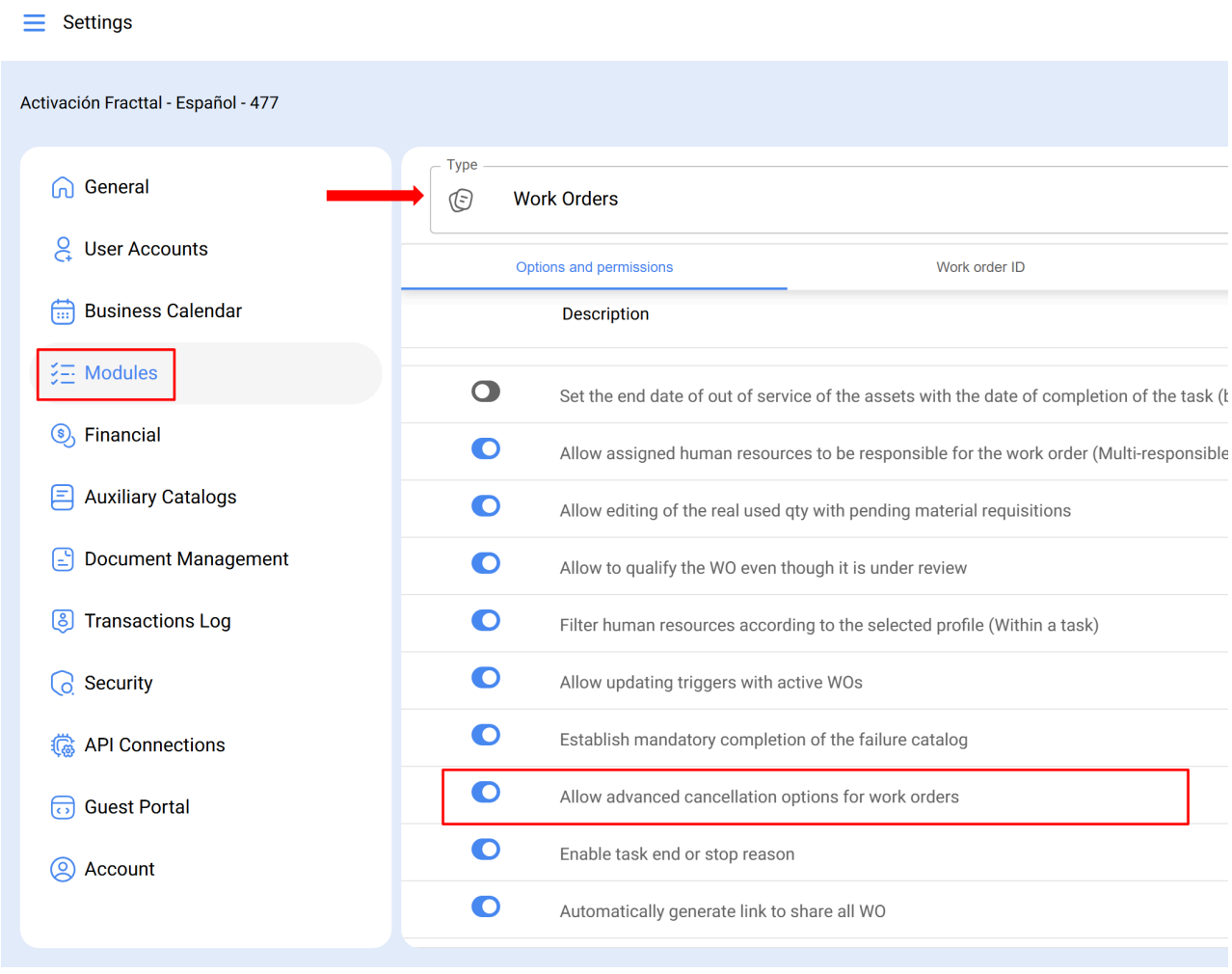
How do the advanced cancellation and rescheduling options for Work Orders (WOs) work?

