

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 Fractal - Español - 477

Type: Work Orders

Options and permissions

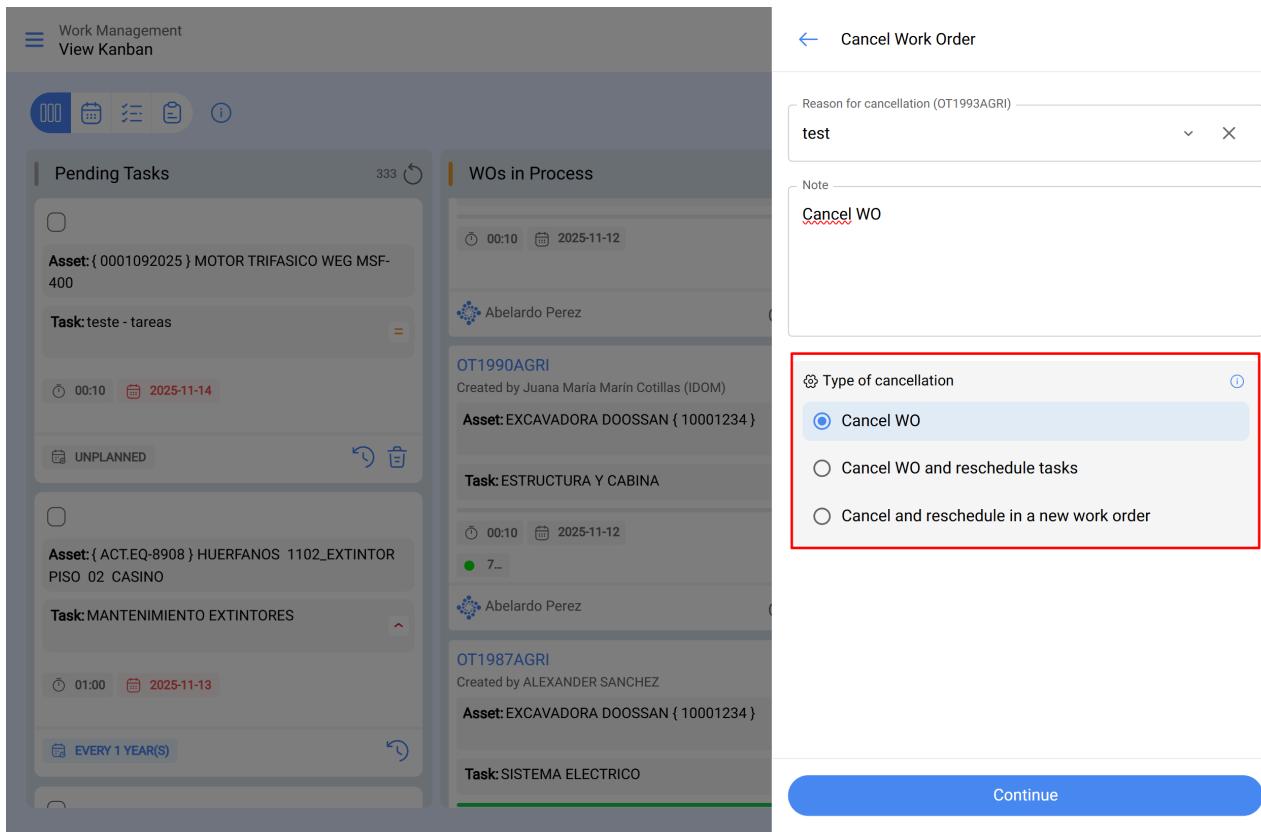
Work order ID

Description

- Set the end date of out of service of the assets with the date of completion of the task (t)
- Allow assigned human resources to be responsible for the work order (Multi-responsible)
- Allow editing of the real used qty with pending material requisitions
- Allow to qualify the WO even though it is under review
- Filter human resources according to the selected profile (Within a task)
- Allow updating triggers with active WOs
- Establish mandatory completion of the failure catalog
- Allow advanced cancellation options for work orders
- Enable task end or stop reason
- 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 shows a Work Management Kanban board with two columns: 'Pending Tasks' and 'WOs in Process'. In the 'Pending Tasks' column, there are two items: one for an asset with task 'teste - tareas' and another for an asset with task 'MANTENIMIENTO EXTINTORES'. In the 'WOs in Process' column, there are three items: 'OT1990AGRI' (asset EXCAVADORA DOOSAN, task ESTRUCTURA Y CABINA), 'OT1987AGRI' (asset EXCAVADORA DOOSAN, task SISTEMA ELECTRICO), and another item partially visible. A modal window titled 'Cancel Work Order' is open on the right. It contains a 'Reason for cancellation' field with the value 'test', a 'Note' field with the value 'Cancel WO', and a 'Type of cancellation' section with three radio buttons. The 'Cancel WO' option is selected and highlighted with a red box. The other two options are 'Cancel WO and reschedule tasks' and 'Cancel and reschedule in a new work order'. A 'Continue' button is at the bottom of the modal.

