

DDCT  
Getting Started Guide  
for Car Repair Shops,  
Pre-Trip, Scrap and Storage  
Locations



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## Table of Contents

<b>Welcome to the DDCT Getting Started Guide.....</b>	<b>2</b>
DDCT Overview .....	2
Applying for a Railinc Company Identifier .....	2
<b>Single Sign-On (SSO).....</b>	<b>3</b>
Registering a New User .....	3
Requesting Application Access .....	11
<b>FindUs.Rail.....</b>	<b>14</b>
Add a Contact .....	15
Searching for a SPLC .....	17

## List of Exhibits

Exhibit 1. Railinc.com Welcome .....	4
Exhibit 2. SSO Account Access Panel.....	4
Exhibit 3. Terms of Service .....	5
Exhibit 4. Complete User Profile (top) .....	6
Exhibit 5. Complete User Profile (after ID Check) .....	7
Exhibit 6. Complete User Profile (bottom) .....	7
Exhibit 7. Primary Employer (with search results and choice).....	8
Exhibit 8. Primary Employer (with no search results).....	8
Exhibit 9. Complete User Profile (completed).....	9
Exhibit 10. Confirmation Email Sent.....	9
Exhibit 11. Email Confirmation Reminder .....	10
Exhibit 12. Registration E-Mail .....	10
Exhibit 13. Email Confirmation.....	11
Exhibit 14. Launch Pad.....	12
Exhibit 15. Request Application Access (top and bottom) .....	13
Exhibit 16. Request Permission (for FindUs.Rail–pre-submit) .....	13
Exhibit 17. Confirm Request for FindUs.Rail (post-submit).....	14
Exhibit 18. Request for FindUs.Rail (confirm submission).....	14
Exhibit 19. FindUs.Rail Home Page.....	16
Exhibit 20. Add Contact .....	16
Exhibit 21. Contact Category (Repair Shop) .....	17
Exhibit 22. Contact Category (Pre-Trip Location) .....	17
Exhibit 23. Contact Category (Scrapper).....	17
Exhibit 24. Contact Category (Storage Facility).....	17
Exhibit 25. SPLC Search Pop-up Window .....	18
Exhibit 26. SPLC Search Pop-Up Window (with search results).....	19
Exhibit 27. Contact Category (Repair Shop with SPLC).....	19

## Welcome to the DDCT Getting Started Guide

The DDCT Getting Started Guide for Pre-Trip, Scrap and Storage Locations is intended to help car repair shops prepare for using the Damaged and Defective Car Tracking System (DDCT). This includes the following activities, which should all be completed prior to using DDCT.

- [Applying for a Railinc Company Identifier](#)
- [Registering for Single Sign-On](#)
- [Requesting Access to FindUs.Rail](#)
- [Registering as a contact within FindUs.Rail](#)

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**Important:** In order for car owners to disposition cars to a shop within DDCT, each shop must exist as a contact within FindUs.Rail and have a valid SPLC code. If a shop location is not identified in FindUs.Rail as a Repair Shop contact with a valid SPLC, that shop cannot report repairs to DDCT for damage/defective incident damage (including defect card repairs).

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## DDCT Overview

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 Defective Car Tracking (DDCT) system automates this manual process through an easy-to-use, centralized web-based application. Now users have real-time access to information through a single standardized source. And users can easily update, retrieve and share information in a timely manner. The result is better communication and collaboration among rail partners for better equipment management, improved rail safety and reduced administrative costs.

The DDCT system is a significant process change and technology implementation for the rail industry. All users of the system from railroads to equipment owners to repair shops have a role to play in learning about and implementing the new system.

In order for car repair shops to participate in DDCT, they must first be registered in FindUs.Rail. This application is a repository of rail industry contacts that interfaces with DDCT.

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## Applying for a Railinc Company Identifier


In order to begin reporting repairs in DDCT, a repair shop must first apply for and be assigned a Railinc Company Identifier. These codes help uniquely identify various railroad-related industries, including repair shops. Examples of these identifiers include BNSF, C001 and AEX. To begin the registration process, please send an email to [csc@railinc.com](mailto:csc@railinc.com). In the email, please note that you are interested in being assigned a Railinc Company Identifier and using it to report information to DDCT.

---

**Note:** There is a one-time \$525 fee for this service.

---

## Single Sign-On (SSO)

Once a Railinc Company Identifier has been established, everyone must be registered with Single Sign-On (SSO) prior to using Railinc Internet applications. This guide covers the SSO registration and the FindUs.Rail application access request process. Once SSO registration is complete, users must then request access to FindUs.Rail within SSO. It is beyond the scope of this document to describe the full use of Railinc Single Sign-On. Refer to *Railinc Single Sign On User Guide*. The SSO User Guide is available as a PDF download at [www.railinc.com](http://www.railinc.com). Click the  icon in the Account Access window.

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**Note:** For companies new to Single Sign-On, the first step is for the company administrator to register. The administrator has the authority in turn to create regular user accounts and to assign application access rights. Full Administrator processes are documented in the SSO Administrator User Guide.

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## Registering a New User

Before a user can access Railinc applications, that user must be registered in SSO.

---

**Note:** Administrators can pre-register employees through the SSO Administrative functions. To do this and administrator would select the Create New User option on the User Services page. Then it's a matter of continuing the following regular user registration procedure starting at Step [5](#). Full administrator processes are documented in the SSO Administrator User Guide.

