

Recording Pause and Stop Reasons in Work Orders – Help Center

help.fractal.com/hc/en-us/articles/41270564729101-Recording-Pause-and-Stop-Reasons-in-Work-Orders

During the execution of a Work Order, it is possible to capture two different types of interruptions: pause (“**Pause**”) and stop (“**Stop**”). Each type of interruption can be associated with specific reasons previously defined in auxiliary catalogs. This distinction allows for more precise traceability and a deeper analysis of operational downtime.

Definition: Pause vs Stop

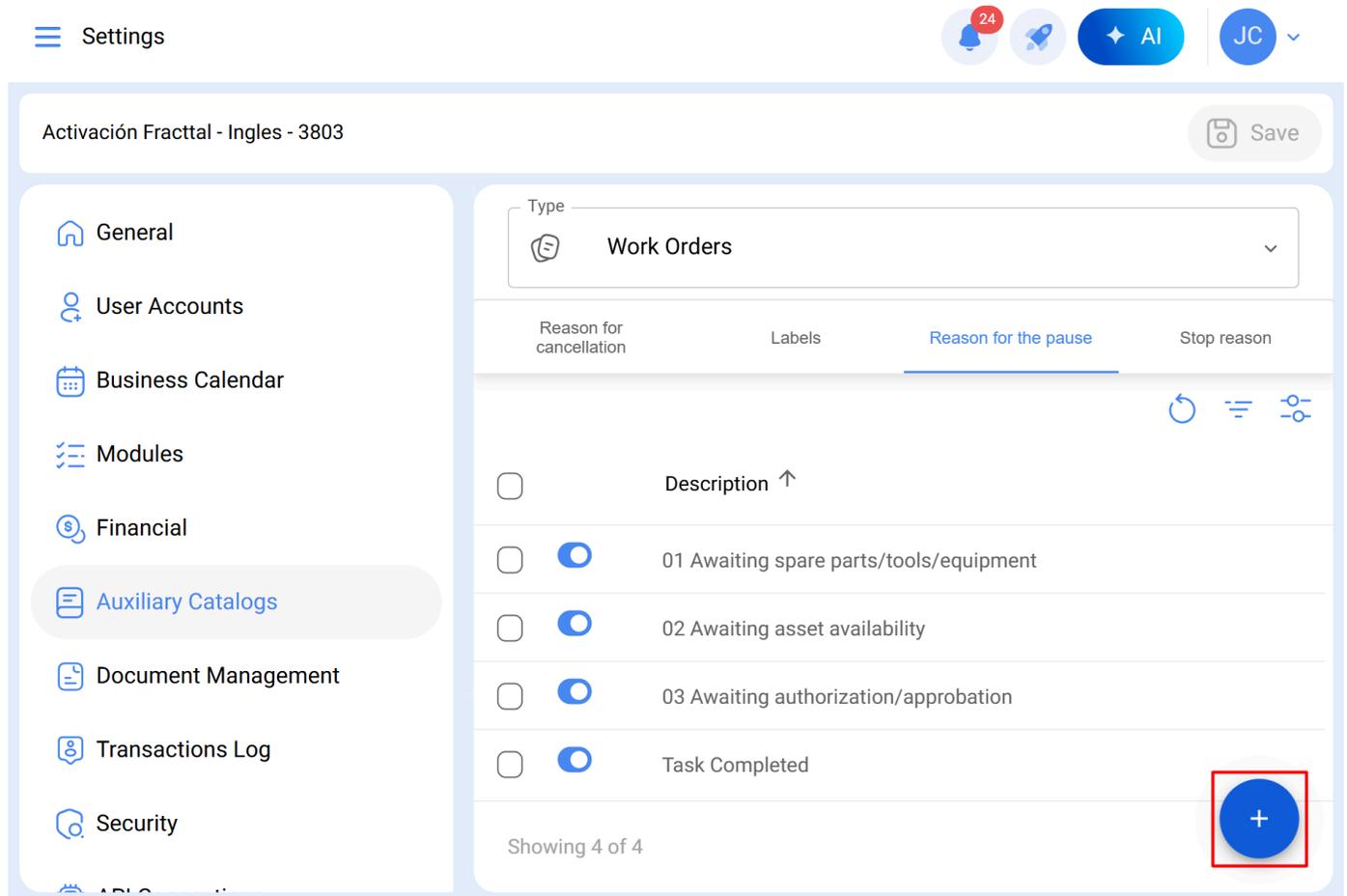
- **Pause (“Pause”)**: It is a temporary interruption of a task with the intention to resume it later. It is commonly used to wait for some supply, during meal preparation, at the end of a shift to transfer the activity, or for quick coordination between teams.
- **Stop (“Stop”)**: Refers to an interruption that is considerably more critical or prolonged compared to a simple pause. This type of stop may imply the total completion of the task that was being performed, meaning that the work will not continue at that moment and may not resume without prior review.

