

# Damaged and Defective Car Tracking Webinar

Overview of 2016 Updates

# Agenda

- DDCT June 2016 Enhancements
- Review FindUs.Rail Categories for DDCT
- Updating/Managing FindUs.Rail Contacts

# OVERVIEW OF DDCT JUNE 2016 ENHANCEMENTS

# DDCT Overview of Enhancements

- Auto close Rule 1 incidents after 48 months
  - Excludes incidents with car statuses of 'Car On Hand' or 'Intermediate Shop Complete'
  - Incident date to calculate 48 months, OR
  - the defect card date for incident with defect card
  - Removal Reason code of 'Autoclose-48 months' with a status of 'Removed'

Removed Status	
Reason Code :	Autoclose - 48 months
Reason For Removal :	Incident is closed due to 48 month in accordance with AAR Rules.
Removed Time :	04-26-2016 09:35:33 ET
Removed By :	SYSTEM

# DDCT Overview of Enhancements

- Attachments can be uploaded for Interchange Bureau Records (ICB)
  - Up to 5 attachments
- ICB records search results can be downloaded in .csv file
- Daily reminder notification generated for pending Third Party Request until accepted or rejected

# DDCT Overview of Enhancements

- 'Defect Card Details' search results page displays 'Defect Card Create Date'
- Car Details page enhanced to display:
  - Handling Carrier and Car Owner company name as well as Company ID/Mark



Car Details			
Incident Information			
Equipment ID :	TTGX110057		
Equipment Group :	RACK		
Incident ID :	RAIL00267250		
Incident Date :	04-28-2016	Incident Status :	Open
Interchange Rule :	107	Incident Location (SPLC) :	Phoenix, AZ (797000000)
Handling Carrier :	RAIL - RAILINC CORPORATION	Car Mark Owner :	NS - NORFOLK SOUTHERN RAILWAY COMPANY (NORFOLK SOUTHERN)

# Incident Date

- Handling Carriers can no longer create incidents with an incident date prior to **January 5, 2011**

The incident date must be on or after January 5, 2011.

### New Car Incident

* Incident Date	01-06-2009	
* Interchange Rule	AAR Interchange Rule 1 - Care of Freight Cars ▼	
Alert Type	(None) ▼	
* Location SPLC	797000000	
* Equipment	RAIL1	

Input the specific equipment initial and number for this incident. Multiple equipment IDs are not allowed for this interchange rule.

# Rule 1- Early Warning type

- Rule 1 incident with Incident Type 'Early Warning'
- the 'W-Early Warning' defect will be pre-selected

Equipment Details

Previous CarNext Car

Please select at least one defect for each equipment.

The W-Early Warning/Maintenance Advisory option has been pre-selected based upon your selection of Early Warning option. When additional defects are selected, the incident will not close when the car is removed from respective EW or MA.

Equipment ID: RAIL1

Equipment Group: MISC

Defect		
<input type="checkbox"/>	L - Safety Appliance	
<input type="checkbox"/>	M - Trucks	
<input type="checkbox"/>	N - Underframe	
<input type="checkbox"/>	O - Wheel Assembly	
<input type="checkbox"/>	P - En-route	
<input type="checkbox"/>	R - Rack Repairs	
<input checked="" type="checkbox"/>	W - Early Warning/Maintenance Advisory	Advisory notes can be added
<input type="checkbox"/>	X - TTX Flats	
<input type="checkbox"/>	Y - Defect Card	
<input type="checkbox"/>	Z - Other Defects	

Note

# Print Car Report


- Ability to print car details page


**Car Details**



**Incident Information**


Equipment ID :	RAIL7		
Equipment Group :	BOXC		
Incident ID :	<a href="#">KCS00267711</a>		
Incident Date :	05-10-2016	Incident Status :	Open
Interchange Rule :	107	Incident Location (SPLC) :	Phoenix, AZ (797000000)
Handling Carrier :	KCS - KANSAS CITY SOUTHERN RAILWAY COMPANY	Car Mark Owner :	RAIL - RAILINC CORPORATION