1. Cancel WO

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

Os in Process

00:10 2025-11-12

Abelardo Perez

990AGRI
ed by Juana María Marín Cotillas (IDOM)
et: EXCAVADORA DOOSSAN { 10001234 }

k: ESTRUCTURA Y CABINA

00:10 2025-11-12

7...

Abelardo Perez

987AGRI
ed by ALEXANDER SANCHEZ
et: EXCAVADORA DOOSSAN { 10001234 }

k: SISTEMA ELECTRICO

Reason for cancellation (OT1993AGRI) ▼ X

Note X

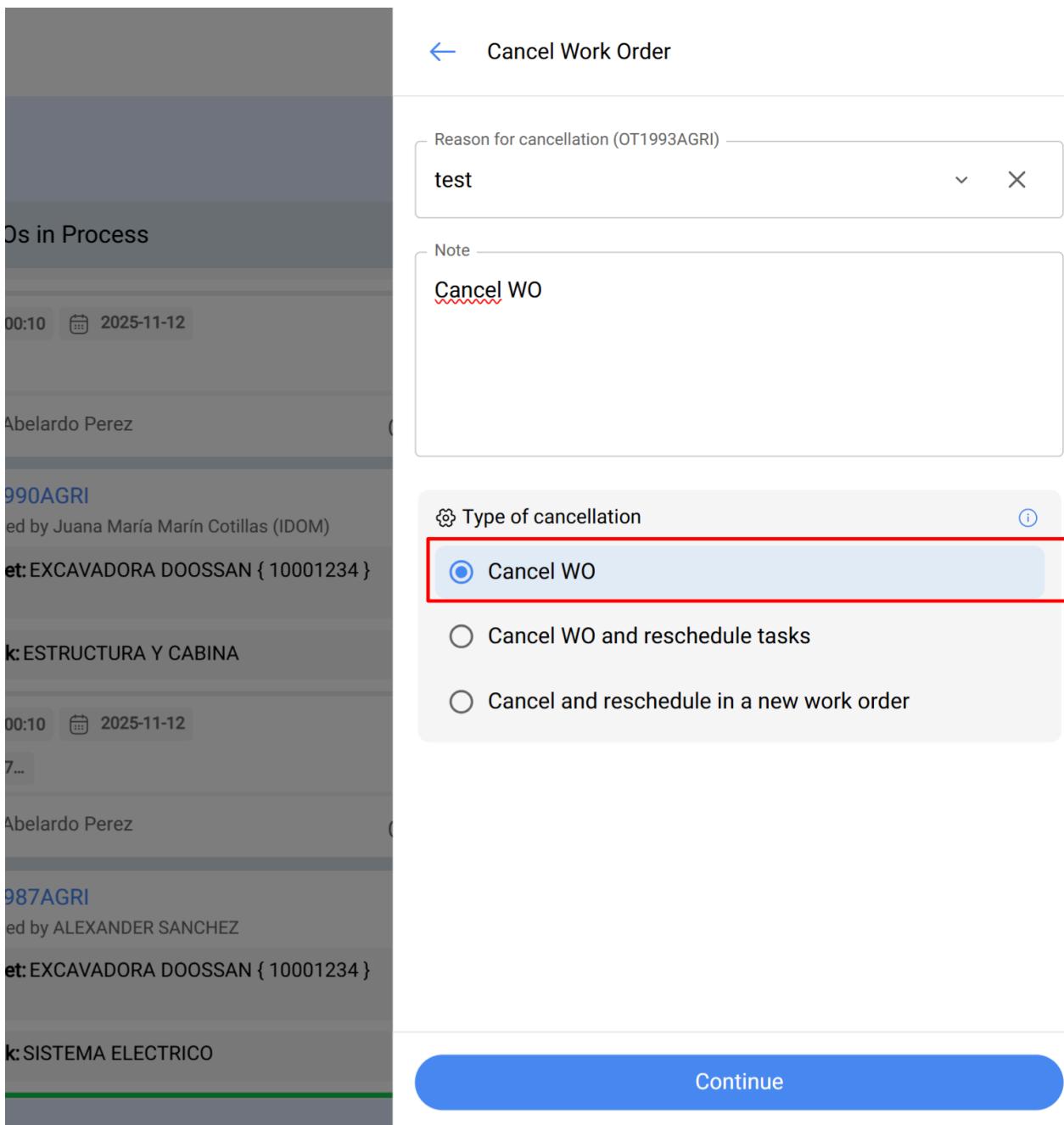
Type of cancellation ⓘ

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.

