

How do the advanced cancellation and rescheduling options for Work Orders (WOs) work?

help.fracttal.com/hc/en-us/articles/41149726581901-How-do-the-advanced-cancellation-and-rescheduling-options-for-Work-Orders-WOs-work

The advanced cancellation options allow controlled management of how tasks associated with a Work Order (WO) should be rescheduled when it is canceled. These features offer flexibility to maintain the operational continuity of maintenance plans, reinforcing traceability and ensuring that only authorized profiles can perform critical actions.

To activate the advanced cancellation options for WOs:

1. Access the **Settings** menu.
2. Enter the **Modules** section.
3. In the module type, select **Work Orders**.
4. Enable the option “**Allow advanced cancellation options for Work Orders**”.

≡ Settings

Activación Fracttal - Español - 477

General

User Accounts

Business Calendar

Modules

Financial

Auxiliary Catalogs

Document Management

Transactions Log

Security

API Connections

Guest Portal

Account

Type

Work Orders

Options and permissions

Work order ID

	Description
<input type="checkbox"/>	Set the end date of out of service of the assets with the date of completion of the task (t
<input checked="" type="checkbox"/>	Allow assigned human resources to be responsible for the work order (Multi-responsible
<input checked="" type="checkbox"/>	Allow editing of the real used qty with pending material requisitions
<input checked="" type="checkbox"/>	Allow to qualify the WO even though it is under review
<input checked="" type="checkbox"/>	Filter human resources according to the selected profile (Within a task)
<input checked="" type="checkbox"/>	Allow updating triggers with active WOs
<input checked="" type="checkbox"/>	Establish mandatory completion of the failure catalog
<input checked="" type="checkbox"/>	Allow advanced cancellation options for work orders
<input checked="" type="checkbox"/>	Enable task end or stop reason
<input checked="" type="checkbox"/>	Automatically generate link to share all WO

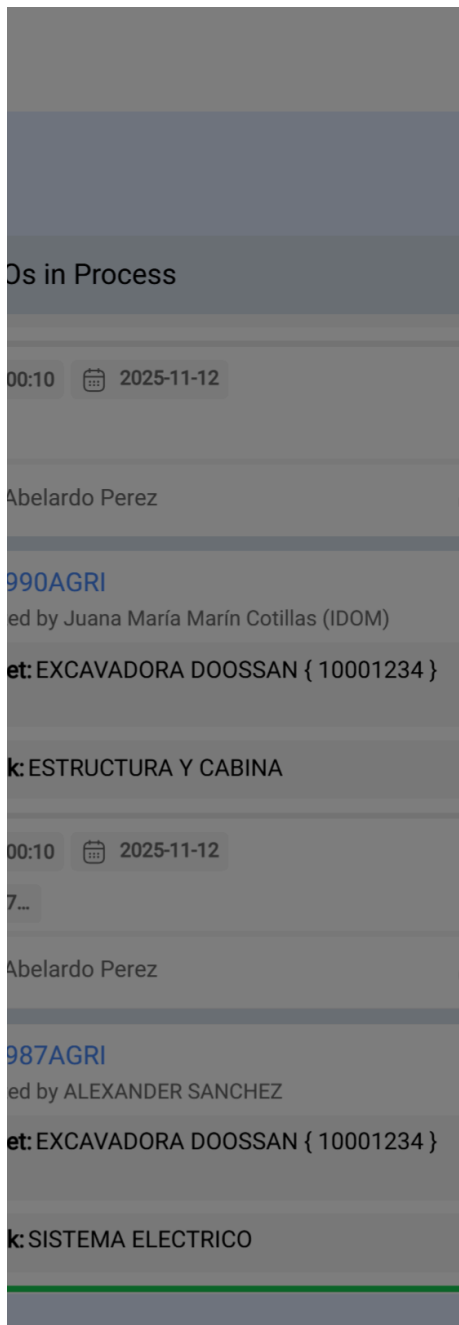
Options available when canceling a Work Order

When selecting the action **cancel WO**, the system presents two alternatives to manage the linked tasks:

The screenshot displays the 'Cancel Work Order' interface. On the left, a blurred view of the 'Work Management View Kanban' shows 'Pending Tasks' and 'WOs in Process'. The main dialog on the right has a title bar with a back arrow and 'Cancel Work Order'. It contains a 'Reason for cancellation (OT1993AGRI)' field with the text 'test'. Below this is a 'Note' field with the text 'Cancel WO'. A section titled 'Type of cancellation' with a gear icon and an information icon contains three radio button options: 'Cancel WO' (which is selected), 'Cancel WO and reschedule tasks', and 'Cancel and reschedule in a new work order'. At the bottom right of the dialog is a blue 'Continue' button.