**Handling Carrier (KCS) Contact Information**


 - KCSR AAR Billing Office


 [noreply@railinc.com](mailto:noreply@railinc.com)



 816.983.1238 


 Kansas City, MO 64105 (US)


**Car Mark Owner (RAIL) Contact Information**

 Sophie Bolla - Business Analyst

 [sophie.hamida@railinc.com](mailto:sophie.hamida@railinc.com)

 919.651.5284 

 Cary, NC 27513 (US)

 [Report Preview](#)

# Offer Settlement for Multiple Equipment

- Ability for Handling Carrier to offer settlement for multiple equipment on Rule 107 incident
  - Accessible from 'Offer Settlement/Handling Carrier Repair' under 'Damaged Cars' tab
  - The 'Offer Settlement/Handling Carrier Repair' page allows up to 10 cars to be selected at one time

Offer Settlement / Handling Carrier Repair

NOTE: Settlement value offered by the handling carrier is the Actual DV provided by the car mark owner, not the Estimated DV.

Total Items: 202

Use this Search field to find specific records in the result list.

Search :

Maximum 10 rows can be selected at a given time

	Equipment ID	Equipment Group	Incident ID	Incident Date	Car Mark Owner	Interchange Rule	Location	Estimated DV	Actual DV	Status
<input type="checkbox"/>	RAIL10	TANK	RAIL00239382	07-25-2014	RAIL	Rule 107	Knoxville, TN	\$36,534 USD	\$10,815 USD	Actual DV/Disposition Provided
<input type="checkbox"/>	RAIL12	TANK	RAIL00239383	07-25-2014	RAIL	Rule 107	Knoxville, TN	\$35,562 USD	\$10,815 USD	Actual DV/Disposition Provided
<input type="checkbox"/>	RAIL12	TANK	RAIL00239362	07-25-2014	RAIL	Rule 107	Knoxville, TN	\$35,562 USD	\$10,815 USD	Actual DV/Disposition Provided
<input type="checkbox"/>	RAIL12	TANK	RAIL00241764	07-25-2014	RAIL	Rule 107	Knoxville, TN	\$35,562 USD	\$10,815 USD	Actual DV/Disposition Provided
<input type="checkbox"/>	RAIL141	BOXC	RAIL00256060	10-13-2015	RAIL	Rule 107	Etzikom, AB	\$9,805 USD	\$10,000 USD	Actual DV/Disposition Provided
<input type="checkbox"/>	RAIL148	BOXC	RAIL00257676	11-02-2015	RAIL	Rule 107	Phoenix, AZ	\$10,000 USD	\$10,000 USD	Actual DV/Disposition Provided
<input type="checkbox"/>	RAIL15	TANK	RAIL00241765	07-25-2014	RAIL	Rule 107	Knoxville, TN	\$35,562 USD	\$10,815 USD	Actual DV/Disposition Provided
<input type="checkbox"/>	RAIL17007	TANK	RAIL00251513	07-06-2015	RAIL	Rule 107	Phoenix, AZ	\$9,598 USD	\$9,598 USD	Actual DV/Disposition Provided
<input type="checkbox"/>	RAIL17007	TANK	RAIL00255759	09-02-2015	RAIL	Rule 107	Etzikom, AB	\$9,552 USD	\$10,551 USD	Actual DV/Disposition Provided

# Accept or Reject Settlement for Multiple Equipment

- Ability for Car Owner (Admin) to accept or reject settlement for multiple equipment on Rule 107 incident
  - Accessible from new 'Accept/Reject Settlement' under 'Damaged Cars' tab
  - The 'Pending Incidents for Accept/Reject Settlement' page allows up to 10 cars to be selected at one time.

Pending Incidents for Accept/Reject Settlement

**NOTE:** Settlement value offered by the handling carrier is the Actual DV provided by the car mark owner, not the Estimated DV.

Total Items: 5

Use this Search field to find specific records in the result list.