---

To register as a new user:

1. Open browser.
2. Type the Railinc portal URL in the address field:

<http://www.railinc.com>

and press Enter. The Railinc portal Welcome page is displayed ([Exhibit 1](#)).

Exhibit 1. Railinc.com Welcome

The screenshot shows the Railinc.com homepage. At the top, there is a navigation bar with links for Sign In, Careers, and Contact Us. Below this is a main header with tabs for ABOUT RAILINC, PRODUCTS & SERVICES, COLLABORATION, and REFERENCE FILES. A large banner image of a train crossing a bridge is featured, with the text "Railinc is there for you." below it. On the right side, the "ACCOUNT ACCESS" panel is highlighted with a red border. It contains fields for User ID and Password, a "Sign In" button, and links for "Register Here", "Forgot User ID?", and "Forgot Password?". Below the main header, there are sections for QUICK LINKS, WELCOME TO RAILINC.COM, RAILINC SHORT LINE INDEX, UMLER EQUIPMENT INDEX, LATEST NEWS, and various product and reference file links like RailSight and FindUs.Rail. A customer support center contact information is also visible at the bottom right.

Exhibit 2. SSO Account Access Panel

The diagram shows a close-up of the "ACCOUNT ACCESS" panel. It includes fields for "User ID:" and "Password:", a red "SSO Login" button, and links for "Register Here", "Forgot Password?", and "Forgot User ID?". A callout box labeled "Link for new users" points to the "Register Here" link. Another callout box labeled "Help Link to SSO User Guide" points to a question mark icon located next to the "Forgot User ID?" link.

3. In the Account Access Panel ([Exhibit 2](#)), select the **Register Here** link. The Terms of Service page is displayed ([Exhibit 3](#)).

Exhibit 3. Terms of Service

**RAILINC** | User Services | [Contact Us](#)

→ **Step 1** | Agree to the Terms of Service

□ **Step 2** | Complete contact information

□ **Step 3** | Request access to applications (optional)

**Terms of Service**

Be sure to read the Terms of Service below as they cover the terms and conditions that apply to your use of this website or affiliated Railinc web sites (the "Service," "Website," or "Site"). Railinc Corp. ("Railinc") may change the Terms of Service from time to time. By continuing to use the Service following such modifications, you agree to be bound by such modifications to the Terms of Service. If you have questions or wish to report a violation of these Terms of Service, please contact [info@railinc.com](mailto:info@railinc.com). These terms were last updated on August 26, 2004.

**General Terms and Conditions**

In consideration of use of the Service, you agree to: (a) provide true, accurate, current and complete information about yourself as prompted by any Railinc registration form, and (b) to maintain and update this information to keep it true, accurate, current and complete. If any information provided by you is untrue, inaccurate, not current or incomplete, Railinc has the right to terminate your account and refuse any and all current or future use of the Service. You agree not to resell or transfer the Service or use of or access to the Service (or any portion thereof, including the unauthorized reselling or transferring of access to restricted content on the Service).

You acknowledge and agree that you must: (a) provide for your own access to the World Wide Web and pay any service fees associated with such access, and (b) provide all equipment necessary for you to make such connection to the World Wide Web, including a computer and modem or other access device.

By using the Railinc.com web site or other affiliated Railinc web sites, including any third party web sites, applets, software, and content contained therein, you agree that use of the Service is entirely at your own risk. THE SERVICE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY FOR INFORMATION, DATA, SERVICES, UNINTERRUPTED ACCESS, OR PRODUCTS PROVIDED THROUGH OR IN CONNECTION WITH THE SERVICE. SPECIFICALLY, RAILINC DISCLAIMS ANY AND ALL WARRANTIES, INCLUDING, BUT NOT LIMITED TO: (1) ANY WARRANTIES CONCERNING THE AVAILABILITY, ACCURACY, USEFULNESS, OR CONTENT OF INFORMATION, PRODUCTS OR

**Accept** **Decline**


4. Read the terms in the scrollable text box and select **Accept**. The Complete User Profile page is displayed ([Exhibit 4](#)).

---

**Warning:** If the terms are not accepted and **Decline** is chosen, the new user process terminates.


---


**Exhibit 4. Complete User Profile (top)**



 | User Services

---

### Complete User Profile

 Step 1

 Step 2

 Step 3

Agree to the Terms of Service

Complete contact information

Confirm your E-Mail Address and Log In

### Complete User Profile

**User ID Requirements:**

- Must be capitalized.
- Must begin with an uppercase character.
- Must be between 6 and 8 characters long.
- Can contain any alphanumeric characters.
- Can contain hyphens (-) and underscores (\_).


**Password Requirements:**

- Must be between 6 and 12 characters long.
- Must contain at least one number.
- Must contain at least one uppercase character.
- Your password cannot be your user id.
- Your password cannot contain your first or last name.

**Red** field names represent mandatory fields.

**IMPORTANT NOTE:** All new User IDs must be capitalized. While signing in, you must remember to capitalize your User ID.

\* User ID
 


 to see if this User ID is available

\* Password


\* Confirm Password

Confirm Password must exactly match the Password.

---

You must choose a security question and answer. If you forget your password, the system will ask you your security question and require that you answer it exactly as you type it in below.