Os in Process

00:10 2025-11-12

Abelardo Perez

990AGRI
ed by Juana María Marín Cotillas (IDOM)
et: EXCAVADORA DOOSSAN { 10001234 }

k: ESTRUCTURA Y CABINA

00:10 2025-11-12

7...

Abelardo Perez

987AGRI
ed by ALEXANDER SANCHEZ
et: EXCAVADORA DOOSSAN { 10001234 }

k: SISTEMA ELECTRICO

Cancel Work Order

Reason for cancellation (OT1993AGRI)

test

Note

Cancel WO

Type of cancellation

Cancel WO

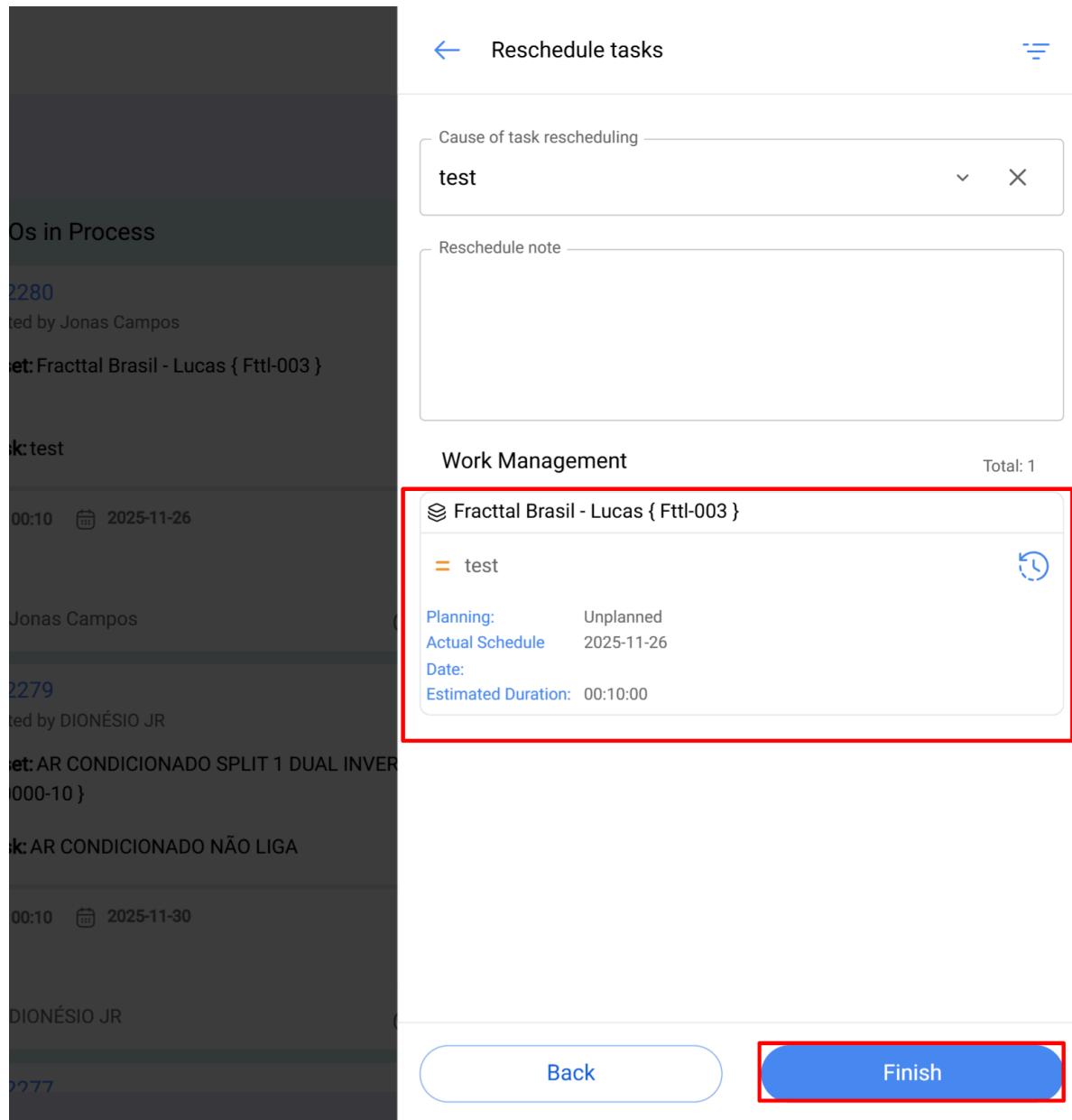
Cancel WO and reschedule tasks

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.



