

¿Cómo cancelar una Orden de Trabajo en Fractal One?

help.fractal.com/hc/es-es/articles/37438325429005--Cómo-cancelar-una-Orden-de-Trabajo-en-Fractal-One

En Fractal One, la cancelación de Órdenes de Trabajo se puede realizar de forma práctica mientras la OT esté en curso. En este artículo, te explicamos cómo realizar esta acción paso a paso dentro de la plataforma.

1. Ingresa en el **módulo de Tareas** desde el menú principal y selecciona el **submódulo de Órdenes de Trabajo**.

2. Seleccionar la OT a cancelar

The screenshot displays the 'Work Management' interface in Kanban view. It features three columns: 'Pending Tasks' (188 items), 'WOs in Process' (2838 items), and 'WOs in Review' (247 items). The 'WOs in Process' column is highlighted with a red box around the first work order, OT1074MTO, created by Jonas Campos. This work order details include the asset 'MON-FA-0001 MONTADORA - FA' and the task 'Orden de Trabajo' with a 0% progress bar. The user 'Jonas Campos' is shown as the creator. Other work orders in the 'WOs in Review' column include OT1034MTO (100% complete) and OT1027MTO (100% complete).

Encuentra la Orden de Trabajo que deseas cancelar. Haz clic en los **tres puntos** junto a la OT seleccionada.

3. Cancelar la OT

The screenshot shows 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' created by Jonas Campos, has a red box around the three-dot menu icon in the bottom right corner. The middle card, 'OT1073MTO' created by Ricardo Rangel, and the bottom card, 'OT1072MTO' created by Ricardo Rangel, are also visible. The 'WOs in Review' column contains three cards, including 'OT1034MTO' and 'OT1027MTO'.

This screenshot is identical to the one above, but with a dropdown menu open over the 'Jonas Campos' card. The menu contains four options: 'History', 'Cancel' (highlighted with a red box), 'Bookmark', and 'AI Report'. The 'Cancel' option is the one to be selected according to the instructions.

En el menú desplegable, selecciona la opción "Cancelar".

4. Confirmar la cancelación

The screenshot shows a 'Cancel Work Order' dialog box. The background is a Kanban board with two columns: 'Pending Tasks' and 'WOs in Process'. The dialog box is titled 'Cancel Work Order' and has a back arrow on the left and a save icon on the right. It contains a dropdown menu for 'Reason for cancellation (OT1074MTO)' and a text area for 'Note'.

Después de esto, se mostrará un menú lateral donde deberás ingresar el motivo de la cancelación y una observación explicativa. Luego, solo tendrás que guardar la acción para finalizar el proceso.

Una vez completada la acción, la OT será cancelada y la Tarea asociada volverá a la columna de **Tareas Pendientes**.

The screenshot shows a Kanban board with three columns: Pending Tasks (189 items), WOs in Process (2837 items), and WOs in Review (247 items). The top row of the Pending column contains a task for Asset { MON-FA-0001 } MONTADORA - FA with the task 'Orden de Trabajo' and a due date of 2025-06-16. This task is highlighted with a red box. The middle row of the Pending column contains a task for Asset { EQ-CR-001 } CAMIONETA REFRIGERADORA with the task 'MTTO M. CAJA REFRIGERADORA' and a due date of 2025-06-16. The bottom row of the Pending column contains a task for Asset { ROB-0004 } ROBO - 0004. The WOs in Process column contains three tasks: OT1073MTO (Asset { EQ-HO-001 } HORNO DE GALLETAS, Task: FUGA DE GAS EN HORNO, 0% progress), OT1072MTO (Asset { BT-002 } Banda transportadora, Task: DETALLES DEL TRASLADO, 0% progress), and OT1071MTO (Asset { ... }, Task: ...). The WOs in Review column contains three tasks: OT1034MTO (Asset { GP-AA-001 } Aire Acondicionado - GE, Task: Correctivo por alta temperatura en área, 100% progress), OT1027MTO (Asset { MC03.EJ.TAM } MINICARGADOR CAT, Task: LAVAR EQUIPO, 100% progress), and OT1026MTO (Asset { ... }, Task: ...). A green box highlights a 'Action Done' button in the bottom row of the WOs in Process column.

Nota: La cancelación de OT solo es posible cuando las mismas estén en los estados "En Proceso" o "En Revisión".