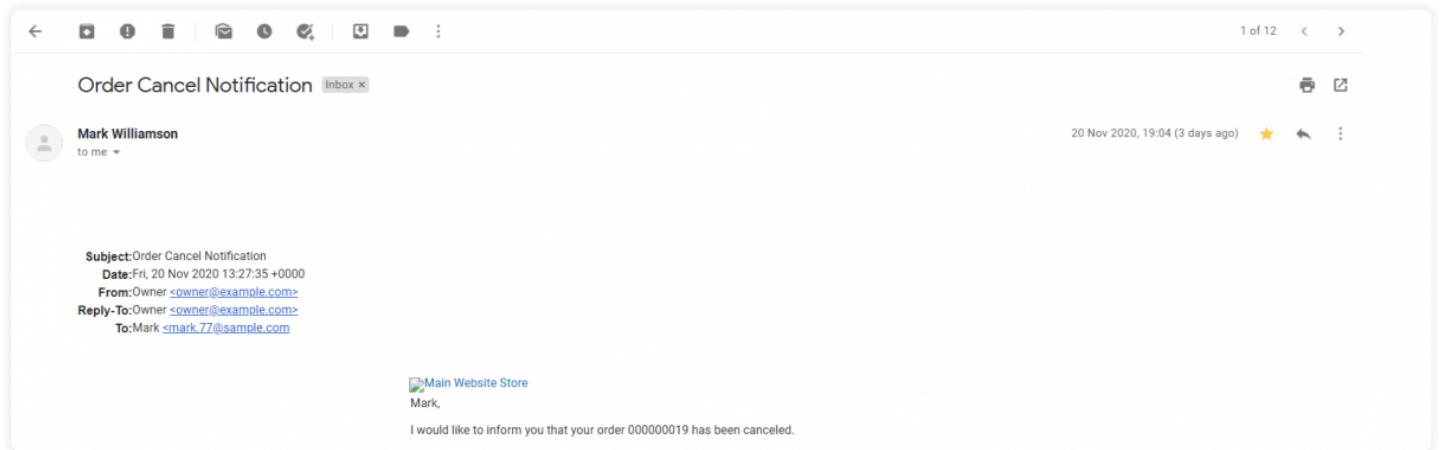
As a result, the admin can check that all the orders of the set-lifetime auto cancelled as shown below and an email for the order cancellation delivered to the customers and admin's email addresses.



The screenshot displays the 'Orders' management page. It features a sidebar with navigation options like Dashboard, Sales, Catalog, Customers, Demo Management, Marketing, Content, Reports, Stores, and System. The main area shows a table with 4 records found, all with a status of 'Canceled'. The table columns include ID, Purchase Point, Purchase Date, Grand Total (Base), Grand Total (Purchased), Status, Customer Email, Customer Name, and Action.

ID	Purchase Point	Purchase Date	Grand Total (Base)	Grand Total (Purchased)	Status	Customer Email	Customer Name	Action
000000014	Main Website Main Website Store Default Store View	Nov 13, 2020 10:11:44 PM	\$113.00	\$113.00	Canceled	mark.williamson@in.com	Harvey spector	View
000000013	Main Website Main Website Store Default Store View	Nov 13, 2020 10:09:00 PM	\$50.00	\$50.00	Canceled	samnthya@pearson.com	Samantha Pearson	View
000000012	Main Website Main Website Store Default Store View	Nov 13, 2020 10:06:45 PM	\$63.00	\$63.00	Canceled	john@mark.com	John mark	View
000000011	Main Website Main Website Store Default Store View	Nov 13, 2020 10:03:54 PM	\$29.00	\$29.00	Canceled	jennyday371@mail.com	Jenny day	View

Further, here is the sample image of the email-sent to the customer end for order cancellation.



That's all for the Auto Cancel Order extension. If you still have any questions regarding the module please create a support ticket by clicking [here](#) or send an email to support@webkul.com