- 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) ▼ X

Note

Type of cancellation ⓘ

Cancel WO

Cancel WO and reschedule tasks

Cancel and reschedule in a new work order

Continue

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.

Process

RI

nas Campos

Work Management: 2

ets

2025-11-12

ampos

TO

nas Campos

N-FA-0001 } MONTADORA - FA

montadora

2025-10-28

ampos

TO

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

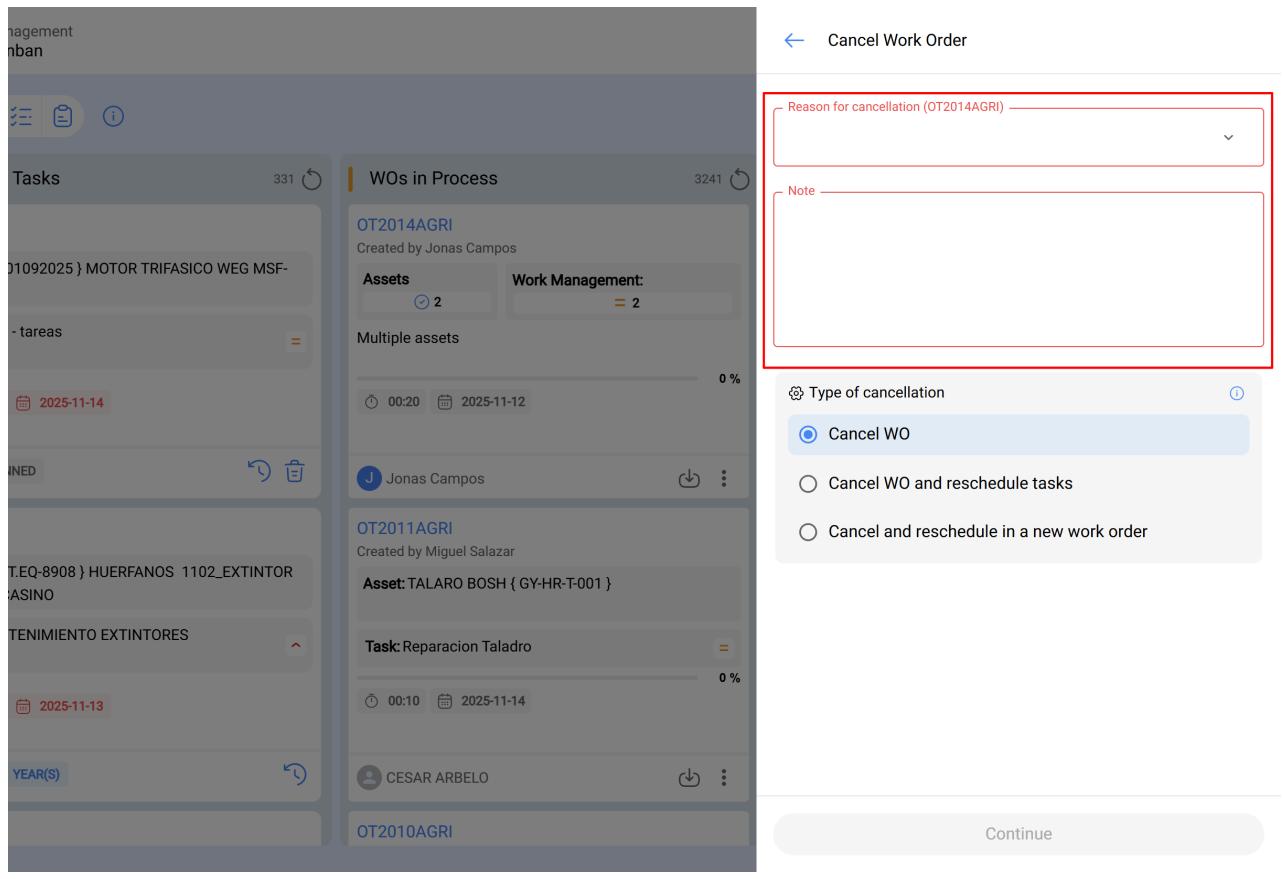
Back

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.



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.