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.

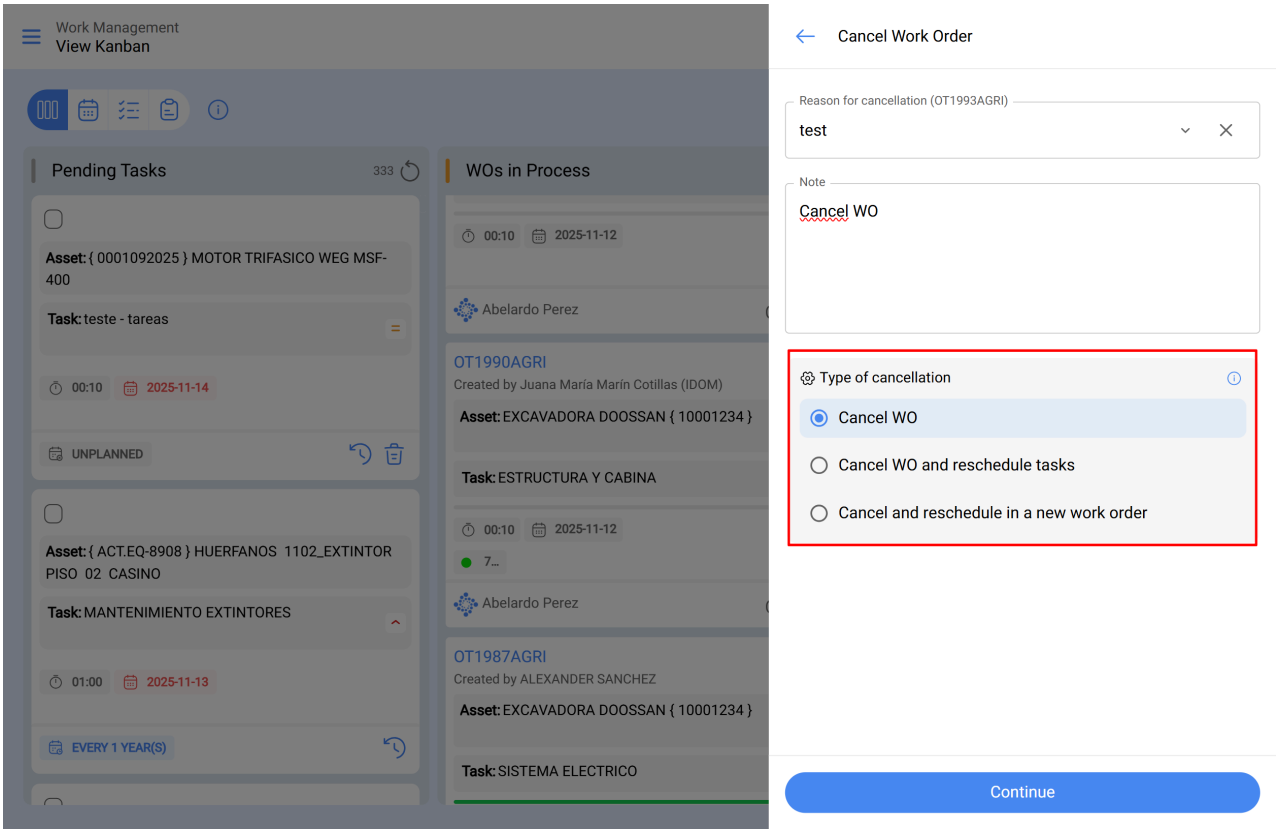
To activate the advanced cancellation options for WOs:

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”**.



