

How to cancel a Work Order in Fractal One?

help.fractal.com/hc/en-us/articles/37438325429005-How-to-cancel-a-Work-Order-in-Fractal-One

In Fractal One, canceling Work Orders can be done easily while the WO is in progress. In this article, we explain how to perform this action step by step within the platform.

1. Enter the **Tasks module** from the main menu and select the **Work Orders submodule**.

2. Select the **WO to cancel**

The screenshot displays the Fractal One Work Management interface in Kanban view. The top navigation bar shows 'Work Management' and 'View Kanban'. The main area is divided into three columns: 'Pending Tasks' (188 items), 'WOs in Process' (2838 items), and 'WOs in Review' (247 items). The 'WOs in Process' column contains three work orders, with the first one, 'OT1074MTO', highlighted by a red box. This work order is created by Jonas Campos, has the asset 'MON-FA-0001' (MONTADORA - FA), and the task 'Orden de Trabajo' with a 0% completion rate. The other two work orders in the 'WOs in Process' column are 'OT1073MTO' (created by Ricardo Rangel, asset 'EQ-HO-001', task 'FUGA DE GAS EN HORNO', 0% completion) and 'OT1072MTO' (created by Ricardo Rangel, asset 'BT-002', task 'Banda transportadora'). The 'WOs in Review' column contains three work orders, all with 100% completion: 'OT1034MTO' (created by Ramon Toro, asset 'GP-AA-001', task 'Correctivo por alta temperatura en área'), 'OT1027MTO' (created by DIEGO VERGARA, asset 'MC03.EJ.TAM', task 'LAVAR EQUIPO'), and 'OT1026MTO' (created by DIEGO VERGARA, asset 'Work Management:'). The interface also includes a top toolbar with various icons and a right sidebar with a user profile 'JC' and a search bar.

Find the Work Order you wish to cancel. Click on the **three dots** next to the selected WO.

3. Cancel the WO

The screenshot displays a Kanban board with three columns: Pending Tasks (188 items), WOs in Process (2838 items), and WOs in Review (247 items). The 'WOs in Process' column contains three cards. The top card, OT1074MTO, is highlighted with a red box around the dropdown menu icon (three vertical dots) in the bottom right corner. The card details include: Created by Jonas Campos, Asset: { MON-FA-0001 } MONTADORA - FA, Task: Orden de Trabajo (0% progress), and assigned to Jonas Campos.

This screenshot shows the same Kanban board as above, but with a dropdown menu open over the 'WOs in Process' card OT1074MTO. The dropdown menu contains four options: History, Cancel (highlighted with a red box), Bookmark, and AI Report. The card details are the same as in the previous image.

In the dropdown menu, select the "Cancel" option.

4. Confirm the cancellation

The screenshot displays a 'Cancel Work Order' dialog box. The dialog is titled 'Cancel Work Order' and features a back arrow on the left and a save icon on the right. It contains two text input fields: 'Reason for cancellation (OT1074MTO)' and 'Note'. The background shows a Kanban board with 'Pending Tasks' and 'WOs in Process' columns. The 'WOs in Process' column contains three work orders: OT1074MTO (Created by Jonas Campos, Asset: { MON-FA-0001 } MONTADORA - FA, Task: Orden de Trabajo), OT1073MTO (Created by Ricardo Rangel, Asset: { EQ-HO-001 } HORNO DE GALLETAS, Task: FUGA DE GAS EN HORNO), and OT1072MTO (Created by Ricardo Rangel, Asset: { BT-002 } Banda transportadora).

After this, a side menu will appear where you must enter the reason for the cancellation and an explanatory note. Then, you just need to save the action to complete the process.

Once the action is completed, the WO will be canceled and the associated Task will return to the **Pending Tasks** column.

The screenshot displays a Kanban board with three columns: "Pending Tasks" (189 items), "WOs in Process" (2837 items), and "WOs in Review" (247 items). Each card represents a work order with the following details:

- Pending Tasks:**
 - Asset: { MON-FA-0001 } MONTADORA - FA
 - Task: Orden de Trabajo
 - Duration: 00:10, Date: 2025-06-16
 - Status: UNPLANNED
- WOs in Process:**
 - OT1073MTO, Created by Ricardo Rangel
 - Asset: { EQ-HO-001 } HORNO DE GALLETAS
 - Task: FUGA DE GAS EN HORNO
 - Duration: 00:10, Date: 2025-06-14
 - Progress: 0%
 - Assignee: JOSE PEREZ
- WOs in Review:**
 - OT1034MTO, Created by Ramon Toro
 - Asset: { GP-AA-001 } Aire Acondicionado - GE
 - Task: Correctivo por alta temperatura en área
 - Duration: 00:10, Date: 2025-05-26
 - Progress: 100%
 - Assignee: Dionasio Jr
- WOs in Review (continued):**
 - OT1027MTO, Created by DIEGO VERGARA
 - Asset: { MC03.EJ.TAM } MINICARGADOR CAT
 - Task: LAVAR EQUIPO
 - Duration: 00:10, Date: 2025-05-22
 - Progress: 100%
 - Assignee: ANDRES RIVEROS
- WOs in Review (continued):**
 - OT1026MTO, Created by DIEGO VERGARA
 - Asset: [Redacted]
 - Work Management: [Redacted]

Note: Canceling a WO is only possible when they are in the "In Progress" or "Under Review" states.