Search:

Maximum 10 rows can be selected at a given time

<input type="checkbox"/>	Equipment ID	Equipment Group	Incident ID	Incident Date	Car Mark Owner	Interchange Rule	Estimated DV	Actual DV	Location	Status
<input type="checkbox"/>	CCR4001	GOND	RAIL00251425	06-30-2015	RAIL	Rule 107	\$8,168 USD	\$8,168 USD	Phoenix, AZ	Settlement Offered
<input type="checkbox"/>	RAIL10	TANK	RAIL00241763	07-25-2014	RAIL	Rule 107	\$36,534 USD	\$10,815 USD	Knoxville, TN	Settlement Offered
<input type="checkbox"/>	RAIL22	TANK	RAIL00251490	07-02-2015	RAIL	Rule 107	\$32,633 USD	\$32,539 USD	Phoenix, AZ	Settlement Offered
<input type="checkbox"/>	RAIL53093	BOXC	BNSF00259871	01-12-2016	RAIL	Rule 107	\$35,893 USD	\$19,594 USD	Bing, NE	Settlement Offered
<input type="checkbox"/>	RAIL800	GOND	RAIL00251494	07-02-2015	RAIL	Rule 107	EDV Unknown	\$0 USD	Phoenix, AZ	Settlement Offered

10 50 100 250 500 1000











Accept Settlement Reject Settlement Done

# Reject ADV Option

- Handling Carriers (admin) must use 'Reject ADV' option to reject Actual Depreciation Value (ADV) for Cars on Rule 107 incident
  - Available under the 'Damaged Cars' tab
  - Only one equipment can be rejected at a time

**Reject Actual DV** Total items: 202

Use this Search field to find specific records in the result list.  
 Search :

	Equipment ID	Equipment Group	Incident ID	Incident Date	Car Mark Owner	Interchange Rule	Location	Estimated DV	Actual DV	Status
	RAIL10	TANK	RAIL00239382	07-25-2014	RAIL	Rule 107	Knowlille, TN	\$36,834 USD	\$10,815 USD	Actual DV/Disposition Provided
	RAIL12	TANK	RAIL00239383	07-25-2014	RAIL	Rule 107	Knowlille, TN	\$35,562 USD	\$10,815 USD	Actual DV/Disposition Provided
	RAIL12	TANK	RAIL00239382	07-25-2014	RAIL	Rule 107	Knowlille, TN	\$35,562 USD	\$10,815 USD	Actual DV/Disposition Provided
	RAIL12	TANK	RAIL00241764	07-25-2014	RAIL	Rule 107	Knowlille, TN	\$35,562 USD	\$10,815 USD	Actual DV/Disposition Provided
	RAIL141	BOXC	RAIL00286080	10-13-2015	RAIL	Rule 107	Etzikon, AB	\$9,205 USD	\$10,000 USD	Actual DV/Disposition Provided
	RAIL148	BOXC	RAIL00287676	11-02-2015	RAIL	Rule 107	Phoenix, AZ	\$10,000 USD	\$10,000 USD	Actual DV/Disposition Provided
	RAIL15	TANK	RAIL00241765	07-25-2014	RAIL	Rule 107	Knowlille, TN	\$35,562 USD	\$10,815 USD	Actual DV/Disposition Provided
	RAIL17007	TANK	RAIL00281513	07-06-2015	RAIL	Rule 107	Phoenix, AZ	\$9,595 USD	\$9,595 USD	Actual DV/Disposition Provided
	RAIL17007	TANK	RAIL00285759	09-02-2015	RAIL	Rule 107	Etzikon, AB	\$9,552 USD	\$10,551 USD	Actual DV/Disposition Provided
	RAIL17007	TANK	RAIL00285760	09-02-2015	RAIL	Rule 107	Etzikon, AB	\$9,552 USD	\$10,417 USD	Actual DV/Disposition Provided

# New Shop Features

## ➤ Shop users have visibility to:

- Disposition notes entered by the Handling Carrier on the Car Details page
  - Accessible by selecting equipment on Report Repairs page
  - Must have shop permissions
- Standard Transportation Commodity Code (STCC) on the 'Car Details' page
- Ability to report car on hand for Defect Cards not associated with an incident (Rule 102)
  - Shop permissions are required to complete this action