\* Personal Question
 

-- Select a Personal Question --
 

\* Personal Answer

---

\* First Name

\* Last Name


\* Business Title

\* Address1

Address2


\* City

\* State/Province
 

-- Select One State/Province --
 

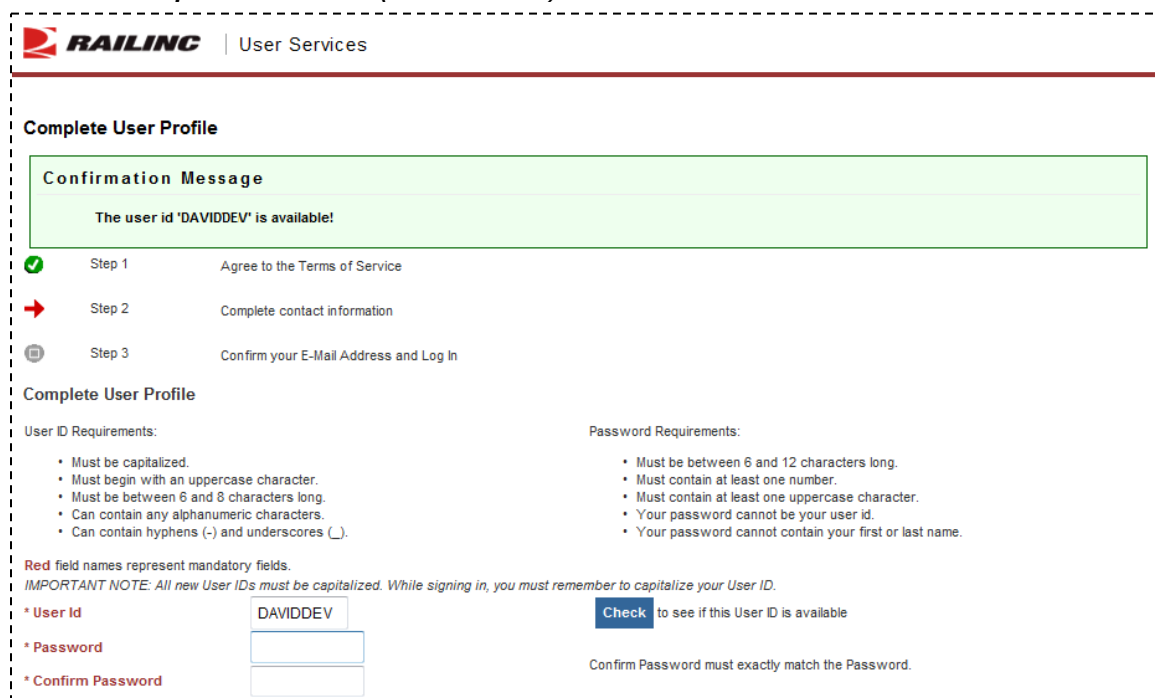
\* Zip/Postal Code

\* Country
 

-- Select One Country --
 

- Type in the desired user ID in the User ID field. Select **Check** to determine whether the ID is available. See [Exhibit 5](#).



**Exhibit 5. Complete User Profile (after ID Check)**


**RAILINC** | User Services

### Complete User Profile

**Confirmation Message**

The user id 'DAVIDDEV' is available!

**Progress:**

- Step 1: Agree to the Terms of Service (Completed)
- Step 2: Complete contact information (Current Step)
- Step 3: Confirm your E-Mail Address and Log In

#### Complete User Profile

**User ID Requirements:**

- Must be capitalized.
- Must begin with an uppercase character.
- Must be between 6 and 8 characters long.
- Can contain any alphanumeric characters.
- Can contain hyphens (-) and underscores (\_).

**Password Requirements:**

- Must be between 6 and 12 characters long.
- Must contain at least one number.
- Must contain at least one uppercase character.
- Your password cannot be your user id.
- Your password cannot contain your first or last name.

Red field names represent mandatory fields.

IMPORTANT NOTE: All new User IDs must be capitalized. While signing in, you must remember to capitalize your User ID.

\* User ID:   to see if this User ID is available

\* Password:

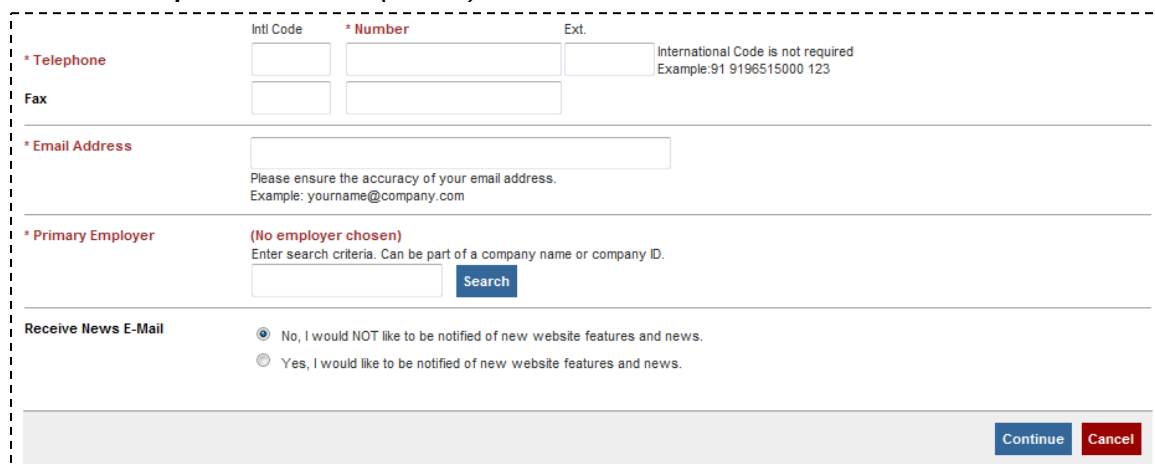
\* Confirm Password:

Confirm Password must exactly match the Password.

