

# Customer Order Cancel from “My Account” Magento Extension Guide



# Customer Order cancel from My Account

## OVERVIEW

Customer order cancel from my account is an **open-source Magento module developed by Commerce Bees**. The primary focus of the module is used to cancel the order from my account page by the users.

## FEATURES

- Order can cancel by the user from the my account section under my order tab.
- Order cancellation is possible only for the pending order status.
- Once order status moved from pending to any other status it will show order cancellation not available.
- Notification will be shown to the user in the my order page.

## INSTALLATION

*It is highly recommended to backup your files and database before installing this module. Commerce Bees are not responsible for any adverse effects. It is recommended to install this module in a test environment for initial testing, before implementing the same in your live environment.*

- Extract the zip folder (if not installed via Magento Connect Manager)
- Copy the **app** folder and paste it in your site's document root
- Merge the files when asked
- Clear your **cache**
- Logout from the **admin** and login again

## MODULE CONFLICTS

We have rewritten the following files in our module

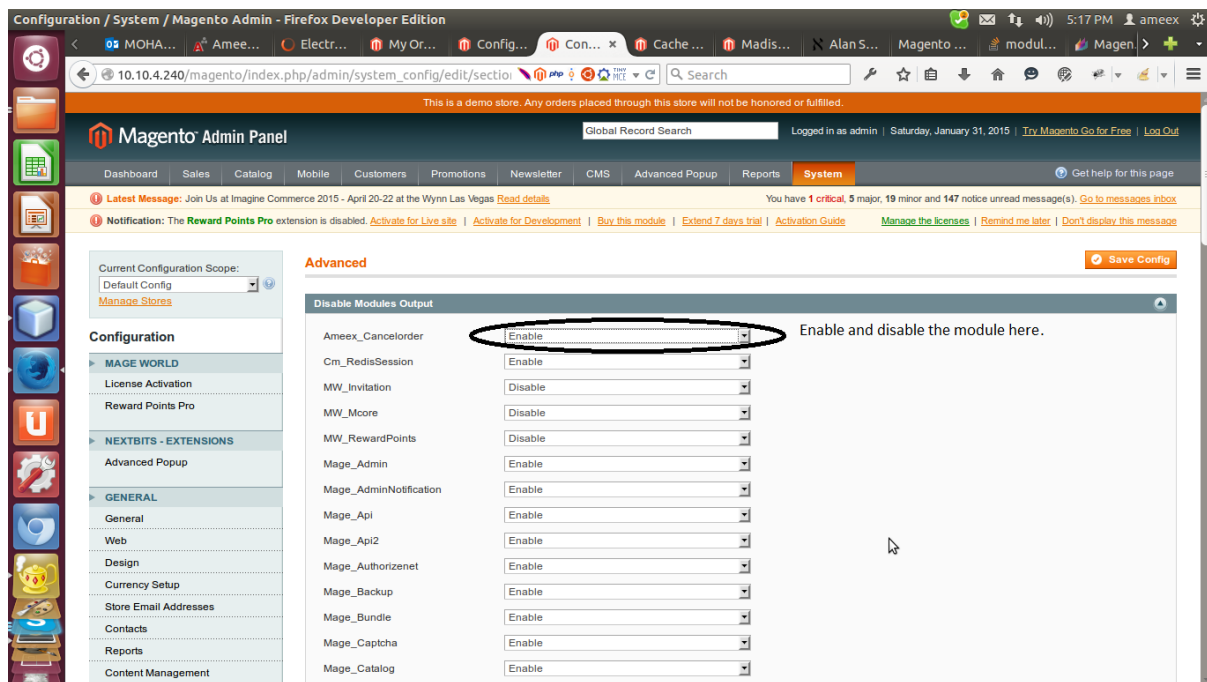
**app/design/frontend/default/default/template/sales/order/history.phtml**

If your Magento instance or any other module or theme or whichever you are using in your site is rewriting any of these files, it is highly recommended to follow the solution for Magento's module conflict problem or drop an e-mail about your problem at [support@commercebees.com](mailto:support@commercebees.com).