# DDCT Car Owner Contact in FindUs.Rail

- When Car Owner contact is not available in DDCT category in FindUs.Rail then
  - DDCT notification is sent to Car Repair Billing (CRB) contact listed in FindUs.Rail
  - DDCT notification is sent to Umler contact when no DDCT or CRB contact is listed in FindUs.Rail

# UPDATING AND MANAGING FINDUS.RAIL CONTACTS FOR DDCT

# FindUs.Rail and DDCT

- DDCT contact information is required per AAR Interchange Rule 114
  - DDCT utilizes FindUs.Rail contact information throughout the workflow including:
    - Provides contact information on Car Details page
    - Utilized to distribute notifications to HC, CMO and/or Shop
    - Disposition locations are registered and display for CMO to make the selection
- FindUs.Rail Company Admins are responsible for maintaining contacts for your company
  - Specific categories for Handling Carrier (HC), Car Owner (CMO) and Disposition Locations
  - Populate appropriate categories for your company
- Contact information must be maintained to improve communication throughout incident lifecycle

# FindUs.Rail Contact Information

- FindUs.Rail Company Admins have the ability to add, delete and manage contacts for their respective company
  - Utilize FindUs.Rail User Guide, Quick Guide or FindUs.Rail demo
- Managing contact information is key to industry communication

- > Industry Products
- > RailSight Suite of Applications
- > Reference Files
  - AAR Circulars
  - Centralized Station Master
  - Customer Identification File
  - FindUs.Rail**
  - HAZMAT
  - Junction Interchange File
  - Mark Register
  - National Tariffs
  - Official Railroad Station List / OPSL
  - Route File
  - Serving Carrier/Reciprocal Switch
  - Shipment Conditions File
  - Standard Point Location Code
  - Standard Transportation Commodity Code
- > Contact Us

## FindUs.Rail

FindUs.Rail is a web-based centralized database that enables users to review and manage their company's contact information, helping railroad departments, private car owners and leasing companies stay connected. FindUs.Rail users can query contacts and agency relationships for industry functions and roles.

With FindUs.Rail, contacts are organized under various categories, each managed by Company Administrators. Administrators can add, update and delete contacts for the categories they manage. The Railinc Application Administrator is responsible for adding and removing categories.

The FindUs.Rail free look-up tool lets you conduct first level searches of contacts, agencies and railcar marks at no charge.

[Click here to use the FindUs.Rail free look-up tool.](#)

FindUs.Rail is essential to the smooth functioning of other Railinc applications, including the Damaged and Defective Car Tracking (DDCT) system. To request administrative access to the application or to learn how to add contacts to the database, please view the documentation and demo below.

### Related Links


- [FindUs.Rail Overview](#)
- [FindUs.Rail User Guide](#)
- [FindUs.Rail Free Look-up](#)
- [FindUs.Rail Quick Guide for Request Access and Adding Contacts](#)
- [How to Request Access to FindUs.Rail](#)
- [Getting Started with FindUs.Rail Demo](#)

# FindUs.Rail- Free Look Up



- Easy access from Railinc's corporate page
- Available to industry to view contacts
- Free look-up with ability to search contacts for DDCT categories or other categories such as CRB or Umler

# Managing FindUs.Rail Contacts

Your Applications 
AH Detector Registration
Asset Health Common UI
Asset Health Common UI (Stage)
Car Accounting Self Service
Car Repair Billing
DDCTS
DDCTS DEC
Early Warning
EHMS
Equipment Quality Reporting System
FindUs.Rail

- Adding and managing contacts for your company requires FindUs.Rail Company Admin permissions
- FindUs.Rail access via Railinc's LaunchPad
  - Displays under 'Your Applications' if you are FindUs.Rail Company Admin for your company

# FindUs.Rail- Add Contact

First Name	<input type="text"/>	Company Refer
Last Name	<input type="text"/>	Website URL
Contact Type	<input type="text" value="v"/>	Notes
Title/Position	<input type="text"/>	
Email	<input type="text"/>	
Phone - Primary	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
	Intl. Area Number Ext.	
Phone - Secondary	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
	Intl. Area Number Ext.	
Fax	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
	Intl. Area Number Ext.	
Address	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
City	<input type="text"/>	
St./Prv.	<input type="text" value="v"/>	
Postal Code	<input type="text"/>	
Country	<input type="text" value="v"/>	

Categories

Any assigned categories must have at least one category function specified.