The screenshot displays a work order interface for 'MOTOR ASSET REVIEW'. The task type is '01 Preventive', the actual schedule date is '2026-03-12', and the priority is 'Medium'. The 'Time' section shows an estimated duration of 00:10:00, a start date of 2026-03-12 10:32:01, and actual duration and time out of service both at 00:00:00. The 'Trigger' section at the bottom features two buttons: 'Stop' and 'Pause', both highlighted with a red border. A timer on the right shows 00:00:03. On the left, a legend indicates that a yellow bar represents 'Medium' and '01 Preventive'.

MOTOR ASSET REVIEW	
Task type:	01 Preventive
Actual Schedule Date:	2026-03-12
Priority:	Medium
Group 1:	---
Group 2:	---
Time	
Estimated Duration:	00:10:00
Start Date:	2026-03-12 10:32:01
End Date:	---
Actual Duration:	00:00:00
Time out of service :	00:00:00
Trigger	
 Stop	 Pause
00:00:03	

Configuration of reasons in Auxiliary Catalogs

The configuration of pause and stop reasons is done through the **Auxiliary Catalogs**. In the configuration module, there is a specific “Work Orders” catalog where reasons for pauses and stops can be created.



The screenshot shows the configuration interface for Auxiliary Catalogs. The top navigation bar includes a menu icon, 'Settings', a notification bell with '24', a rocket icon, an 'AI' button, and a user profile 'JC'. The main content area is titled 'Activación Fractal - Ingles - 3803' and has a 'Save' button. A left sidebar lists various settings categories, with 'Auxiliary Catalogs' selected. The main panel shows a dropdown menu for 'Type' set to 'Work Orders'. Below this is a table with columns: 'Reason for cancellation', 'Labels', 'Reason for the pause', and 'Stop reason'. The 'Reason for the pause' column is active. The table lists four reasons: 'Description ↑', '01 Awaiting spare parts/tools/equipment', '02 Awaiting asset availability', and '03 Awaiting authorization/approbation'. A 'Task Completed' reason is also listed. A blue '+' button is highlighted with a red box in the bottom right corner. The text 'Showing 4 of 4' is visible at the bottom of the table.

It is essential to define separate motivations for each type: a “pause” reason must belong to the set of pauses, and a “stop” reason to the set of stops. This ensures that when registering an interruption, the technician selects the appropriate category.

Operational registration during Work Order execution

When a technician starts a task of a Work Order, they must click “Start” to begin execution.

← Work Order

Jonas Campos

2026-03-12 00:10

00:00

Note

Work Management

Electric Motor

//

MOTOR ASSET REVIEW

Priority: = Medium

Task type: 01 Preventive

Group 1:

Group 2:

Work Request Num...

← Electric Motor

Task Sub Tasks Resources Attachments

General

MOTOR ASSET REVIEW

Task type: 01 Preventive

Actual Schedule Date: 2026-03-12

Priority: Medium

Group 1: --

Group 2: --

Time

Estimated Duration: 00:10:00

Start Date: --

End Date: --

Actual Duration: 00:00:00

Time out of service : 00:00:00

Trigger

Start Log

If they need to pause the task momentarily, they can use the “Pause” option. When doing so:

← Work Order

Jonas Campos ▾

2026-03-12 00:10

00:00

Note

Work Management

Electric Motor
//

MOTOR ASSET REVIEW

Priority: = Medium

Task type: 01 Preventive

Group 1:

Group 2:

Work Request Num...

← Electric Motor 

 Task  Sub Tasks  Resources  Attachments

General

MOTOR ASSET REVIEW

Task type: 01 Preventive

Actual Schedule Date: 2026-03-12

Priority: Medium

Group 1: --

Group 2: --

Time

Estimated Duration: 00:10:00

Start Date: 2026-03-12 10:32:01

End Date: --

Actual Duration: 00:00:00

Time out of service : 00:00:00

Trigger

 Stop  Pause 00:00:03

To continue the task after the pause, the technician must click “Resume,” and the system will save the pause time in the records (“Records”).

← Work Order

Jonas Campos ▾

2026-03-12 00:10

00:00

Note

Work Management

Electric Motor
//

MOTOR ASSET REVIEW

Priority: = Medium

Task type: 01 Preventive

Group 1:

Group 2:

Work Request Num...

← Electric Motor 

[Task](#) [Sub Tasks](#) [Resources](#) [Attachments](#)

General

MOTOR ASSET REVIEW

Task type: 01 Preventive

Actual Schedule Date: 2026-03-12

Priority: Medium

Group 1: --

Group 2: --

Time

Estimated Duration: 00:10:00

Start Date: 2026-03-12 10:32:01

End Date: --

Actual Duration: 00:00:00

Time out of service : 00:00:00

Trigger

[▶ Restart](#) [📄 Log](#)

← Work Order

Jonas Campos ▾

2026-03-12 00:10

00:00

Note

Work Management

Electric Motor
//

MOTOR ASSET REVIEW

Priority: = Medium

Task type: 01 Preventive

Group 1:

Group 2:

Work Request Num...

