

# Como cancelar uma Ordem de Serviço no Fractal One?

[help.fractal.com/hc/pt-br/articles/37438325429005-Como-cancelar-uma-Ordem-de-Serviço-no-Fractal-One](https://help.fractal.com/hc/pt-br/articles/37438325429005-Como-cancelar-uma-Ordem-de-Serviço-no-Fractal-One)

No Fractal One, o cancelamento de Ordens de Serviço pode ser realizado de forma prática enquanto a OS estiver em andamento. Neste artigo, explicamos como realizar essa ação passo a passo dentro da plataforma.

**1. Acesse o módulo de Tarefas no menu principal e selecione o submódulo de Ordens de Serviço.**

**2. Selecionar a OS 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 top item, 'OT1074MTO', which is created by Jonas Campos. This item details an asset 'MON-FA-0001 MONTADORA - FA' and a task 'Orden de Trabajo' that is 0% complete. The user 'Jonas Campos' is shown at the bottom of the card. Other items in the 'WOs in Process' column include 'OT1073MTO' (created by Ricardo Rangel) and 'OT1072MTO' (created by Ricardo Rangel). The 'WOs in Review' column shows items like 'OT1034MTO' (created by Ramon Toro) and 'OT1027MTO' (created by DIEGO VERGARA), both with 100% completion. The interface includes a top navigation bar with 'Work Management' and 'View Kanban' options, and a right sidebar with user 'JC' and a search bar.

Encontre a Ordem de Serviço que deseja cancelar. Clique nos **três pontos** ao lado da OS selecionada.

**3. Cancelar a OS**

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 first one, but with a context menu open over the 'Jonas Campos' card in the 'WOs in Process' column. The menu options are 'History', 'Cancel', 'Bookmark', and 'AI Report'. The 'Cancel' option is highlighted with a red box.

No menu suspenso, seleccione a opção "Cancelar".

## 4. Confirmar o cancelamento

The screenshot shows a 'Cancel Work Order' dialog box. The dialog is titled 'Cancel Work Order' and has a back arrow on the left and a save icon on the right. It contains two main input fields: a dropdown menu for 'Reason for cancellation (OT1074MTO)' and a text area for 'Note'. The background shows a Kanban board with 'Pending Tasks' and 'WOs in Process' columns. The 'Pending Tasks' column has three items, and the 'WOs in Process' column has three items. The first item in 'WOs in Process' is 'OT1074MTO' created by Jonas Campos, with the task 'Orden de Trabajo'. The second item is 'OT1073MTO' created by Ricardo Rangel, with the task 'FUGA DE GAS EN HORNO'. The third item is 'OT1072MTO' created by Ricardo Rangel, with the task 'Banda transportadora'.

Após isso, será exibido um menu lateral onde você deverá inserir o motivo do cancelamento e uma observação explicativa. Em seguida, você só precisará salvar a ação para finalizar o processo.

Uma vez completada a ação, a OS será cancelada e a Tarefa associada voltará para a coluna de **Tarefas Pendentes**.

The screenshot shows a Kanban board with three columns: "Pending Tasks" (189 items), "WOs in Process" (2837 items), and "WOs in Review" (247 items). Each column contains task cards. The first card in "Pending Tasks" is highlighted with a red box. It shows an asset { MON-FA-0001 } MONTADORA - FA, a task "Orden de Trabajo", a duration of 00:10, a date of 2025-06-16, and a status of "UNPLANNED". The first card in "WOs in Process" is highlighted with a green box. It shows an asset { EQ-HO-001 } HORNO DE GALLETAS, a task "FUGA DE GAS EN HORNO", a duration of 00:10, a date of 2025-06-14, and a status of "0%". The first card in "WOs in Review" is highlighted with a green box. It shows an asset { GP-AA-001 } Aire Acondicionado - GE, a task "Correctivo por alta temperatura en área", a duration of 00:10, a date of 2025-05-26, and a status of "100%".

**Nota:** O cancelamento de OS só é possível quando as mesmas estão nos estados "Em Andamento" ou "Em Verificação".