**Note:** If the user ID is not available, choose another user ID to check for availability.

6. When an acceptable ID is available, complete the remainder of the profile ([Exhibit 4](#) and [Exhibit 6](#)) in accordance with screen instructions. *All mandatory fields must be completed.*

The User Profile is used to identify the user, and to provide information that can be used to validate a user when the user has forgotten either a password or user ID. When the user's profile information changes (for example, when a phone number or e-mail address changes), the profile must be edited.

**Exhibit 6. Complete User Profile (bottom)**


**\* Telephone**

Intl Code:  \* Number:  Ext.:  International Code is not required  
Example: 91 9196515000 123

**Fax**

**\* Email Address**

Please ensure the accuracy of your email address.  
Example: yourname@company.com

**\* Primary Employer**

(No employer chosen)  
Enter search criteria. Can be part of a company name or company ID.

**Receive News E-Mail**

☒ No, I would NOT like to be notified of new website features and news.

☐ Yes, I would like to be notified of new website features and news.

- a. Personal Questions include the following choices:

--- Select a Personal Question ---

- Select a Personal Question ---
- In what city were you born?
- What high school did you attend?
- What is the name of your favorite pet?
- What is your favorite color?
- What is your favorite movie?
- What is your mother's maiden name?
- What street did you grow up on?
- What was the make of your first car?
- When is your anniversary?

**Note:** The Answer is not case-sensitive. User should select something personally memorable.

- b. Select Primary Employer using a search ([Exhibit 7](#)).
  - If the search produces results ([Exhibit 7](#)), continue with Step [c](#).

**Exhibit 7. Primary Employer (with search results and choice)**

\* Primary Employer

(No employer chosen)  
Enter search criteria. Can be part of a company name or company ID.

RAILINC  If your company is not listed, please contact CSC at [csc@railinc.com](mailto:csc@railinc.com) or 877-724-5462 to complete your registration.

<input type="radio"/>	A000	RAILINC RUNNING REPAIR MARK
<input type="radio"/>	AARE	RAILINC CORPORATION - TEST
<input type="radio"/>	MFY	RAILINC UMLER GROUP
<input type="radio"/>	RAIL	RAILINC CORPORATION

- If the search produces no results ([Exhibit 8](#)), contact CSC as directed in the message at the right to have Railinc add the new company. Allow a few minutes to successfully search for the added company and continue with Step [c](#).

**Exhibit 8. Primary Employer (with no search results)**

\* Primary Employer

(No employer chosen)  
Enter search criteria. Can be part of a company name or company ID.

abcd  If your company is not listed, please contact CSC at [csc@railinc.com](mailto:csc@railinc.com) or 877-724-5462 to complete your registration.

No Data Available


- c. Select radio button beside choice and select **Select Company**. The Search panel closes and the choice shows in the field.
7. Review the completed profile ([Exhibit 9](#)).

**Exhibit 9. Complete User Profile (completed)**

* User Id	DAVIDDEV	<a href="#">Check</a> to see if this User ID is available
* Password	••••••••	Confirm Password must exactly match the Password.
* Confirm Password	••••••••	
You must choose a security question and answer. If you forget your password, the system will ask you your security question and require that you answer it exactly as you type it in below.		
* Personal Question	What is your favorite color?	
* Personal Answer	Red	
* First Name	David	
* Last Name	Devine	
* Business Title	Developer	
* Address1	7001 Weston Pkwy	
* Address2	Suite 200	
* City	Cary	* State/Province North Carolina
* Zip/Postal Code	27513	* Country United States
* Telephone	919 6515000	Ext. <input type="text"/> International Code is not required Example: 91 9196515000 123
Fax	<input type="text"/>	
* Email Address	david.devine@railinc.com	Please ensure the accuracy of your email address. Example: yourname@company.com
* Primary Employer	RAIL - RAILINC CORPORATION	<a href="#">Choose Company</a>
Receive News E-Mail	<input checked="" type="radio"/> No, I would NOT like to be notified of new website features and news. <input type="radio"/> Yes, I would like to be notified of new website features and news.	
<a href="#">Continue</a> <a href="#">Cancel</a>		

8. If the profile is satisfactory, select **Continue**. The Confirmation Email Sent page is displayed ([Exhibit 10](#)). The profile has been created.

