

## Handling Carriers

**If a car is damaged and is interchanged to the next carrier, can the railroad that received the damaged car reject the car and request that a defect card be initiated?**

Please refer to the AAR Interchange Rules.

**Does DDCT eliminate the need for the paper defect card and associated box?**

DDCT allows the carrier to create an electronic defect card within the system. This eliminates the need for paper defect cards. However, paper defect cards created before January 5, 2011, are valid for four years from the creation date.

**What happens when a car needs to be sent to a plant instead of a repair shop?**

If the facility is a car builder and the car needs to be sent there, the car builder must have DDCT contact information entered in the shop category in FindUs.Rail. The car builder can provide more information in the note field.

If the “plant” means back to a shipper plant or a load originated point and repairs will be done at that location, then that location must be registered in DDCT and FindUs.Rail. This can be completed by entering shop couplet information (company ID plus Standard Point Location Code for that location). A railroad can handle this outside DDCT if it prefers.

**Are railroads still responsible for applying “Home Shop” tags on equipment?**

Yes. This is still required by the AAR and the Federal Railroad Administration.

**Will a handling carrier in possession of a car be able to view incident information?**

The handling carrier will be able to view incident details if the handling carrier is the originator of the incident. If a handling carrier has the car but did not originate the incident, it can view the incident details (excluding any financial information).

**I created a Rule 1 incident and there was no response from the car mark owner. What should I do?**

DDCT sends the car mark owner a notification for specific actions. DDCT uses the information entered in FindUs.Rail. The handling carrier will receive a notification if the car mark owner is not registered in FindUs.Rail.

**Note:** *The handling carrier can disposition a car to the shop of its choice after the second business day after disposition is requested and no response is received from the car mark owner. See below chart for examples.*

### Timeline to Request and Provide Disposition

**X:** indicates the day the handling carrier requested disposition

**DP:** indicates the day the handling carrier can provide disposition (two business days have elapsed) if the car mark owner has not

Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs
X1			DP1								
	X2			DP2							
		X3			DP3						
			X4			DP4					
				X5					DP5		
					X6					DP6	
						X7				DP7	

**Can I make a change to a disposition request or, as car owner, to a disposition that has been provided?**

No. Once a disposition has been requested or provided, you cannot make changes. You can make changes to an incident before requesting disposition when the incident is in “New” status.

**If I use the third-party option as the car owner, will I continue to receive DDCT information on the car?**

All information would flow to the selected third party once the third party has accepted the request.

**When the car owner gives the railroad disposition, will DDCT automatically waybill the car to the repair facility?**

No. Billing of dispositioned equipment must continue to follow the same rules/path/procedures as before DDCT’s implementation. Car Owners have the option to include instructions to the handling carrier in the Notes section of the Provide Disposition screen.

**How are auto-rack cars (flat-rack) handled in DDCT?**

When a handling carrier creates an incident, it can choose the flat, or the rack (superstructure), or a combination of both, or the flat and rack as separate units. The owner on record will receive a notification.

**If a handling carrier can repair cars, is it required to register as a repair shop in DDCT and FindUs.Rail?**

Yes. All parties are required to enter their shop information into FindUs.Rail, per AAR Rule 114.

**Do you report running repairs and safety compliance repairs through DDCT?**

Only the repairs on the defect card or incident may be reported through DDCT.

**I opened an incident for a Rule 95 but discovered that the car needs to have disposition requested.**

**How do I do this?**

If disposition is needed for a car and the handling line is responsible for the damage, you must remove the car from the Rule 95 incident and create a Rule 107 incident. The handling carrier and car mark owner should discuss any changes.

**If a car owner does not provide disposition, who is responsible for freight charges?**

Freight charges are handled the same way as before DDCT's implementation.

**Is there a limit on the amount of time a car owner has to provide disposition?**

For Rule 1 incidents, the car owner has up to two business days to provide disposition. For Rule 108 incidents, the car owner has up to 15 calendar days to provide disposition. Past those time limits, the handling carrier can apply its own disposition.

**How are outbound waybills handled when a shop releases cars?**

Waybilling is handled the same as before DDCT's implementation.