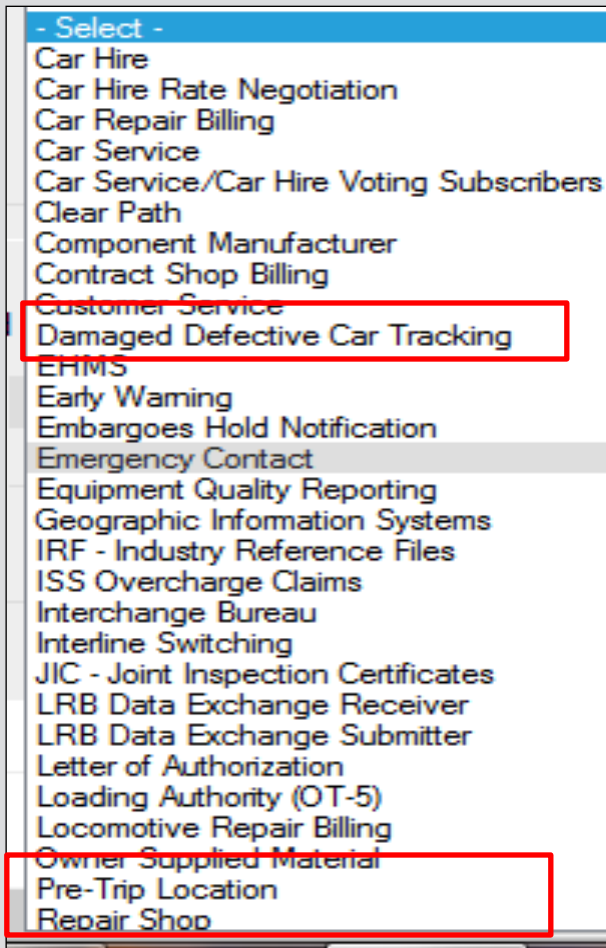
<input type="checkbox"/>	<input type="checkbox"/>	Category
<input type="checkbox"/>	<input checked="" type="checkbox"/>	- Select -

Categories

- Enter contact information for person or group (Contact Type)
- Each category must have one Primary contact.
- Multiple Secondary contacts are allowed.
- Required fields are in red
- Add DDCT categories under 'Categories' section
- Can add multiple categories for contact

First Name	<input type="text"/>	Company Reference	<input type="text"/>
Last Name	<input type="text"/>	Website URL	<input type="text"/>
Contact Type	<input type="text"/>	Notes	<input type="text"/>
Title/Position	<input type="text"/>		
Email	<input type="text"/>		
Phone - Primary	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
	Intl. Area Number Ext.		
Phone - Secondary	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
	Intl. Area Number Ext.		
Fax	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
	Intl. Area Number Ext.		
Address	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
City	<input type="text"/>		
St./Prv.	<input type="text"/>		
Postal Code	<input type="text"/>		
Country	<input type="text"/>		
Categories	<div> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> </div> <div> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> </div> <div> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> </div>		
Any assigned categories must have at least one category function specified.			
<div> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> </div> <div> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> </div> <div> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> </div>			
<div> <input type="button" value="Add"/> <input type="button" value="Delete"/> </div>			

# Select FindUs.Rail Categories



- Select appropriate categories for contact.
  - Select from list of applications
- Each category must be added individually
- You can select multiple functions
- Use the 'Add' button to add categories and select appropriate functions