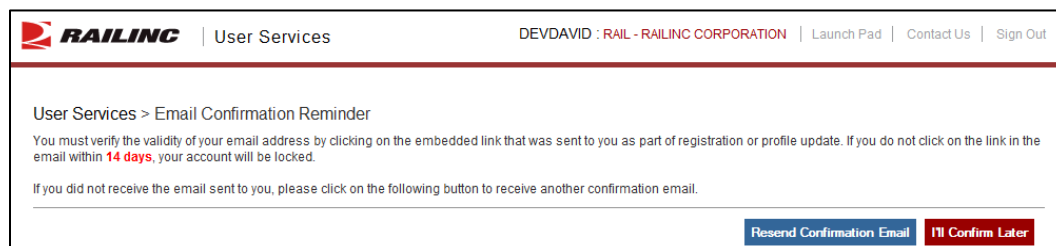
**Exhibit 10. Confirmation Email Sent**

   User Services	
Confirmation Email Sent	
✓	Step 1 Agree to the Terms of Service
✓	Step 2 Complete contact information
➔	Step 3 Request access to applications (optional)
The system has generated a profile confirmation email that has been sent to: <ul style="list-style-type: none"> <li>david.devine@railinc.com</li> </ul>	
When you receive the confirmation email, please verify the profile details.	
You must click the embedded link in the email within 14 days. If you do not verify receipt of the email, the account will be locked.	
Now that your profile has been created, you may:	
<ul style="list-style-type: none"> <li>Continue to Step 3 and request access to applications, or</li> <li>Stop here. (You may request access to applications at a later time.)</li> </ul>	
<a href="#">Continue To Step 3</a> <a href="#">Stop Here</a>	

Choose from the following options:

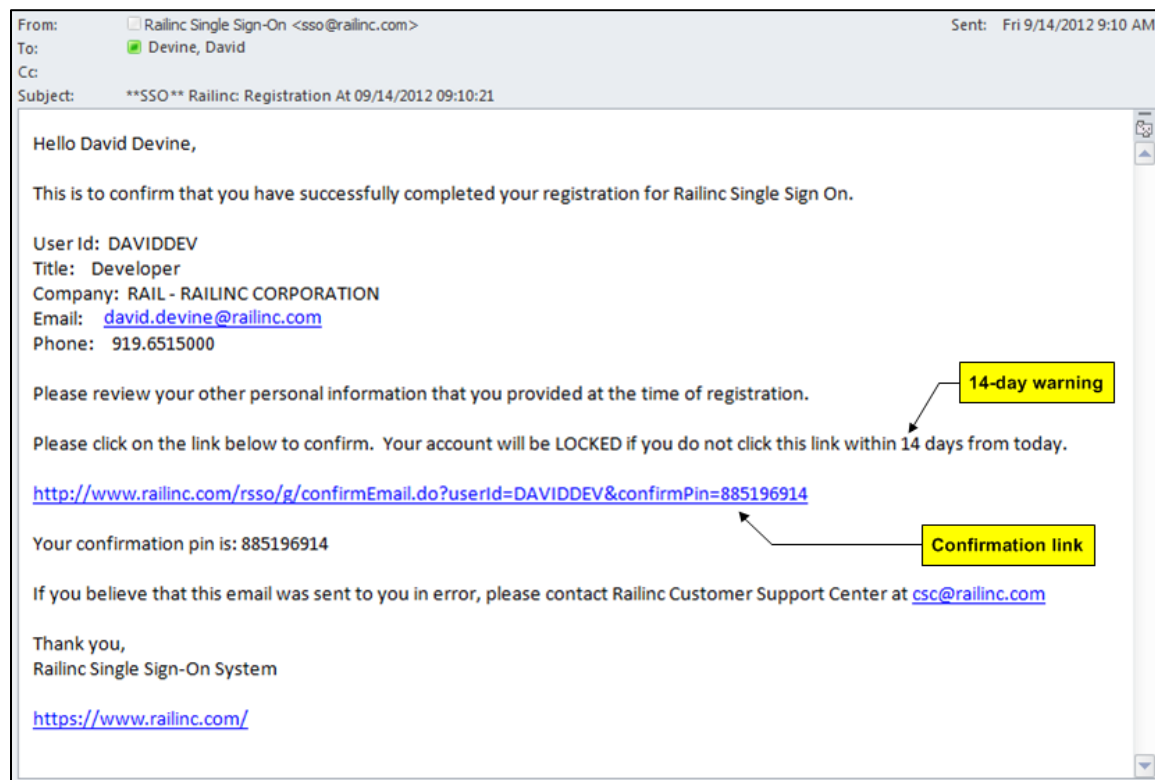
- **Continue to Step 3**—Opens the Request Application Access page ([Exhibit 15](#)).
- **Stop Here**—Opens the SSO Login panel to do an immediate login. Similar to [Exhibit 2](#). Since no e-mail confirmation has been done, the Email Confirmation Reminder page is displayed ([Exhibit 11](#)). Select **I'll Confirm Later** to continue working.

**Exhibit 11. Email Confirmation Reminder**

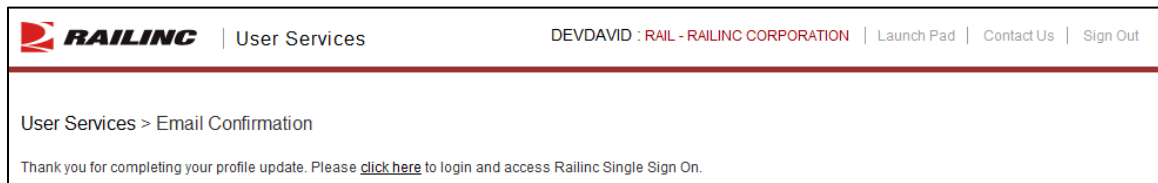


- (Recommended) Continue with Step [9](#).
- Go to E-Mail application to confirm the new ID:
    - Open the new Registration e-mail ([Exhibit 12](#)).