**How is a defect handled if it is not listed on the DDCT defect card?**

All defects not listed in DDCT are handled through the Joint Inspection Certificate process.

**Does DDCT create a waybill when disposition is received?**

No. Waybilling is handled the same as before DDCT's implementation.

**Is DDCT used for rejected equipment that is not suitable for loading?**

The customer must contact the handling carrier, who can then create an incident.

**Is the handling carrier required to create a defect card?**

Railinc highly recommends that the handling carrier create a defect card, but industry rules do not require that they do.

**For Rule 108 situations, does DDCT track "load up" cars?**

At this time there, is no way to track a loaded up (damaged) car, only the carrying car.

**How will I handle a damaged car if it is still loaded?**

Refer to the AAR Interchange Rules, which provide information on moving a loaded car to a destination.

**If a railroad damages its own equipment, is it required to enter the incident in DDCT?**

AAR Interchange Rules 114 and 115 state that participation in DDCT is required. However, it is at the individual railroads discretion whether they report damages/defects on its own equipment.

**How is damage handled if it is associated with the defect card but is not listed on it?**

The repair shop must coordinate all additional defects found with the car owner making repairs.

**How do I handle a car that is sent to our plant with damage but without an associated DDCT incident?**

These situations are handled the same as before DDCT's implementation.

**As a railroad field location, I can create incidents and defect cards. What do I need to do to report repairs?**

If a railroad is also operating a repair facility, it must register as a repair shop in DDCT and FindUs.Rail. Contact your company administrator to obtain the proper permissions.

**Should a railroad use DDCT for a car that it plans to repair on its own line?**

Railroads should use DDCT whether it is going to request home shop disposition (Rule 1) from the car mark owner, or the cars are derailed or damaged.

**What is the difference between Inspected, Changed, and Authorized for Roller Bearings?**

- Inspected – These are locations that the handling carrier inspected before moving the car.
- Changed – These are locations that the handling carrier changed before moving the car.
- Authorized – These are the locations that the handling carrier has authorized a repair shop to replace, and that the handling carrier will pay for.

**If a railroad receives a car with Rule 95 damage, how does it enter the defect card without accepting responsibility for the damage?**

A railroad that receives a car with Rule 95 damage cannot perform this function. The damaging carrier is responsible for creating the Rule 95 incident and subsequent defect cards. If there is not a defect card assigned to the car, then the situation is handled the same as before DDCT's implementation.

**I have a car online that should not be on a DDCT incident. How can I get this removed?**

Only the handling carrier that created the incident and the stenciled car owner can remove a car from an incident. Contact the handling carrier with any questions.

**What are the differences between Rule 1 and Rule 107 car dispositions?**

The difference between Rule 1 and Rule 107 is the severity of the equipment damage reported in a DDCT incident. Rule 1 incidents usually cover equipment that has light repairs and would move to the car owner's home. Rule 107 DDCT incidents are for heavily damaged equipment. The car owner, for Rule 107 incidents, provides the Actual Depreciated Value to the damaging railroad in case the repairs are more than the value of the equipment.

**I received a car in interchange, and I know from Equipment Advisory that it has a defect. I tried to access the record from DDCT but can only see a small amount of information. Do I need additional access permission?**

Only the handling carrier and the car mark owner have full access to incident details. If you are an intermediate carrier and have possession of the car in question, you may view the incident details, minus any financial information, related to the car, and you can see the defect card associated with that specific car.

**I have opened an incident and requested disposition. Disposition has been provided, and the car is moving to the repair shop. Do I close the incident by removing the car from the incident?**

When repairs are completed, the incident automatically closes (for incidents covering Rules 1, 108 and 95). For Rule 107 incidents, the incident closes automatically 90 days after the repairs on the last car on the incident are marked as complete.

**A car owner disposes a car to a contract shop under Rule 1. The car arrives at the shop, which finds additional damage. How is this handled?**

The repair facility contacts the car owner for instructions on how the car owner wants to proceed with the additional repairs. If the car owner requests, then the damaging carrier can create a second incident covering the additional damage.

**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.

**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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