

## **Car Owners**

### **I sold some cars, and they will be restenciled. Will I know when this occurs? How will DDCT be updated?**

When a car is restenciled in the Umler® system, a message will be sent to DDCT advising the application this has occurred. The new car mark owner, the prior car mark owner and the handling carrier that created the incident will receive notifications if they are registered in FindUs.Rail. The handling carrier that created the incident will also receive notification of the restencil. The incident details page will be updated, indicating that the new equipment and the prior equipment ID will also be posted.

### **Does the car mark owner receive a notification when a car is marked as On Hand at a repair shop?**

If the car mark owner is registered in FindUs.Rail and DDCT, they will receive a notification that their car has been marked as on hand.

### **How do I change an Actual Depreciated Value (ADV) after I accept Settlement for a Rule 107 car?**

After you accept Settlement in DDCT, the information is “locked” and cannot be changed. The car mark owner should contact the handling carrier to remove the specific car from the particular incident. Then, the handling carrier can start the process over and request disposition. The car mark owner can issue an updated ADV.

### **When Settlement is offered, which figure do I need to use to make a decision to accept or reject?**

For Settlement, always use the ADV, not the Estimated Depreciated Value.

### **How can I ensure that a car goes to the shop and location that I provide disposition?**

Waybilling is not a function of DDCT. The car owner must rely on the handling carrier to create a waybill for movement to the proper destination. In the ‘provide dispo’ action, there is a notes field that the car mark owner can use to relay movement instructions to the handling carrier.

### **If a car is damaged and no defect card was created, how does the car mark owner input the damage to indicate that the delivering carrier is responsible?**

The car owner cannot create an incident within DDCT. The handling carrier that is responsible for the damage to the car must create the incident, listing the damage to the equipment. The car owner has the option of relaying additional repair instructions on to the repair facility.

### **I provided an incorrect ADV to the handling carrier. How can I change this?**

Once the car owner has provided disposition to include the ADV, the incident is “locked” and changes cannot be made. The car owner has a couple of choices. They can contact the handling carrier and address the discrepancy outside DDCT. They also can contact the handling carrier and request the incident be closed and a new incident be created so that the correct ADV can be issued.

### **Will incident notification be restricted to carriers/owners/shops, or can other parties receive incident notifications?**

DDCT only sends notifications to handling carriers, car mark owners and repair facilities. If other parties would like to receive notifications of DDCT occurrences, they must receive these notices from the car owner outside DDCT.

**Are ADV's required through DDCT?**

DDCT requires car owners to provide ADV dollar amounts when providing disposition for Rule 107 cars.

**When repairs are complete and the repair shop marks it as complete, is the owner notified?**

A notification is sent to the car mark owner notifying them when repairs are complete.

**There is a Maintenance Party field in the Umler system. Will this party be notified within DDCT?**

The maintenance responsible party is used for other applications. DDCT uses the stencil mark owner for notification.

**If a car mark owner is also a shipper, should the car mark owner add their shipping locations to FindUs.Rail to route cars back to their plants for light repairs?**

If a railroad requests disposition and the car mark owner/shipper want the car moved back to a loading location for repairs, that location must be registered as a shop couplet in FindUs.Rail.

**When a car is leased by a private party, how does this party find out if one of their cars is damaged?**

The car mark owner may assign the lessee as a third party in DDCT, and the lessee will be notified.

**Will DDCT allow the car owner to apply disposition for a car to three shops?**

Currently, DDCT allows two repair facilities.

**The repair facility I normally send cars to is a mobile repair shop—a single person with a truck and equipment. Will this mobile repair facility have to register in DDCT?**

All repair facilities, no matter their size or scope must register as a repair shop in DDCT and in FindUs.Rail so they can receive dispositioned cars.

**As a car mark owner, I received a car that had been dispositioned to a repair shop for specific work, but the work was not performed. What should I do?**

The car mark owner, in this case, should handle the exception with the repair shop.

**Will DDCT remove the car from the Umler system when it is dismantled or scrapped?**

The car owner must delete the equipment from the Umler system separately. Only then will the car be automatically removed from the incident, if the incident is in open status.

**If a shop cannot accept a car, can the disposition be changed to move the car to another shop?**

Once disposition has been provided it cannot be changed in DDCT. The car mark owner can direct the car to another shop and mark the car as On Hand at the new shop after it arrives.

**When cars need to be loaded up on flat cars, will we receive a notice from DDCT with the equipment ID of the flat car?**

Currently, DDCT only identifies the carrying car. The loaded up car (the damaged equipment) should be identified in the notes field that is part of the incident record.

**When will the issue with sending notifications (Rule 1, 108, 95, and 107) to the car mark owner be changed to notifying the actual car owner, if ever?**

At this point all notifications will be transmitted to the Umler stenciled car mark owner.

**When the car mark owner is not notified that a non-preferred shop has repaired a car, what recourse does the car owner have?**

This cannot be handled within DDCT. The car can only be marked as On Hand by the dispositioned-to shop or the car owner. If a shop that the car was not dispositioned to makes repairs, the car owner must handle the situation with the shop and the railroad that moved the car to the shop.

**Does DDCT have a field for the owner to provide the route they want the car to take to the shop?**

DDCT does not have a function within the application that can provide preferred routing by the car owner. Car owners should use the comments field within DDCT to advise/request routing of cars to shops. Railinc also advises following up with the handling carrier.

**Whose responsibility is it to close an incident?**

After a car reaches end of its life cycle in DDCT, it will move to an End State. For Rule 107 cars, the incident will close 90 days after the last card on the incident has reached its End State. Incidents for all other Rules (1, 108, and 95) will close automatically when the car reaches its End State.

**Is the offer and acceptance of the Settlement offer the final authorization to proceed with invoicing the damaging carrier?**

Once Settlement is accepted, the incident is at an End State and the incident will close at the appropriate time. Refer to the AAR Interchange Rules for information on invoicing.

**When providing disposition on a car, there are times when I would like to send the car back to its origin for repair. How can I do this?**

Waybill information, if current, will be available. This will enable you to forward the car to its origin or its destination.

**What if I have questions about DDCT?**

For additional DDCT related documents, see the [DDCT page](#) on Railinc.com. Railinc's customer service team is available to answer your questions. For more information about the DDCT, contact the Railinc Customer Success Center toll free at (877) 724-5462 or via email at [csc@railinc.com](mailto:csc@railinc.com).

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***Last Updated January 11, 2018***