# Handling Carrier FindUs.Rail Categories

- Maintaining HC contact in FindUs.Rail is essential for proper communication throughout the incident lifecycle
- HC contact information must be defined in FindUs.Rail in the following categories:
  - **Handling Carrier Damaged Car Management**
    - Contact for Rule 96, 107 incidents and defect cards (Rule 102)
  - **Handling Carrier Defective Car Management**
    - Contact for Rule 1, 95 and 108 incidents
  - **Handling Carrier ICB Management**
    - Contact for ICB record
- Handling Carriers must define *one Primary* contact and have the ability to define *multiple Secondary* contacts
  - Allows your company to manage who should be contacted

# Car Owner and FindUs.Rail Categories

- Maintaining Car Owner contacts in FindUs.Rail is essential for proper communication throughout incident lifecycle
- Car Owner contact information must be defined in FindUs.Rail for the following categories:
  - **Mark Owner Damaged Car Management**
    - Contact for Rule 96, 107 incidents and Defect Card (Rule 102)
  - **Mark Owner Defective Car Management**
    - Contact for Rule 1, 95 and 108 incidents
  - **Mark Owner ICB Management**
    - Contact for ICB record
- Car Owners must define *one Primary* contact and have the ability to define *multiple Secondary* contacts
  - Allows your company to manage who should be contacted about the incident

# Disposition Locations and FindUs.Rail Categories

- Disposition Locations allow Car Owner or Handling Carrier to define where the car should be moved for repairs or next steps
- Disposition Location must provide the Standard Point Location Code (SPLC)
  - DDCT displays locations Company ID/Mark utilizing FindUs.Rail
- Disposition Location Categories in FindUs.Rail are:
  - **Repair Shop**
  - **Pre-Trip Location**
  - **Storage Facility**
  - **Scrapper**
- A *Primary* contact must be defined with ability to define multiple *Secondary* contacts
- Ability to define Capabilities or Capacity to display in DDCT
  - Capabilities and Capacity info helps CO and HC to view given shop capacity
  - Capabilities and Capacity info does not prevent car from being disposition to the disposition location

# FindUs.Rail Category Detail

- Repair Shop category requires SPLC
- Ability to define category function - Shop contact, Cleaning or Tank Car
- Capabilities and Capacity Status allow shop to provide information for HC or CMO
  - Visible in DDCT but does not prevent shop from being selected

**Categories**

Any assigned categories must have at least one category function specified.

	Category
<input type="checkbox"/>	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Repair Shop

Category Role	Category Functions
Primary	<input type="checkbox"/> Cleaning <input type="checkbox"/> Shop Contact <input type="checkbox"/> Tank Car

Category Specific Fields
Capabilities
Capacity Status
SPLC

Categories **Add** **Delete**

# FindUs.Rail- Verify Contact Info

**Contact**

Company ID/MARK:

Company: RAILINC CORPORATION

First Name:

Last Name:

\*Contact Type:

\*Title/Position:

\*Email:

\*Phone - Primary:

Phone - Secondary:

Fax:

\*Address:

\*City:

\*ST/Prv.:

\*Postal Code:

\*Country:

**Categories**

Any assigned categories must have at least one category function specified.

You have been granted agency to manage the following categories to which the contact belongs.

<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Damaged Defective Car Tracking <input type="text" value="Secondary"/>
Category Role:		
Category Functions:		<input checked="" type="checkbox"/> Handling Carrier Damaged Car Management
		<input checked="" type="checkbox"/> Handling Carrier Defective Car Management
		<input checked="" type="checkbox"/> Handling Carrier ICB Management

- Verify contact information
- Complete addition of appropriate categories for your company contact
- Click 'Save' to add contact


# FindUs.Rail- Search Contact


- Search by mark for specific categories or contacts
  - For example, if you only are looking for DDCT contact
- Ability to include parent mark as part of search

**Search Contacts**

Quick Search   **Advanced Search**

+ At least one field indicated by (+) must be specified for quick search.