**Exhibit 12. Registration E-Mail**



- Select the confirmation link to confirm the registration. The Email Confirmation page is displayed ([Exhibit 13](#)).

**Exhibit 13. Email Confirmation**

- c. As desired, select the **click here** link to open the SSO Login page (similar to [Exhibit 2](#)).
10. After logging on, request access to applications as described in [Requesting Application Access](#) on page 11.

---

## Requesting Application Access

After SSO registration is complete, the user can request access to the applications and sites needed to do work. This procedure covers the selection of FindUs.Rail access rights for both the company administrator (FindUs.Rail Company Admin) and for regular users that manage contact information in FindUs.Rail (Contact Company Admin).

To request FindUs.Rail application access:

1. Go to the Railinc.com Welcome page ([Exhibit 1](#)) at <http://www.railinc.com>.
2. Log on to SSO by entering a selected User ID and Password into the SSO Account Access Panel ([Exhibit 2](#)). The Launch Pad is displayed ([Exhibit 14](#)).

Exhibit 14. Launch Pad

**RAILINC** Launch Pad CSBXK01 : RAIL - RAILINC CORPORATION [Contact Us](#) | [Sign Out](#)

**Your Applications**

- Car Repair Billing
- FindUs.Rail
- IRF Product Sub (Commit. Site)
- RailSight
- Umler

**User Services**

**My Profile Management**

- [Edit My Profile](#)
- [Change Password](#)
- [View/Request Permissions](#)
- [Check Status of Permission Requests](#)
- [User Guide](#)

**Your Notifications**

Current Notifications | Past Notifications

Date	Type	Subject
01/16/2013 1900 EST	System Wide	<a href="#">Single Sign-On System Update</a>
12/14/2012 0830 EST	System Wide	<a href="#">Railsight Service Disruption</a>

**Your Support Cases**

Your Open Cases | All Your Cases

Showing 1 - 1 of 1 results. Page 1 of 1 | First | Previous | Next | Last

Case #	Last Updated	Title	Status
91109	1/4/12 10:30 AM	SSO Account Unlock	Closed

Customer Support 1-877-RAILINC  
Support Hours: Monday - Friday, 0700 - 1900 Eastern Time

[Create a New Case](#)

**Your Subscriptions**

Application	Type	
Car Repair Billing	Release	<a href="#">[unsubscribe]</a>
Umler	Release	<a href="#">[unsubscribe]</a>
FindUs.Rail	Release	<a href="#">[unsubscribe]</a>
RailSight	Release	<a href="#">[unsubscribe]</a>
Umler	Maintenance	<a href="#">[unsubscribe]</a>

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- If a regular user, select **View/Request Permissions** below the User Services heading. The Request Application Access page is displayed ([Exhibit 15](#)).

**Note:** For company admins assigning rights to other users, select **Manage User Permissions** instead. The user name for the individual for whom permissions are being requested needs to then be entered. From there the procedure continues.

**Exhibit 15. Request Application Access (top and bottom)**

**RAILINC** | User Services | DEVIDAVID : RAIL - RAILINC CORPORATION | Launch Pad | Contact Us | Sign Out

User Services > Edit User > Request Application Access

User Id	DEVIDAVID	Devan David	User Status	Active
Employer	RAIL - RAILINC CORPORATION		Last Sign-in	01/18/2013 11:36:25
Next Password Expiration	01/13/2014		Next Revalidation	01/18/2014
Member Since	09/14/2012		User Type	Web User

<b>AAR Embargo/OPSL Permit System</b> no permission granted	<b>Request</b>
<b>ACVTF (Committee Site)</b> no permission granted	<b>Request</b>
<b>BIDW (Committee Site)</b> no permission granted	<b>Request</b>

⋮

<b>UMLER/EMIS</b> no permission granted	<b>Request</b>
<b>UMLER/EMIS (Committee Site)</b> no permission granted	<b>Request</b>
<b>id-265809987 Name</b> no permission granted	<b>Request</b>
<b>id-512115491 Name</b> no permission granted	<b>Request</b>

**Done**

4. Scroll to the FindUs.Rail application and select its **Request** button. The FindUs.Rail Request Permission page is displayed ([Exhibit 16](#)).

**Exhibit 16. Request Permission (for FindUs.Rail—pre-submit)**

**RAILINC** | User Services | WRITEON : RAIL - RAILINC CORPORATION | Launch Pad | Contact Us | Sign Out

User Services > Manage User Permissions > Request Permission

**FindUs.Rail**

\* **Select Role**

☐ **Contact Company Admin For MARK (company required)**  
This permission must be accompanied with a MARK (2-4 character alphanumeric Company ID) specified in the Company ID field below.

☐ **FindUsRail Company Admin (company required)**  
Company Admin can approve users of the same company that request to access the application.

