GURUCODERS · PRESTASHOP MODULE

Bad customer - Canceled orders blacklist

User manual

Overview

Alerts admin staff when customers with a history of cancellations or returns place new orders. The module cross-references each order's customer against order history (by email, phone, and name) and shows a warning banner on the admin order detail page. Staff see past order summaries, current bad-order counts, and can act before fulfilling the new order.

Compatible with PrestaShop 1.6 through the latest version.

Installation

1. Upload the `badcustomer` folder to `modules/` in your PrestaShop installation.
2. In the admin back office go to **Modules > Module Manager**, search for "Bad customer", and click **Install**.
3. Click **Configure** to set up order states, thresholds, and the whitelist.

Configuration

Good and Bad Order States

On the configuration page, select which order states are considered "good" (e.g. Delivered, Payment accepted) and which are "bad" (e.g. Cancelled, Refunded). These categories drive all detection logic.

Detection Thresholds (new feature)

Setting	Key	Default	Description
Cancellation threshold	`BADCUSTOMER_CANCEL_THRESHOLD`	3	Flag customers who have this many or more bad-state orders
Return threshold	`BADCUSTOMER_RETURN_THRESHOLD`	3	Secondary threshold (the module uses the **lower** of the two values as the effective trigger)

Setting the cancellation threshold to `2` and return threshold to `4` means a customer is flagged after 2 bad orders. The effective threshold is always `min(cancel, return)`.

Alert Email

Enable or disable alerts for orders placed by returning customers. Configure the **New Orders Alert Days** setting to also warn when the flagged customer has had any order (good or bad) within the last N days.

Trusted Customer Whitelist (new feature)

Customers on the whitelist are never flagged, regardless of their order history. Use this for VIP customers, staff accounts, or wholesale accounts with legitimate high return rates.

To add customers to the whitelist, see Trusted Whitelist.

Alert Display

Admin Order Page (existing)

When an admin opens any order in **Orders > Orders**, the module injects a panel at the top (or bottom, configurable) of the page showing:

- A colour-coded summary (green = mostly good orders, orange = mixed, red = mostly bad)
- Total order count from this customer (across all shops)
- Breakdown: good orders, bad orders, uncategorised
- Customer email(s), phone numbers, and names found across all matching customer records
- A list of all previous orders with reference, date, total, current state, and shipping tracking
- State history for each order (expandable modal)
- The search basis (email, phone, name) used to find linked accounts

The panel is hidden entirely if `BADCUSTOMER_HIDE0` is enabled and the customer has zero orders on record.

Checkout Order Note (new feature — internal only)

When a flagged customer places an order and the order is validated (`actionValidateOrder` hook), the module automatically adds a **private internal note** to the order. This note is visible to admin staff in the order detail page under **Messages** but is never shown to the customer.

The note text is:

```
BAD CUSTOMER ALERT: This customer has N bad order(s) on record (threshold: T).
Customer ID: X
```

The note is only added if:

- The customer is not on the whitelist.

- The customer has one or more bad order states configured.
- The bad order count meets or exceeds the effective threshold.

Staff Notes (new feature)

Adding Notes to Flagged Customers

On the admin order detail page, below the order history section, the Bad Customer panel shows a **Staff Notes** section for the order's customer. Enter any text in the textarea and click **Save Note**.

Notes are saved immediately via AJAX (no page reload). The new note appears at the top of the note list after saving.

Note History

Each note records:

- The note text
- The date and time it was saved
- The admin employee who saved it (or "System" for automated notes)

Notes are stored in the `ps_badcustomer_notes` database table and are loaded every time the order detail page is opened.

Trusted Whitelist (new feature)

Adding Customers to Whitelist

On the module configuration page, the **Trusted Customer Whitelist** field accepts a comma-separated list of customer IDs (numeric). Enter IDs directly, or use the multi-select widget to pick customers.

The whitelist is stored as a JSON array in `BADCUSTOMER_WHITELIST` (e.g. `[14, 27, 103]`).

Effect on Alerts

Whitelisted customers are silently skipped in both:

- **`hookDisplayAdminOrder`** — no warning panel is shown; instead a brief "trusted customer" notice confirms the suppression.
- **`hookActionValidateOrder`** — no internal order note is added.

Removing a customer from the whitelist immediately re-enables flagging for future orders.

Statistics Dashboard (new feature)

The **Bad Customer Statistics** panel appears on the module configuration page and shows:

- **Total Flagged Customers** — number of distinct customers whose bad order count meets or exceeds the cancellation threshold.
- **Monthly trend chart** — a canvas bar chart showing how many customers first hit the bad-customer threshold each month for the past 12 months. Bars are coloured red for months with flagged customers and blue for months with none.

The chart is rendered with plain canvas — no external chart library is required.

CSV Export (new feature)

Using the Export

On the statistics dashboard, click **Export Bad Customers CSV**. The browser downloads a file named `bad_customers_YYYY-MM-DD.csv`.

Export Format

Column	Description
`id_customer`	PrestaShop customer ID
`email`	Customer email address
`full_name`	First name + last name
`bad_orders`	Count of orders in a bad state

The export is sorted by `bad_orders` descending (worst customers first) and includes only customers who meet the cancellation threshold.

Troubleshooting

Symptom	Cause	Solution
Panel does not appear on order page	Hook not registered	Go to **Design > Hooks**, search for `displayAdminOrder`, verify badcustomer is listed; reinstall if missing
"No previous data" shown for known bad customer	Customer is excluded via `BADCUSTOMER_EXCCSTM`, or search settings (email/phone/name) are all disabled	Check exclusion list and re-enable search criteria

Symptom	Cause	Solution
Checkout note not appearing on order	`actionValidateOrder` hook not registered, or no bad states configured	Reinstall the module; ensure at least one bad order state is selected
Staff note save returns error	AJAX route missing (older install)	Ensure you are running v1.6.0+; reinstall to register the `getContent` AJAX dispatcher
CSV downloads a full HTML page	Old version without the export dispatcher	Upgrade to v1.6.0+
Whitelist not taking effect	Whitelist stored in wrong format	Go to configuration, re-save the whitelist field to regenerate the JSON array

Changelog

See `CHANGES.md` for the full change history.

v1.6.0 (new-features branch)

- Added **configurable detection thresholds** (cancellation and return) — effective threshold is the lower of the two.
- Added **automatic internal order note** on validated orders from flagged customers.
- Added **staff notes** system — add per-customer notes with full history on the order page.
- Added **trusted customer whitelist** — whitelisted customers are permanently ignored by all alerts.
- Added **statistics dashboard** with total flagged count and 12-month trend chart.
- Added **CSV export** of flagged customers.
- Fixed: AJAX `add_note` action and CSV export action are now correctly dispatched from `getContent()`.
- Fixed: `BADCUSTOMER_RETURN_THRESHOLD` is now used in detection logic (effective threshold = min of cancel and return thresholds).