← Task: MOTOR ASSET REVIEW

Information

Cannot edit logs because task is paused

Jonas Campos

Jonas Campos

Start Date: 2026-03-12 10:32:01

End Date: 2026-03-12 10:32:45

Status: **PAUSED** ←

Description: 02 Awaiting asset availability

Showing 1 of 1

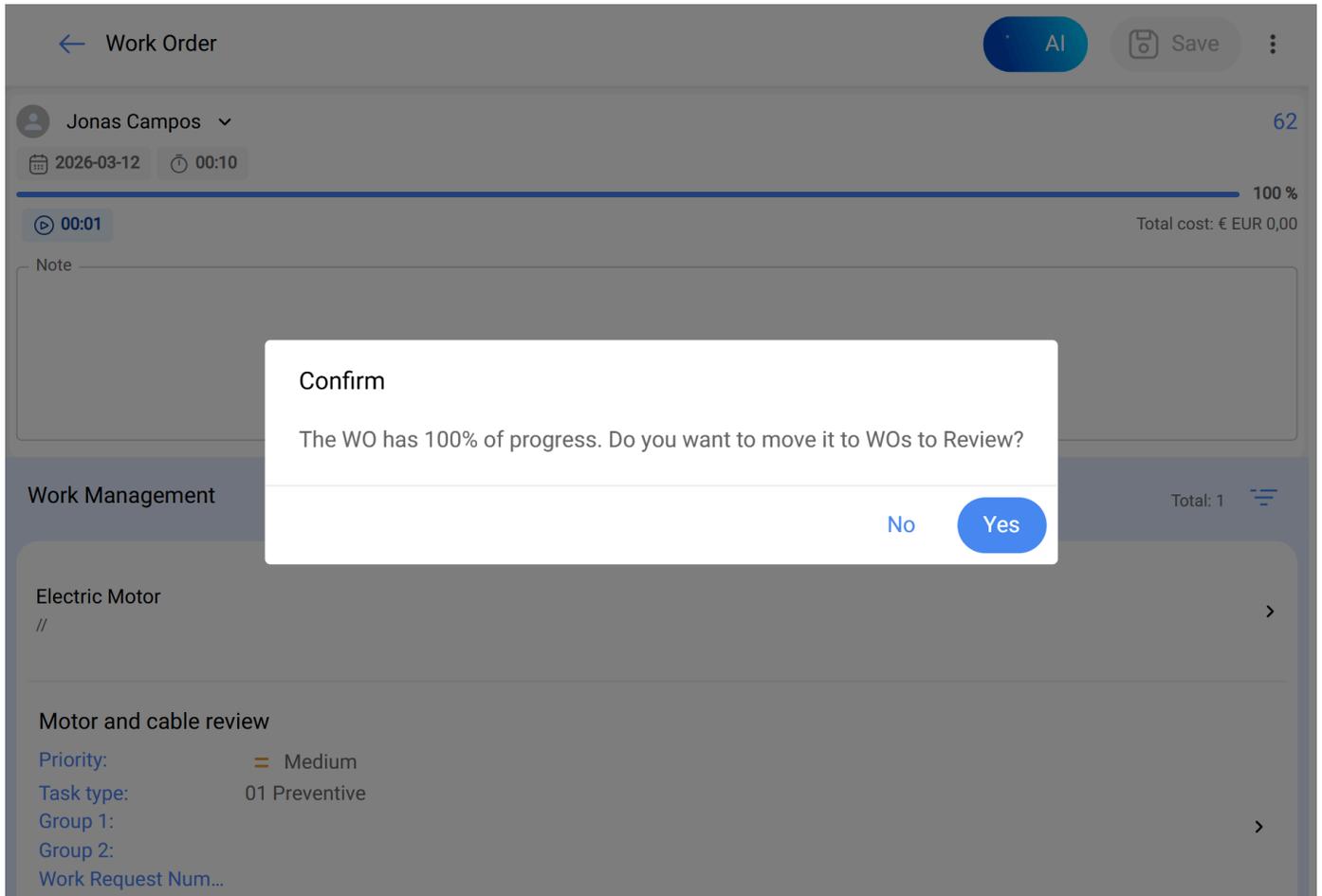
+

If the task has been completed or has ended for any reason, the technician must register a stop by selecting a reason from the stop catalog (Stop).

The screenshot displays a mobile application interface for managing work orders. The left sidebar shows a 'Work Order' for 'Jonas Campos' on '2026-03-12' with a duration of '00:10'. The main content area is titled 'Electric Motor' and shows details for a 'MOTOR ASSET REVIEW' task. The task is of type '01 Preventive', scheduled for '2026-03-12', with a 'Medium' priority. The 'Time' section indicates an estimated duration of '00:10:00' and a start date of '2026-03-12 10:32:01'. The 'Trigger' section features a 'Stop' button (highlighted with a red box) and a 'Pause' button. A timer at the bottom right shows '00:00:03'.

This indicates that the task has concluded and will not be resumed.

Once the stop has been registered and when attempting to exit the task execution section, the system will present an automatic confirmation.



This window will validate that the task progress has reached **100%** and will offer the option to change the status of the Work Order to "Under Review," thus facilitating the transition to the next step in the workflow and ensuring consistency of the WO status.

Note: After registering a stop and the task is shown as completed, if the Work Order has not been sent to a "Completed WO" queue, it will still be possible to access it and restart the execution of the task.