How to Automatically Cancel Unpaid WooCommerce Orders

How to · https://wpfactory.com/docs/woocommerce-auto-cancel-unpaid-orders/

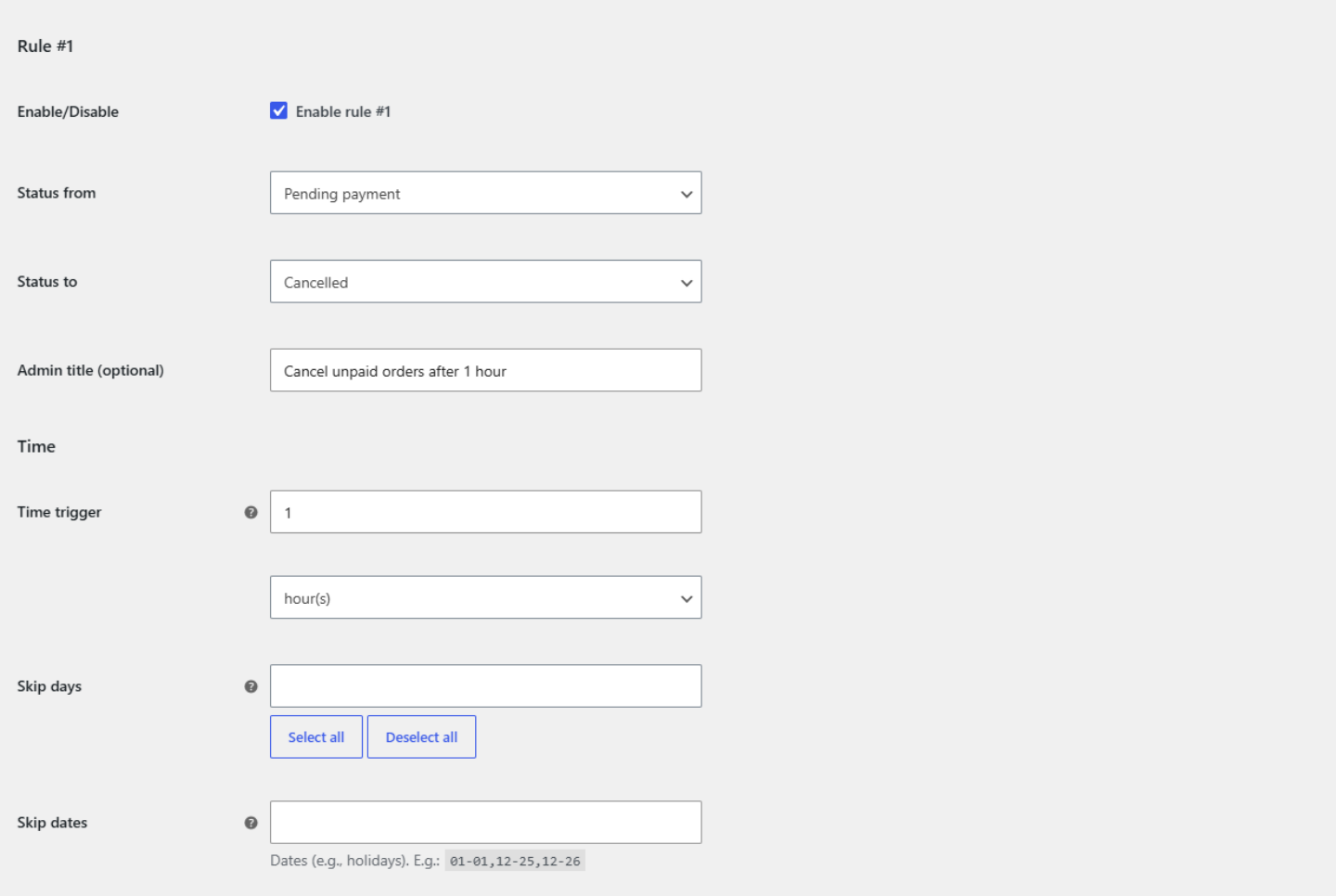
To automatically cancel unpaid WooCommerce orders, create a rule that moves orders from **Pending payment** to **Cancelled** after a set time. Scheduled & Automatic Order Status Controller for WooCommerce does this for you and releases the stock those orders were holding.

Before you start

- WooCommerce, active.
- Order Status Rules installed. A single rule is enough, so the free version covers this.

Set up the rule

Go to **WPFactory > Order Status Rules** (also reachable at **WooCommerce > Settings > Order Status Rules**) and open the **Rule #1** section.



1. Tick **Enable rule #1**.
2. Set **Status from** to **Pending payment**.
3. Set **Status to** to **Cancelled**.
4. Set **Time trigger** to the delay you want, for example `24`, and leave the unit on **hour(s)**. The order is cancelled 24 hours after it entered Pending payment.
5. Optionally add an **Admin title** such as "Cancel unpaid after 24h" for the order note.
6. Click **Save changes**.

Narrow it down (optional)

Every condition below is optional and ignored when empty:

- Use **Payment gateways** to cancel only orders placed with offline gateways such as Direct bank transfer, while leaving instant-payment orders alone.

- Use **Order Minimum/Maximum Amounts** to skip cancelling very large orders you would rather chase manually.
- Use **Skip days** or **Skip dates** to avoid cancelling over weekends or holidays.

Apply it to existing orders

New orders are handled automatically. To clear orders that are already pending, open the **Tools** section, tick **Run all rules now** and save.

Make sure it keeps running

Rules run on order status changes and on a schedule. Confirm **Use WP cron** or **Use Action Scheduler** is enabled in the **Advanced** section so pending orders are re-checked over time. See the guide on automatic processing for the options.

Do more with your automations

Cancelling unpaid orders is one rule, which is free. To also auto-complete paid orders or run other transitions at the same time, Order Status Rules Pro removes the single-rule limit. See what Pro unlocks.



ORDER STATUS RULES

See every feature and the pricing on the Order Status Rules plugin page.

View plugin →

Related articles

- How to Automatically Complete WooCommerce Orders

- Run Order Status Rules Automatically: Cron and Action Scheduler
- How to Schedule Order Status Changes with Time Triggers
- How to Copy and Reset Order Status Rule Settings
- Set the Default and Payment-Gateway Order Statuses