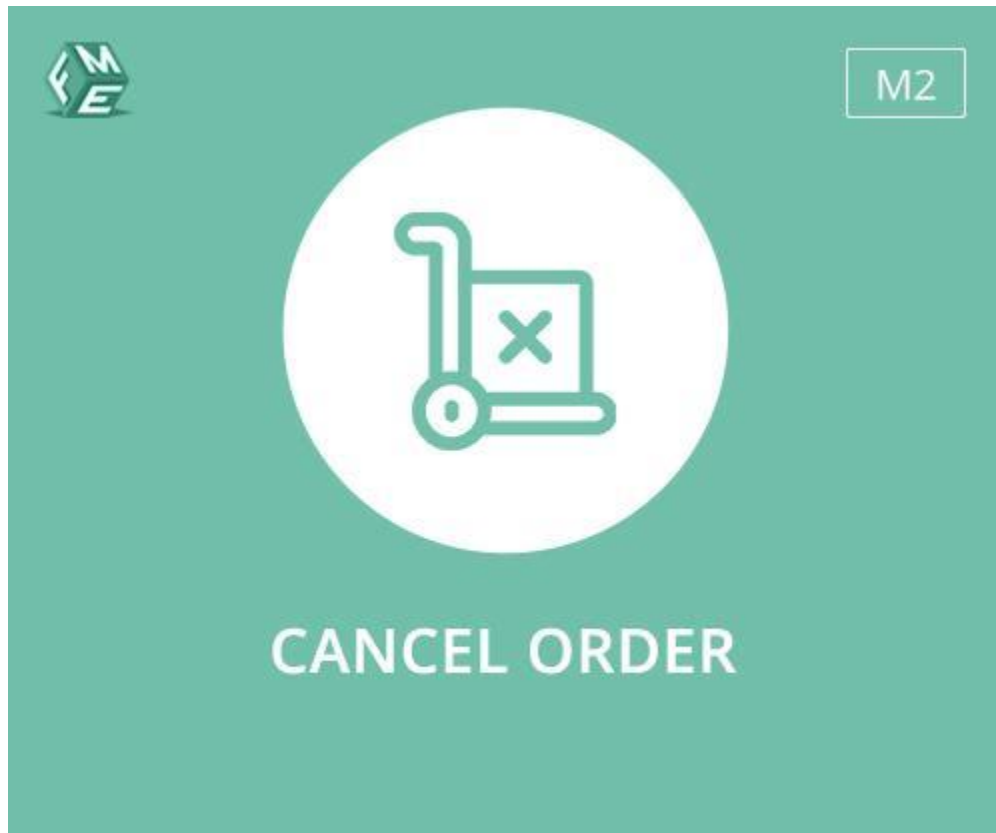


FME EXTENSIONS



EXTENSION FOR MAGENTO 2

USER GUIDE

INTENDED AUDIENCE

The content of this document is designed to facilitate the users - managers, supervisors, and others of **Cancel Order** Extension for Magento 2. A step by step instruction has been added to this document to help users to install the extension on Magento 2.

This extension will only work on Magento 2. As a safe practice always backup your files and database before installing any extension on Magento. If you are looking for someone to install the extension, we can do it for you as well. Just go to the following link and let support know the order id to expedite the installation process.

Once you have installed please see the User Guide to help you understand how to use the extension to its full capacity. If you still have questions, feel free to contact us on our website.

TABLE OF CONTENTS

INTENDED AUDIENCE	2
USER GUIDE	4
HOW TO CONFIGURE THE EXTENSION	4
HOW TO CANCEL THE ORDER	8
DISCLAIMER	9

USER GUIDE

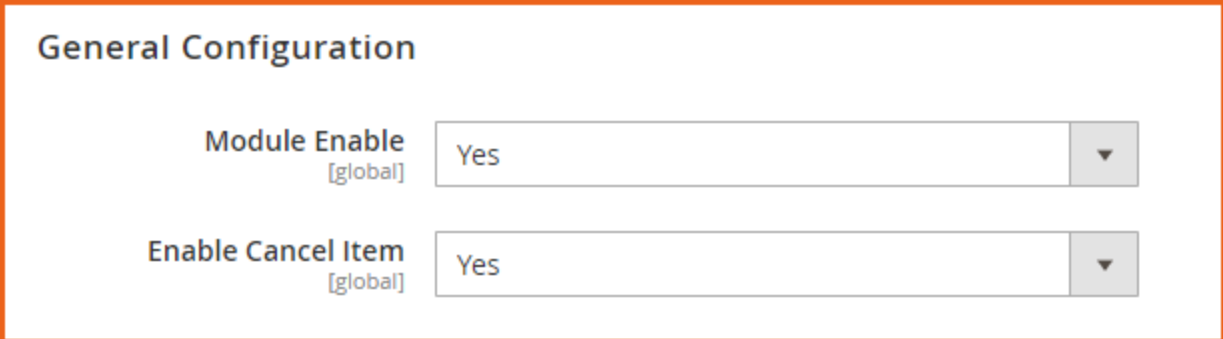
After installation of the extension, make sure the setup is upgraded and static-contents are deployed. Login to the admin panel and flush your Magento cache storage.