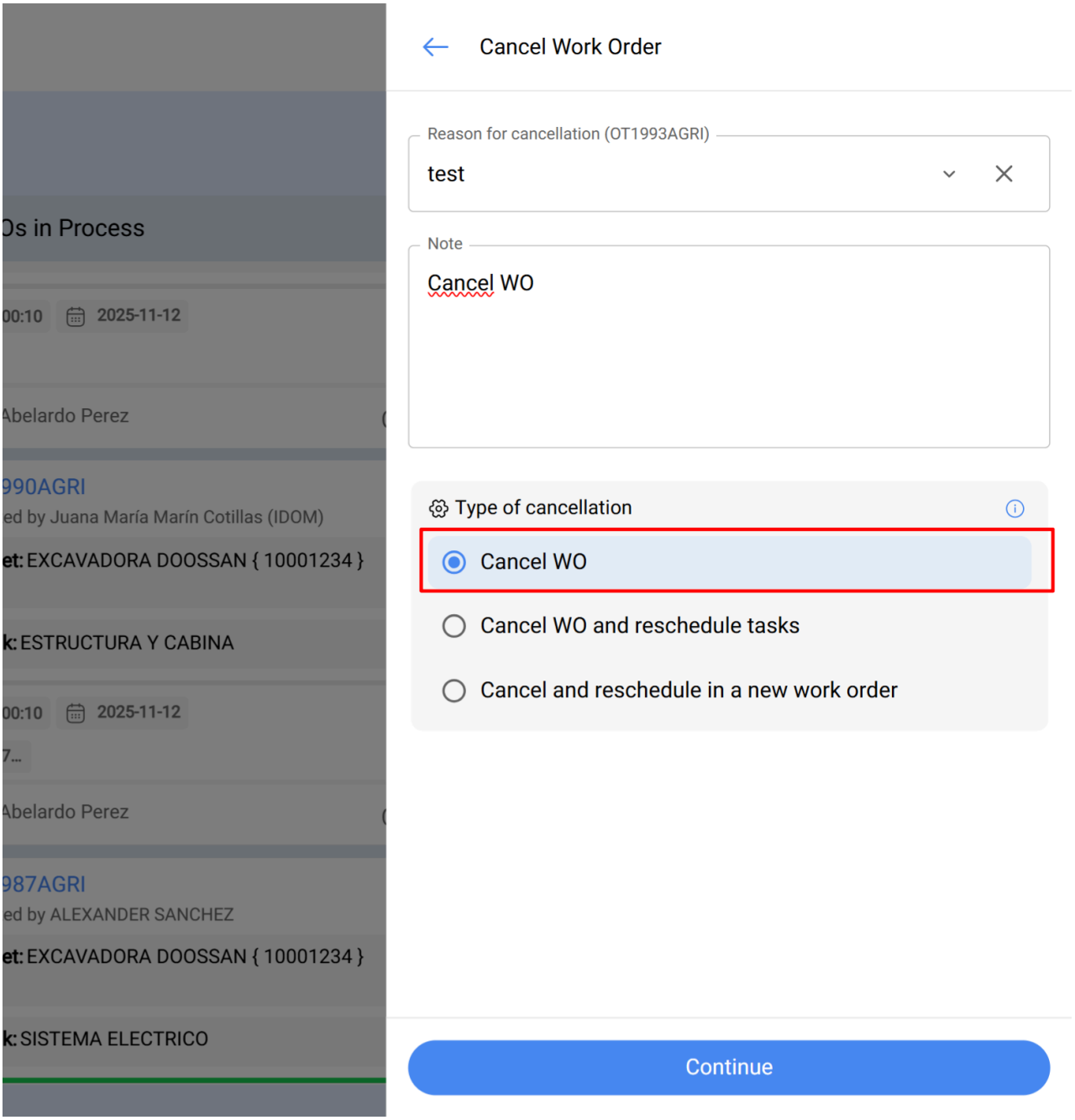
Options available when canceling a Work Order