\* **Company Id**  **Search**

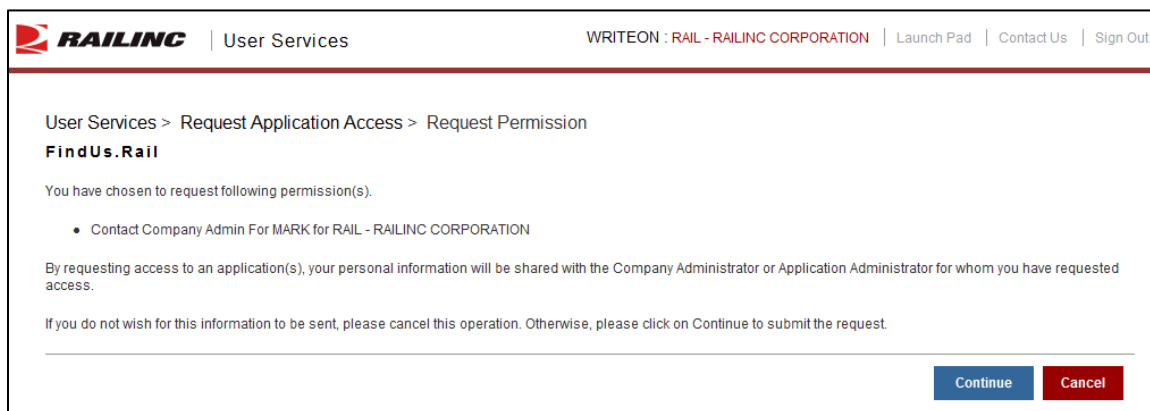
Enter Comment

**Submit** **Return**

5. Select a Role:

- a. For company administrators: select the **FindUs.Rail Company Admin** option.
  - b. For regular users (or for admins assigning rights to regular users), select the **Contact Company Admin For MARK** option.
6. Complete the other fields:
  - a. Type the Company ID (similar to [Exhibit 7](#)).
  - b. (Optional) Type a comment—generally to clarify access request for approval purposes.
7. Select **Submit**. The Confirm Permission Request page is displayed to confirm the request ([Exhibit 17](#)).

**Exhibit 17. Confirm Request for FindUs.Rail (post-submit)**



8. If the access was requested in error or is incorrect (role), select **Cancel**. If the request is satisfactory, select **Continue**. The Request Permission page is redisplayed again to indicate the requests have been sent to the application administrator ([Exhibit 18](#)).

**Exhibit 18. Request for FindUs.Rail (confirm submission)**

csc@railinc.com.' At the bottom right are two buttons: 'Request Additional Permissions' (light green) and 'Done' (blue)." data-bbox="174 559 878 750"/>

9. When the request has been submitted, an e-mail is sent to the user. Select **Done**.

## FindUs.Rail

Industry rules require all DDCT system users to register in the FindUs.Rail directory before being granted access to the system. Railinc will use this contact information to communicate about



DDCT training opportunities and system implementation. Go to [www.railinc.com](http://www.railinc.com) to register after establishing your SSO account.

FindUs.Rail is a centralized database that allows users to review their company's contact information via the web. This centralized repository of contact information helps reduce time spent by railroad departments, private car owners, and leasing companies across the rail industry from searching for the same contact information. Users are able to query contacts, agency relationships for a category and the MARK parent relationship.

In order to identify car repair shops, pre-trip, scrap and storage locations for disposition within DDCT, a disposition location must be in FindUs.Rail and have a valid SPLC code.

---

**Important:** In order for car owners to disposition cars to a car repair shops, pre-trip, scrap and storage location within DDCT, each location for a company must exist as a contact within FindUs.Rail and have a valid SPLC code. If a location is not identified properly in FindUs.Rail with a valid SPLC, the facility cannot report actions to DDCT for damage/defective incident damage (including defect card repairs).

---

Shop car repair shops, pre-trip, scrap and storage locations should identify each of their physical locations as a new contact within FindUs.Rail by following the directions below. For example, shop company ABC may have repair locations in Chicago, Kansas City and Omaha. So, company ABC will need to create three contacts in FindUs.Rail (one for each location), and then add each of these three contacts to the Repair Shop category with the SPLC for that location."

---

**Note:** Consult the FindUs.Rail User Guide for full instructions on using the FindUs.Rail system.

---

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## Add a Contact

Here is how to add contact information in FindUs.Rail.

1. Go to the Railinc.com Welcome page ([Exhibit 1](#)) at <http://www.railinc.com>.
2. Log on to SSO by entering a selected User ID and Password into the SSO Account Access Panel ([Exhibit 2](#)). The Launch Pad is displayed ([Exhibit 14](#)).
3. Under the Your Applications heading, select the link for FindUs.Rail. The FindUs.Rail home page is displayed ([Exhibit 19](#)).

**Exhibit 19. FindUs.Rail Home Page**

**RAILINC** FindUs.Rail [sign out](#) | [user services](#) | [help](#) | [contact us](#)

User WRITEON is signed in as **Company Administrator** | managing RAIL - RAILINC CORPORATION

Home | Contacts | Categories | Agency | Search MARKs | Notifications

**Welcome**

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

4. Select **Contacts > Add Contact**. The Add Contact screen is displayed ([Exhibit 20](#)).

**Exhibit 20. Add Contact**

**RAILINC** FindUs.Rail [sign out](#) | [user services](#) | [help](#) | [contact us](#)

User WRITEON is signed in as **Company Administrator** | managing RAIL - RAILINC CORPORATION

Home | Contacts | Categories | Agency | Search MARKs | Notifications

**Add Contact**

Contact

Company ID/MARK: RAIL Company: RAILINC CORPORATION

First Name: [Text Box] Company Reference: [Text Box]

Last Name: [Text Box] Website URL: [Text Box]

Title/Position: [Text Box] Notes: [Text Area]

Email: [Text Box]

Phone - Primary: [Text Box] Intl. Area Number Ext.