HOW TO CONFIGURE THE EXTENSION

At the back end, go to **STORES > Configurations**. Here you can find the following settings:

GENERAL CONFIGURATION

- **Module Enable:** Choose 'Yes' or 'No' to Enable or Disable the cancel order module
- **Enable Cancel Item:** Choose 'Yes' or 'No' to Enable or Disable the cancel item feature



General Configuration

Module Enable [global]	Yes	▼
Enable Cancel Item [global]	Yes	▼

EMAIL CONFIGURATION


- **Consider Cancellation After:** Select a date after which order cancellation request will be considered
- **Email Sender:** Option to choose the sender of the email:
 - General Contact
 - Sales Representative
 - Customer Support

- **Custom Email 1**
- **Custom Email 2**
- **Receiver Email Address:** Enter an email address on which the cancellation request will be sent (informing the customers about their order cancellations)
- **Order Cancellation Email Template:** Option to choose the template for the order cancellation email (**Note:** Email template chosen based on theme fallback when "Default" option is selected)
- **Order Items Cancellation Email Template:** Option to choose the template for the order items cancellation email
- **Notice On Popup:** Option to enter a notice/title for the order cancellation request popup. Add a notice about terms and conditions on cancellation popup.
- **Notice On Cancel Item Popup:** Option to enter a notice/title for the order item cancellation request popup
- **Label For "Cancel Order" Button:** Option to enter a label for the order cancellation request button
- **Label For "Cancel Item" Button:** Option to enter a label for the order item cancellation request button
- **Apply Now:** Click on this button to cancel all order cancellation requests

Email configuration

Consider Cancellation After


[store view]



Email Sender

[store view]

General Contact




Receiver Email Address

[store view]

Order Cancellation Email Template

[store view]


Cancel Order Form (Default)



Order Items Cancellation Email Template

[store view]

Cancel Item Form (Default)



Notice On Popup

[store view]

Reason for Cancellation

Notice On Cancel Item Popup

[store view]

Label for "Cancel Order" button

[store view]

Request Cancellation

Label for "Cancel Item" button

[store view]

Apply Now

Apply Now

CANCEL ORDER CONDITIONS

- **Order Status Option:** You can allow order cancellation requests with respect to order statuses e.g. you can authorize the cancellation of orders that are '**On-Hold**' or under '**Payment Review**'.
- **Conditions For Payment Methods:** Option to add conditions for payment methods. You can set multiple conditions on the payment methods and duration in **Days** or **Hours** to limit order cancellations. You can add more conditions by clicking on the '**Add**' button to customize the cancel order.

Cancel Order Conditions

Order Status Option
[store view]

Canceled



Closed

On Hold

Payment Review

Pending Payment

Conditions for Payment Methods
[store view]

Payment Methods	Duration	Unit	Action
Che	30	day	
No F		day	
<div>Add</div>			

FME EXTENSIONS CANCEL ORDER

CRON CONFIGURATION OPTIONS FOR CANCEL ORDER

- **Enable:** Enable the Cron Job
- **Frequency:** Set the Cron Job frequency - daily, weekly, monthly
- **Start Time:** Set the start time - hour, minute, & seconds

Cron Configuration Options For Canel Order

Enable
[global]

Yes

Frequency
[global]

Daily

Start Time
[global]

00

:

00

:

00

HOW TO CANCEL THE ORDER

At the back end, go to **SALES > Orders**. Here you will find all the orders in a grid. Click on the **View** button to continue.

Orders										Create New Order
	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"/>	000000019	Main Website Main Website Store Default Store View	May 6, 2020 5:35:48 AM	Veronica Costello	Veronica Costello	\$57.63	\$57.63	Canceled	View	
<input type="checkbox"/>	000000018	Main Website Main Website	Apr 15, 2020 6:38:29 PM	taioor ahmed	taioor ahmed	\$118.00	\$118.00	Pending	View	

Here you will have the option to **Cancel** the **Order** as per your requirement.

FME EXTENSIONS CANCEL ORDER

#000000015 ← Back **Cancel** Send Email Hold Invoice Ship Reorder **Edit**

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Order & Account Information

Order # 000000015 (The order confirmation email is not sent)

Order Date

Apr 1, 2020, 7:18:03 AM

Order Status

Pending

Purchased From

Main Website
Main Website Store
Default Store View

Placed from IP

77.31.240.204

Account Information [Edit Customer](#)

Customer Name

Brahmdev Sharma

Email

eoutletpro@gmail.com

Customer Group

General

DISCLAIMER

It is highly recommended to back up your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

It is recommended you install on a test server initially to carry out your own testing.