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



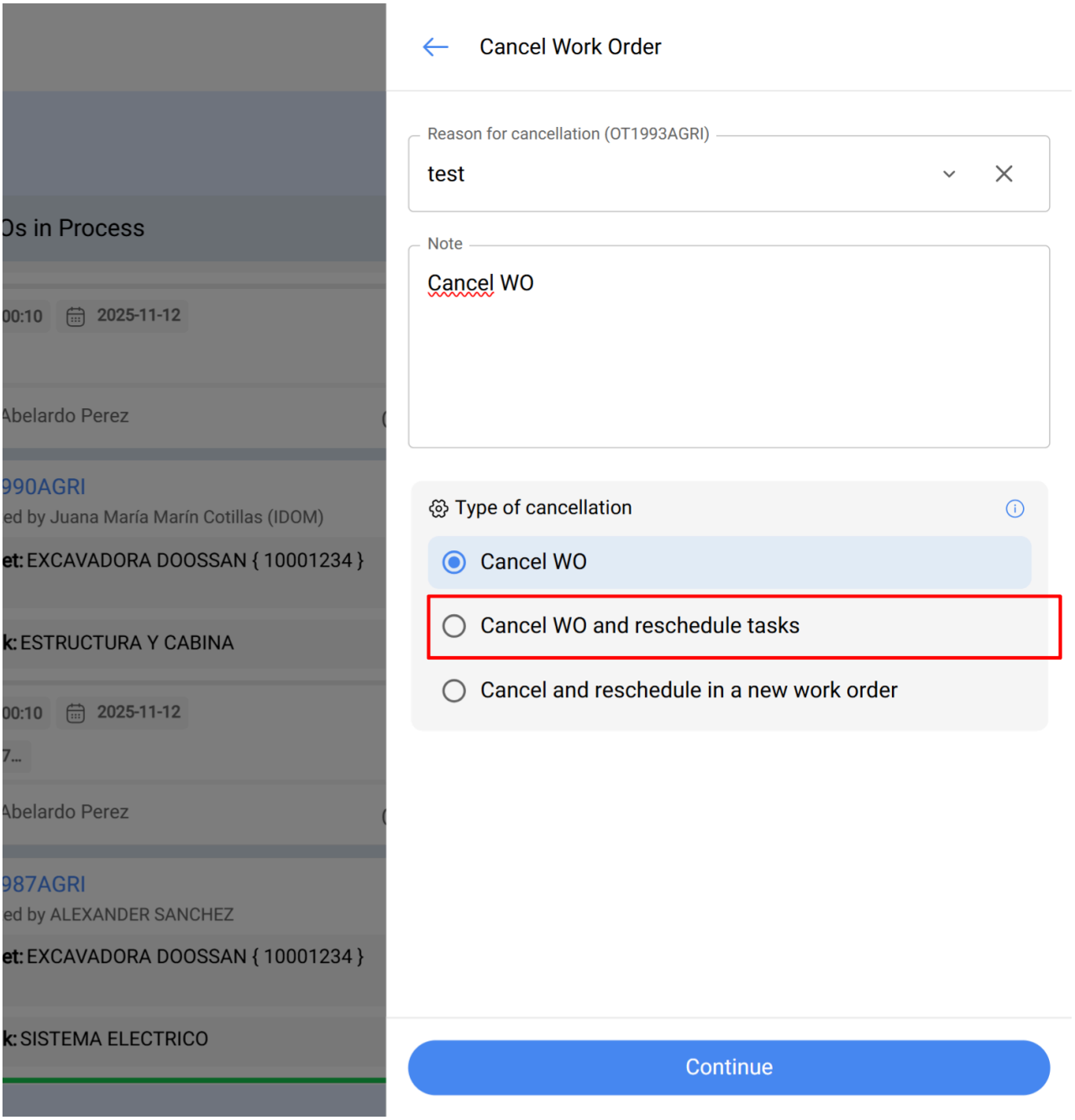
1. Cancel WO

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