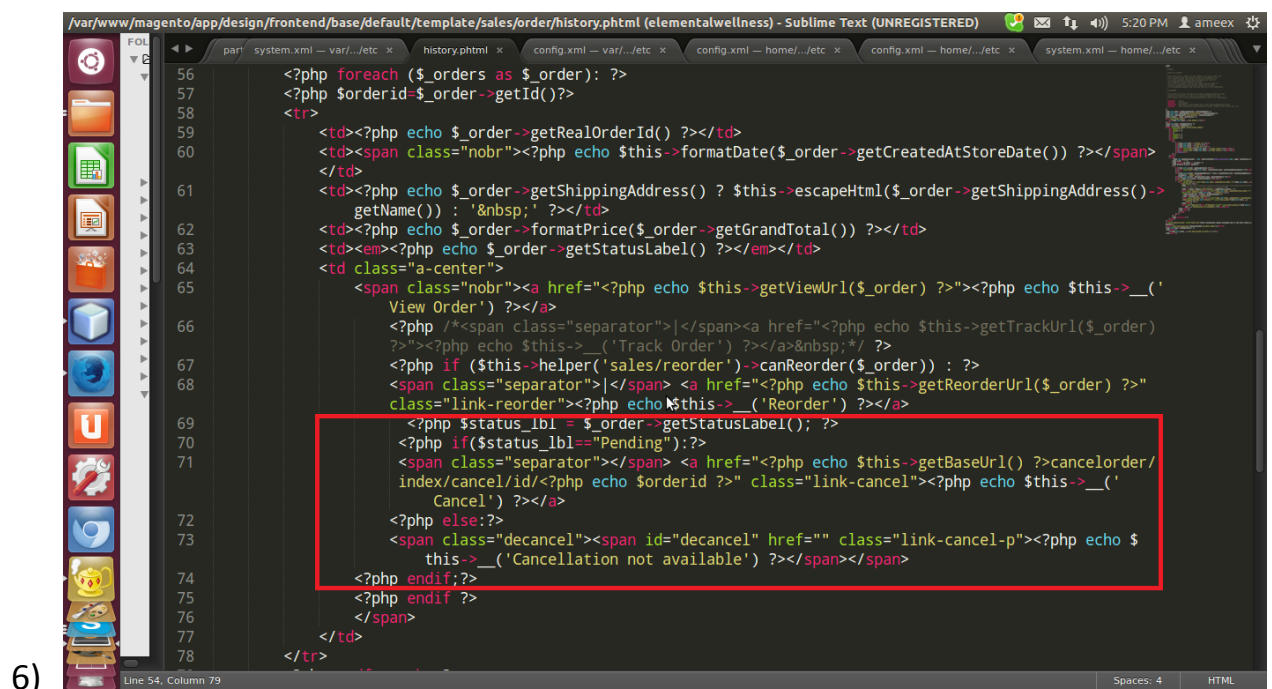
## CONFIGURATION

- 1) No configuration needed. **Please check under system->configuration->advanced->Ameex\_Cancelorder is Enabled.**
- 2) Enable and disable the module from **system->configuration->advanced->Ameex\_Cancelorder.**

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- 3) If you want to use it in custom theme, please copy the code from 69 to 74 **app/design/frontend/default/default/template/sales/order/history.phtml** and paste the code after line no:68 in the **app/design/frontend/cutomtheme /template/sales/order/history.phtml** file.
- 4) When you want to disable please remove the line from the history.phtml.
- 5) Navigate to the My account ->my order page and see the magic. You can see the cancel order button.



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7) Cancel order button will be appear for the pending order status.

The screenshot shows the 'My Orders' page in a Magento demo store. The left sidebar contains a 'MY ACCOUNT' menu with options like 'Account Dashboard', 'Account Information', 'Address Book', 'My Orders', 'Billing Agreements', 'Recurring Profiles', 'My Product Reviews', 'My Tags', 'My Wishlist', 'My Applications', 'Newsletter Subscriptions', and 'My Downloadable Products'. The 'My Orders' section is active. The main content area displays a table of orders. The first order, #145000021, is in 'Pending' status. The 'Order Status' column for this order has a 'cancel option for pending' label, and the 'Cancel' button is highlighted with a red box. Other orders in the table are in 'Canceled' status. A message at the bottom of the table states: 'Order cancellation option available only if the order status is pending'.

Order #	Date	Ship To	Order Total	Order Status	Actions
145000021	1/31/2015	nawaj sj	\$715.00	Pending	<a href="#">View Order</a>   <a href="#">Reorder</a>   <a href="#">Cancel</a>
145000020	1/31/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000019	1/20/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000018	1/20/2015	nawaj sj	\$130.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000017	1/20/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000016	1/20/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000015	1/20/2015	nawaj sj	\$1,430.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000014	1/20/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000013	1/20/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000012	1/20/2015	nawaj sj	\$40.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available

8) Notification for order canceled and pending order status will be notified in the page

The screenshot shows the 'My Orders' page after an order has been canceled. A green notification banner at the top of the main content area reads: 'your order has been canceled'. The 'My Orders' table now shows the first order, #145000020, as 'Canceled'. The 'Cancel' button is no longer visible, and the text 'order was canceled' is displayed in red. The 'Reorder' button is also highlighted with a red box. The same message at the bottom of the table is present: 'Order cancellation option available only if the order status is pending'.

Order #	Date	Ship To	Order Total	Order Status	Actions
145000020	1/31/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000019	1/20/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000018	1/20/2015	nawaj sj	\$130.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000017	1/20/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000016	1/20/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000015	1/20/2015	nawaj sj	\$1,430.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000014	1/20/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000013	1/20/2015	nawaj sj	\$715.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available
145000012	1/20/2015	nawaj sj	\$40.00	Canceled	<a href="#">View Order</a>   <a href="#">Reorder</a>   Cancellation not available

## UNINSTALL

You can uninstall this module through Magento Connect Manager. After this, please run this in your browser.

## SUPPORT

If you have any questions or problems, please write to us at [support@commercebees.com](mailto:support@commercebees.com). If you have any suggestions for improving this module’s features, please feel free to write back to us, we will consider your thoughts during our next release.