Company ID/MARK   MARK ▼ RAIL   

Category   

Company

Company Agents   ☒ Include agent contacts

Company Hierarchy   ☐ Include parent company contacts  
                                  ☐ Include child company contacts

# FindUs.Rail Checklist

- View your company's contacts listed for DDCT and other required applications per AAR Interchange Rule 114
  - Monthly, quarterly, etc.
- Add, delete or update contact information for your company
  - Is the phone number correct? Is the email correct? Is this the right contact for the product?
- Refer to FindUs.Rail User Guide, Quick Guide and demo
  - Available to industry to use for training your teams
- Contact Railinc's Customer Support Center for assistance

# Reference and Help Tools

- DDCT product page provides access to:
  - User Guide
    - Accessible via application and DDCT product page
  - Demos
    - Available to help train your teams
  - Frequently Asked Questions
    - General FAQ and specific FAQ for Handling Carriers, Car Owners and Shops
  - Webinars
    - Prior webinar slides
  - Link to DDCT product page- <https://www.railinc.com/rportal/ddct>
- FindUs.Rail has:
  - User Guide, Quick Guide and Demo
  - Link to FindUs.Rail product page- <https://www.railinc.com/rportal/findusrail>

# DDCT Product Page

- DDCT product page contains info on FindUs.Rail and access to demos, webinar slides, etc.

The screenshot shows a web browser window with the URL <https://www.railinc.com/rportal/ddct>. The page title is "Damaged and Defective Car Tracking". The left sidebar lists "Industry Products" including AskRail, Asset Health Data Summaries, Asset Health Strategic Initiative, Car Accounting Self-Service, Car Hire Accounting Rate Master, Car Hire Data Exchange, Car Hire Rate Negotiation Self-Service, Car Repair Billing Data Exchange, Clear Path System, Component Tracking, **Damaged and Defective Car Tracking**, DDCT Capabilities, DDCT Training, Get Started with DDCT, Early Warning, Embargoes, Equipment Health Management System, Equipment Health View, and Equipment Quality Reporting. The main content area has the heading "Damaged and Defective Car Tracking" and contains three paragraphs of text. The first paragraph states that for decades, railroads, car owners, and repair shops maintained their own manual processes for tracking, identifying, and repairing damaged and defective cars, which was time-consuming and complicated. The second paragraph explains that the DDCT system automates this manual process through a centralized web-based application, providing real-time access to information and easy updates. The third paragraph notes that damaged cars are handled in accordance with AAR Interchange Rule 107, and defective cars are handled in accordance with AAR Interchange Rules 1, 96 and 108. A section titled "DDCT AND FINDUS.RAIL REQUIREMENTS" states that AAR Interchange Rule 114 requires DDCT users to enter their contact information into FindUs.Rail, and that FindUs.Rail will send notifications to the Car Repair Billing (CRB) and/or Umler® system contact if it does not contain a DDCT contact for a company.

**Damaged and Defective Car Tracking**

For decades, railroads, car owners and repair shops each maintained their own manual processes for tracking, identifying and repairing damaged and defective cars. Because there was no standardized system, data retrieval could be time-consuming and complicated, and information was often unreliable.

The Damaged and Defective Car Tracking (DDCT) system automates this manual process through an easy-to-use, centralized web-based application. Users have real-time access to information through a single standardized source and can easily update, retrieve and share information in a timely manner. The DDCT system interfaces with many of Railinc's products and processes to ensure its users have a near-seamless experience. The result is better communication and collaboration among rail partners for better equipment management, improved rail safety and reduced administrative costs.

Damaged cars are handled in accordance with AAR Interchange Rule 107, and defective cars are handled in accordance with AAR Interchange Rules 1, 96 and 108. AAR Interchange Rule 95 is used for any damaged equipment that can be returned to service.

Please visit the **DDCT Training Resources** page to view demos and webinars that provide overviews of the most recent DDCT updates.