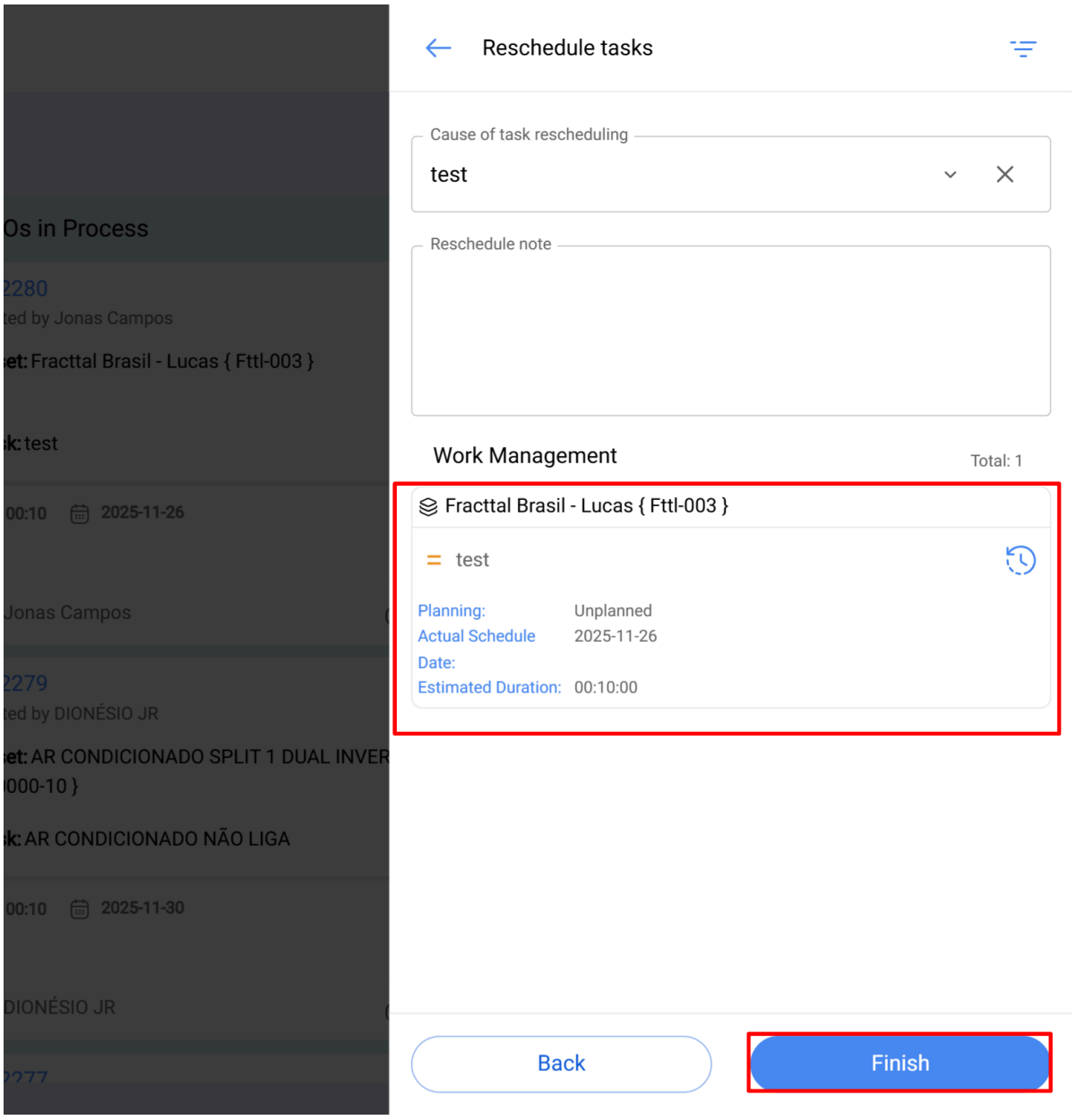
2. Cancel WO and reschedule tasks

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



- Scheduled tasks are programmed without additional intervention.