1. Cancel WO

Cancels the WO without modifying the existing schedule. A justification note is required to complete the action.



Cancel Work Order



Reason for cancellation (OT1993AGRI)

test



Note

Cancel WO

 Type of cancellation 



Cancel WO



Cancel WO and reschedule tasks

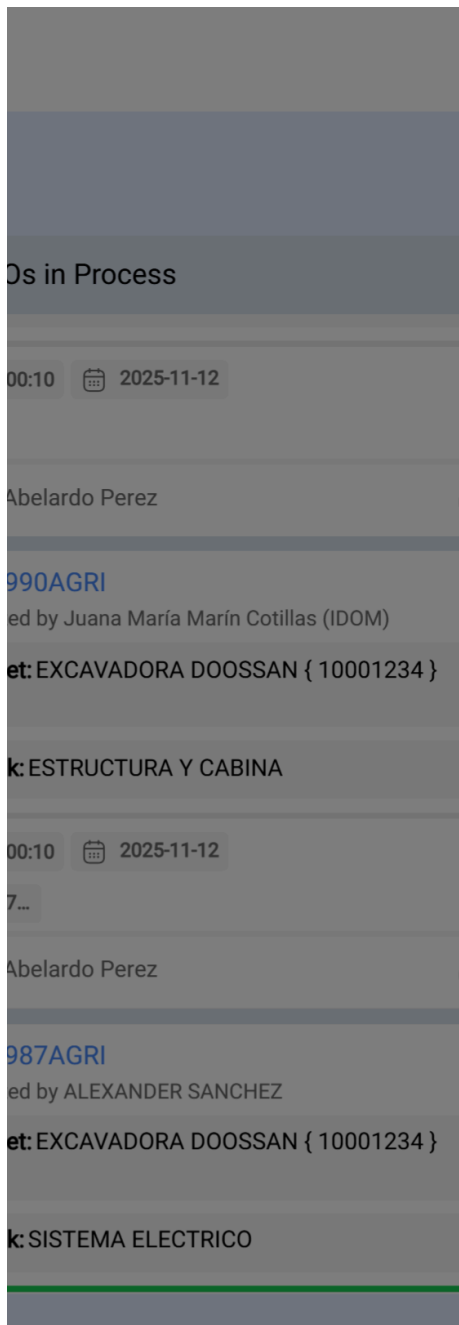


Cancel and reschedule in a new work order

Continue

2. Cancel WO and reschedule tasks

This option cancels the WO and automatically reschedules each task to its next iteration, according to the frequency defined in the maintenance plan.



Cancel Work Order


Reason for cancellation (OT1993AGRI)

test



Note

Cancel WO

 Type of cancellation



☒ Cancel WO

☐ Cancel WO and reschedule tasks

☐ Cancel and reschedule in a new work order

Continue

- Scheduled tasks are programmed without additional intervention.

- If the WO includes **unscheduled tasks**, the system will notify the user and enable a flow for these tasks to be rescheduled manually.

Os in Process

2280

ed by Jonas Campos

et: Fractal Brasil - Lucas { Ftl-003 }

k: test

00:10 2025-11-26

Jonas Campos

2279

ed by DIONÉSIO JR

et: AR CONDICIONADO SPLIT 1 DUAL INVER

000-10 }

k: AR CONDICIONADO NÃO LIGA

00:10 2025-11-30

DIONÉSIO JR

2277

← Reschedule tasks

Cause of task rescheduling

test

Reschedule note

Work Management

Total: 1

Fractal Brasil - Lucas { Ftl-003 }

test

Planning:

Unplanned

Actual Schedule

2025-11-26

Date:

Estimated Duration:

00:10:00

Back

Finish

- In all cases, it is mandatory to record a **justification note**, ensuring traceability of the process.

3. Cancel and reschedule in a new WO

This option allows manually defining new execution dates before generating a new WO.