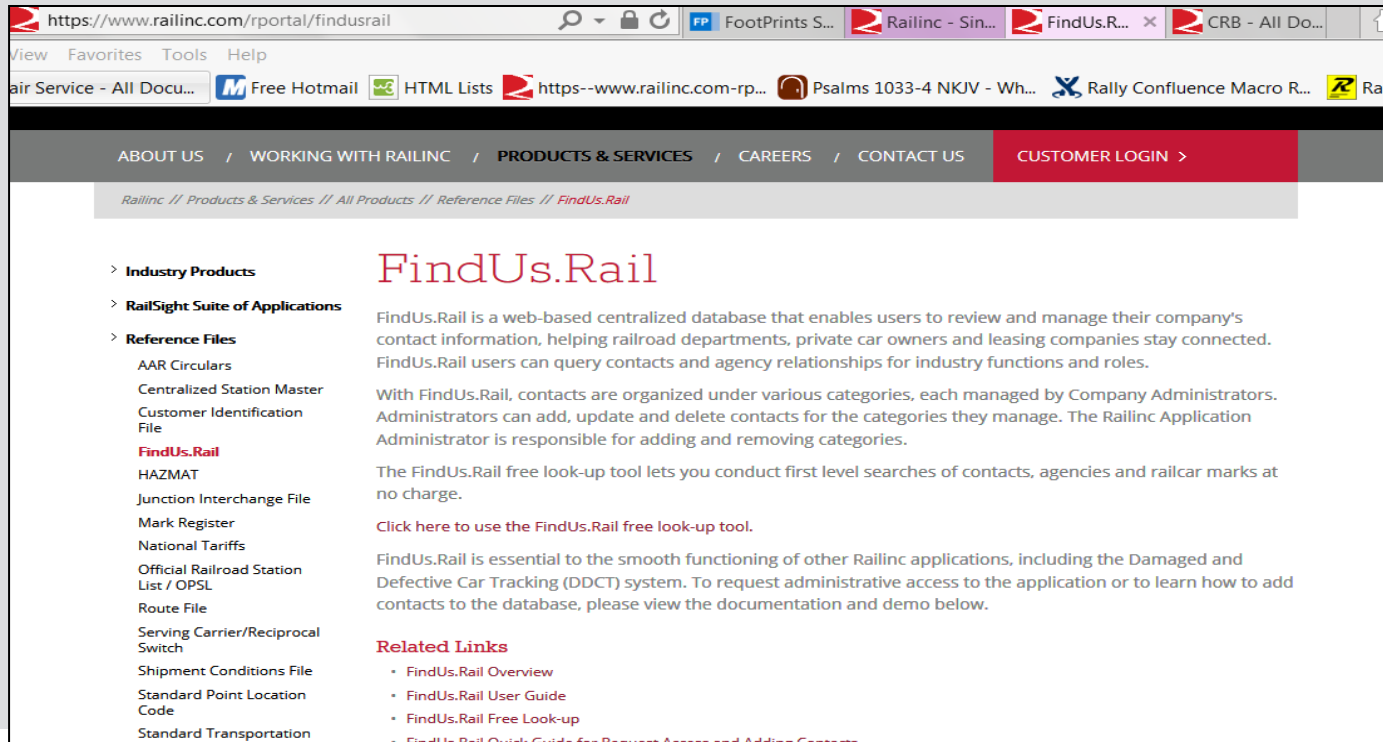
**DDCT AND FINDUS.RAIL REQUIREMENTS**

AAR Interchange Rule 114 requires DDCT users to enter their contact information into **FindUs.Rail**. DDCT uses the information in FindUs.Rail to send notifications throughout the DDCT workflow, including the creation of new incidents, handling carrier requesting disposition, car owner to provide disposition, or completion of repairs. DDCT incidents display contact information listed in FindUs.Rail.

If FindUs.Rail does not contain a DDCT contact for a company, DDCT will send notifications to the Car Repair Billing (CRB) and/or Umler® system contact. Companies must update their DDCT contacts in FindUs.Rail as their personnel change. This will ensure the correct employees receive DDCT notifications.

# FindUs.Rail Product Page

- FindUs.Rail Product page contains user guide and link to free look-up tool



# Railinc's Customer Support Center

- For questions about DDCT or FindUs.Rail, contact Railinc's Customer Support Center via email or phone
  - Email- [csc@railinc.com](mailto:csc@railinc.com)
  - Phone- 877-RAILINC
- A case will be opened to track your question or request

# QUESTIONS