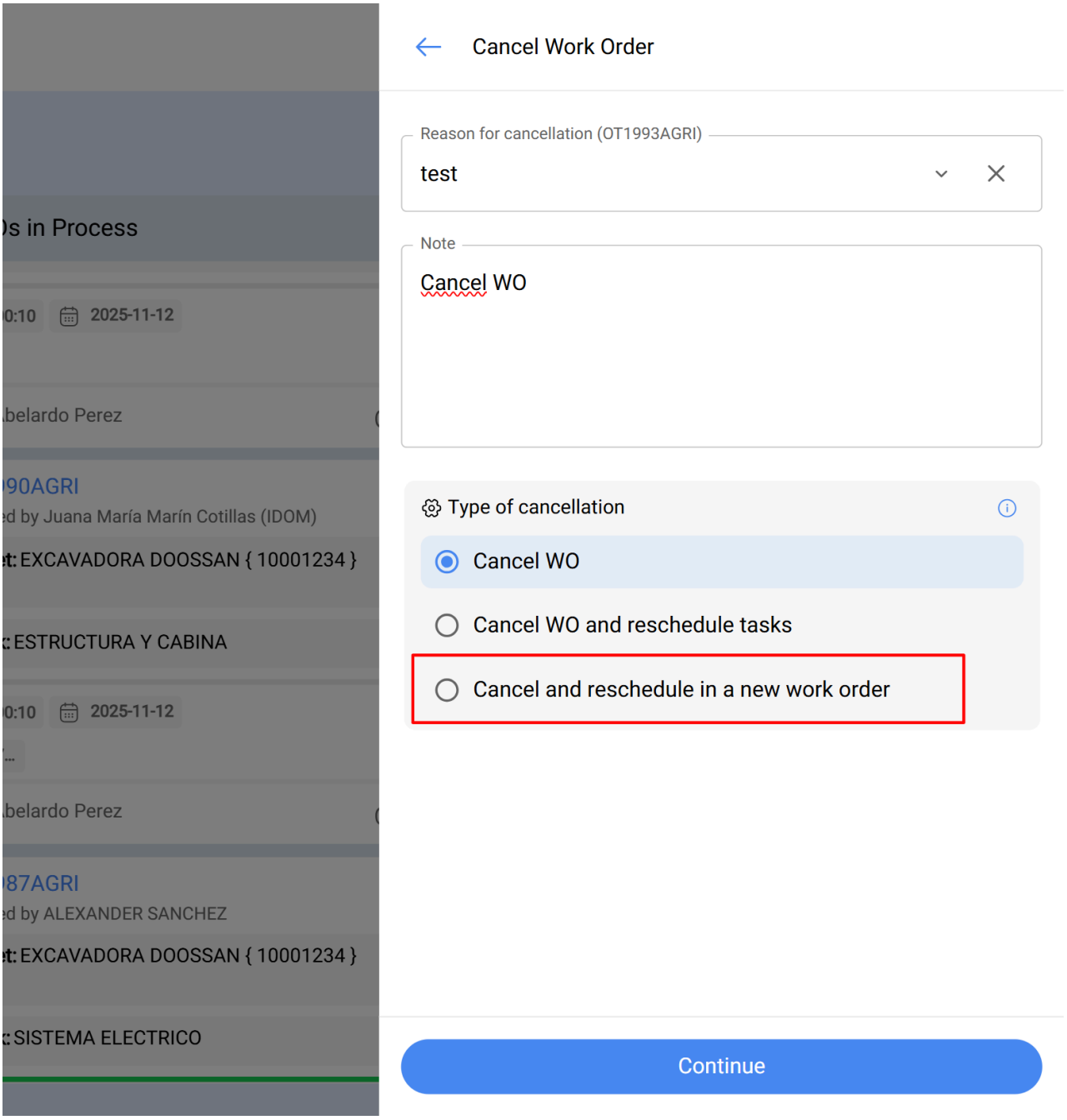
- If the WO includes **unscheduled tasks**, the system will notify the user and enable a flow for these tasks to be rescheduled manually.