← Cancel Work Order

Reason for cancellation (OT1993AGRI)

test

Note

Cancel WO

Type of cancellation

☒ Cancel WO

☐ Cancel WO and reschedule tasks

☐ Cancel and reschedule in a new work order

Continue

Tasks in Process

0:10

2025-11-12

belardo Perez

90AGRI

ed by Juana María Marín Cotillas (IDOM)

t: EXCAVADORA DOOSSAN { 10001234 }

c: ESTRUCTURA Y CABINA

0:10

2025-11-12

belardo Perez

87AGRI

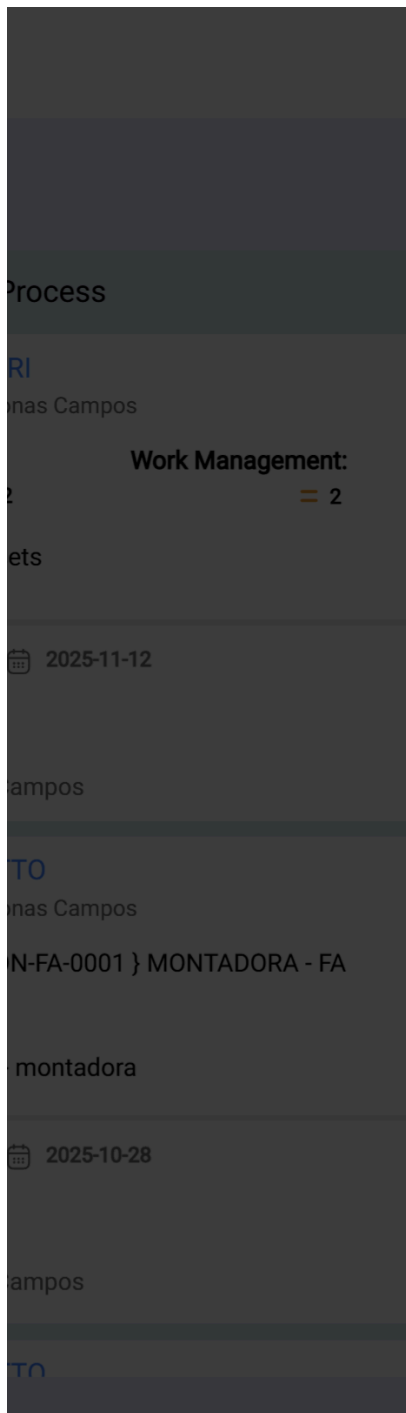
ed by ALEXANDER SANCHEZ

t: EXCAVADORA DOOSSAN { 10001234 }

c: SISTEMA ELECTRICO

When selected:

- A panel opens with all the tasks of the order.
- The user can adjust the scheduling of each task according to operational needs.
- Upon confirmation, the original WO is canceled and a **new WO** is generated with the rescheduled tasks.



←

Reschedule tasks

Cause of task rescheduling

Ajuste por ultima fecha de realización

⌵

✕

Reschedule note

⚠

One or more tasks have overdue dates.

Work Management

Total: 2

⌵

MOTOR

⌚

Planning:

Planned

Actual Schedule

2025-11-12

Date:

Estimated Duration:

00:10:00

{ BT-003 } Belt conveyor

⌵

task

⌚

Planning:

Unplanned

Actual Schedule

2025-11-12

Date:

Estimated Duration:

00:10:00

Back

Continue

To perform these actions, the user must have the **advanced cancellation options for WOs** enabled, ensuring that only authorized profiles can execute them.

Traceability and process control

Any cancellation that includes automatic or manual rescheduling requires a **mandatory justification**, which is recorded in the WO history. This ensures transparency in decision-making and strengthens operational governance.

Cancel Work Order

Reason for cancellation (OT2014AGRI) ▼

Note

Type of cancellation ⓘ

- ☒ Cancel WO
- ☐ Cancel WO and reschedule tasks
- ☐ Cancel and reschedule in a new work order

Continue

Tasks with “Event” trigger

These tasks do not have a frequency or programmable iteration, as they depend exclusively on a specific event or range.

For this reason:

- They cannot be rescheduled automatically.
- They are managed the same way as an unscheduled task.
- Rescheduling will always depend on the user's decision.

Tasks with “Every” trigger (meter reading)

Tasks based on a meter value do not operate by iterations but by meeting the configured value.

Therefore:

- They should not be sent to **Pending Tasks** through automatic rescheduling.
- The system must keep them waiting for the next meter value.
- Manually rescheduling them could lead to incorrect interpretations of their status.