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

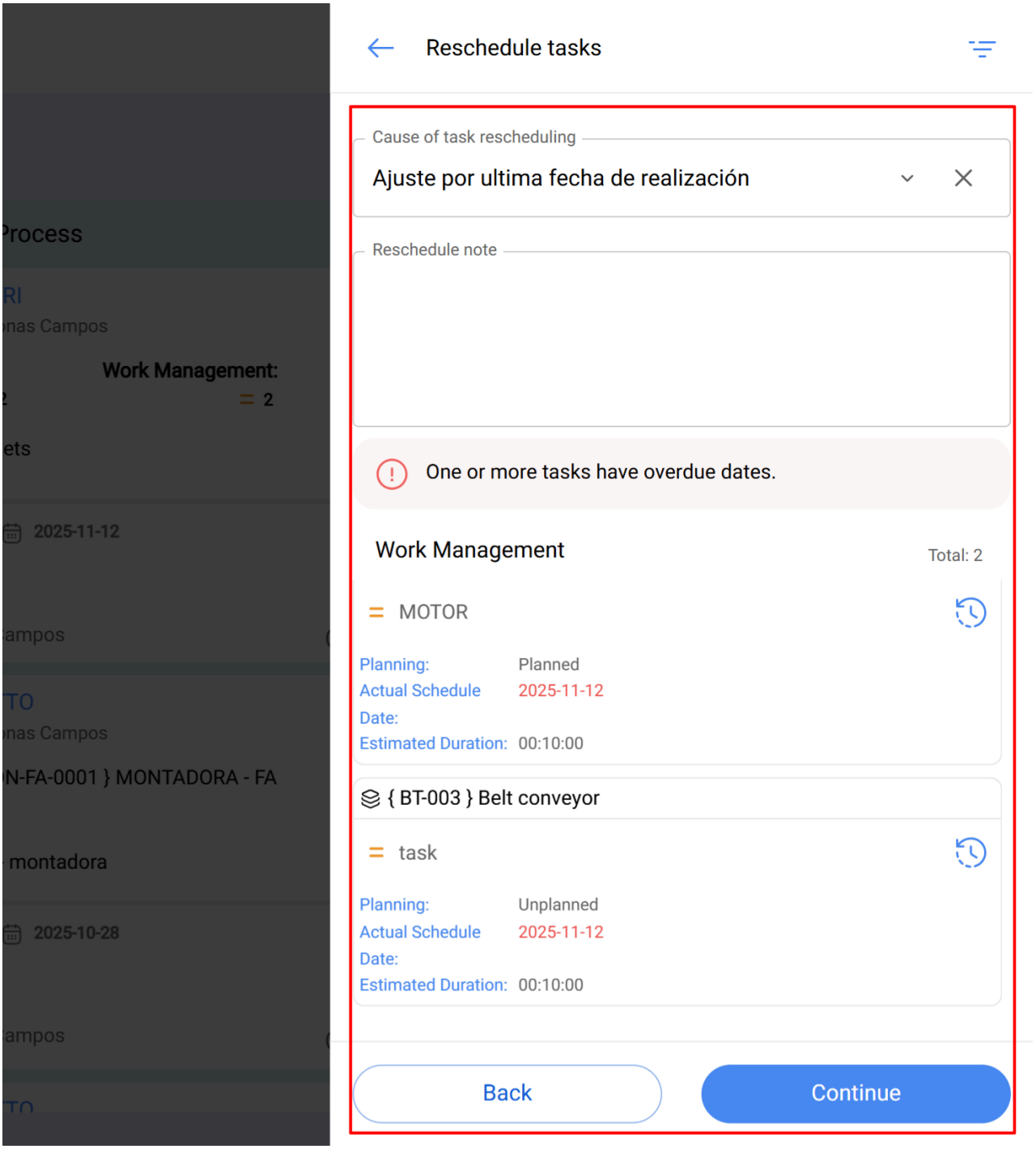
3. Cancel and reschedule in a new WO

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



When selected:

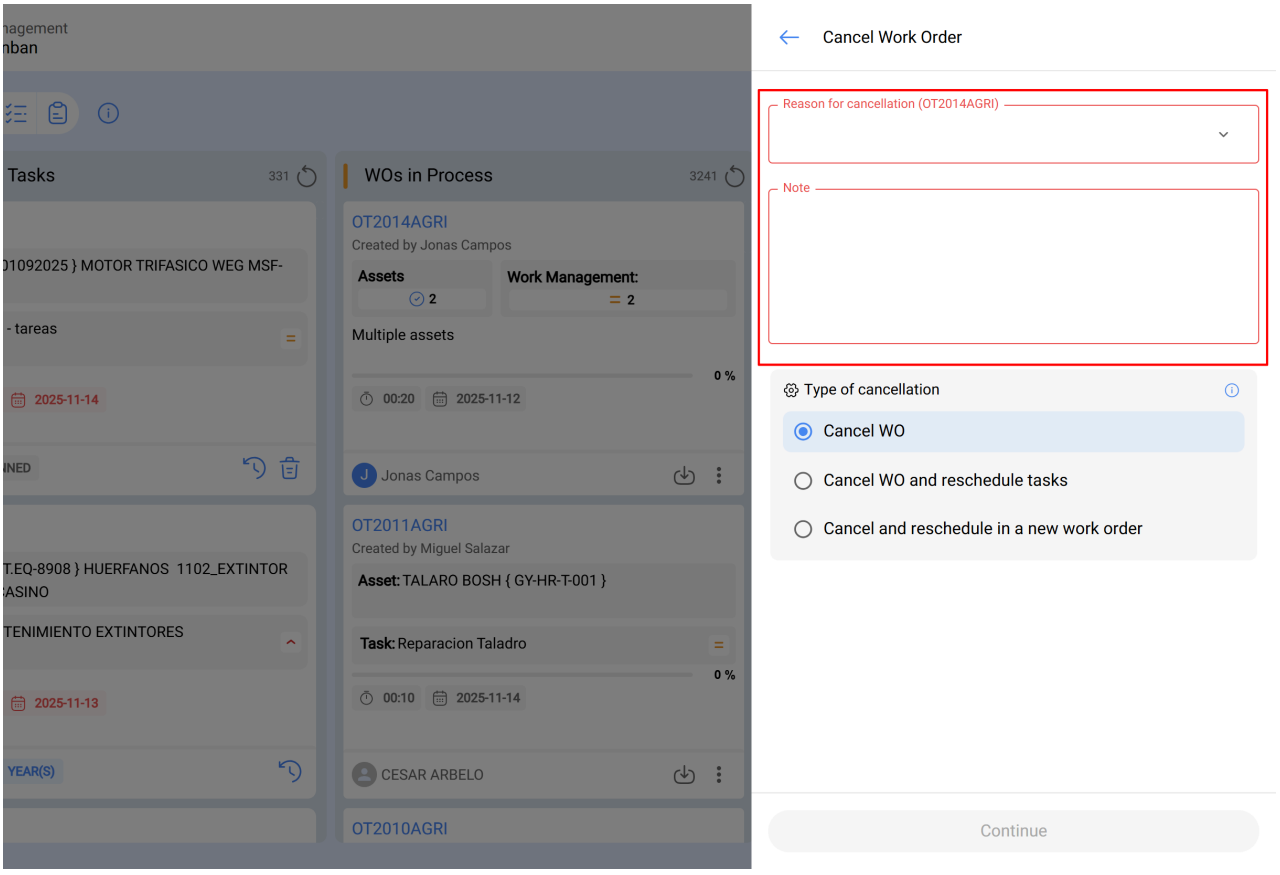
- A panel opens with all the tasks of the order.
- The user can adjust the scheduling of each task according to operational needs.
- Upon confirmation, the original WO is canceled and a **new WO** is generated with the rescheduled tasks.



> 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.