Phone - Secondary: [Text Box] Intl. Area Number Ext.

Fax: [Text Box] Intl. Area Number Ext.

Address: [Text Box]

City: [Text Box]

St./Prv.: [Dropdown]

Postal Code: [Text Box]

Country: [Dropdown]

**Categories**

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

☐ [Text Box] Category

☐ [X] - Select - [Dropdown]

Categories **Add** **Delete**

**Save** **Cancel**

5. Complete the available contact information input fields. Users can add the Shop Location in the “Title/Position” field to identify this shop location (e.g., “Chicago Shop”).
6. Under the category listing, select the appropriate category type: **Repair Shop** ([Exhibit 21](#)), **Pre-Trip Location** ([Exhibit 22](#)), **Scrapper** ([Exhibit 23](#)), or **Storage Facility** ([Exhibit 24](#)). Additional details appear regarding the specifics of the selected location.

**Exhibit 21. Contact Category (Repair Shop)**

**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"/>	Repair Shop


**Category Role:** Primary

**Category Functions:** Shop Contact

Category Specific Fields

**\*SPLC:**  

**Exhibit 22. Contact Category (Pre-Trip Location)**

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Pre-Trip Location
		<p><b>Category Role:</b> Primary</p> <p><b>Category Functions:</b> Pre-Trip Contact      Pre-Trip Location Contact</p> <p>Category Specific Fields</p> <p><b>SPLC</b> <input type="text"/> </p>

**Exhibit 23. Contact Category (Scrapper)**

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Scrapper
		<p><b>Category Role:</b> Primary</p> <p><b>Category Functions:</b> Scrapper Contact</p> <p>Category Specific Fields</p> <p><b>At-Capacity</b> <input type="text"/></p> <p><b>Capabilities</b> <input type="text"/></p> <p><b>SPLC</b> <input type="text"/> </p>

**Exhibit 24. Contact Category (Storage Facility)**

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Storage Facility
		<p><b>Category Role:</b> Primary</p> <p><b>Category Functions:</b> Facility Contact</p> <p>Category Specific Fields</p> <p><b>At-Capacity</b> <input type="text"/></p> <p><b>Capabilities</b> <input type="text"/></p> <p><b>SPLC</b> <input type="text"/> </p>

7. At a minimum, specify the SPLC for the location. If necessary, select the look-up magnifying glass to lookup the SPLC based on its geographic location (see [Searching for a SPLC](#) on page 17).
8. Perform one of the following actions:
  - a. Select **Save** to save the new contact record.
  - b. Select **Cancel** to cancel the addition of the contact information.

## Searching for a SPLC

The SPLC Search pop-up window ([Exhibit 25](#)) is displayed when the look up magnifying glass is selected on the Contact Category portion ([Exhibit 21](#)) of the Add Contact page ([Exhibit 20](#)).

**Exhibit 25. SPLC Search Pop-up Window**

**SPLC Search**

- Serving SCAC filters SPLCs that are served by the specified SCAC.
- At least one field must be specified.
- Minimum characters required for fields: SPLC 4, Location Name 3, County 3, SCAC 2
- SPLC, Location Name, and County matches are exact. Use \* wildcard when uncertain. (example: DALLAS, DALL\*)

SPLC:  Location Name:  County:

Serving SCAC:  State/Province:

**Search**

Total Items: 0

SPLC	Location Name	County	St./Prv.
------	---------------	--------	----------

**Close**

1. Select the magnifying glass on the Contact Category portion of the Add Contact Page. The SPLC Search pop-up window ([Exhibit 25](#)) is displayed.
2. Provide field inputs following these rules:
  - Serving SCAC filters SPLCs that are served by the specified SCAC.
  - At least one field must be specified.
  - Minimum characters required for fields: SPLC 4, Location Name 3, County 3, SCAC 2.
  - SPLC, Location Name and County matches are exact. Use \* wildcard when uncertain. (example: DALLAS, DALL\*).
3. Select **Search**. The SPLC Search screen is refreshed to show all found locations ([Exhibit 26](#)).

**Exhibit 26. SPLC Search Pop-Up Window (with search results)**

**SPLC Search**

- Serving SCAC filters SPLCs that are served by the specified SCAC.
- At least one field must be specified.
- Minimum characters required for fields: SPLC 4, Location Name 3, County 3, SCAC 2
- SPLC, Location Name, and County matches are exact. Use \* wildcard when uncertain. (example: DALLAS, DALL\*)

SPLC:  Location Name:  County:

Serving SCAC:  State/Province:

Total Items: 1 | Export: [CSV](#)

	SPLC	Location Name	County	St./Prv.
<input checked="" type="radio"/>	411657000	CARY	WAKE	NC

4. Select the desired search result location. Select **Select**. The Add Contact screen is redisplayed with the selected SPLC pre-filled ([Exhibit 27](#)).

**Exhibit 27. Contact Category (Repair Shop with SPLC)**

**Categories**

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

<input type="checkbox"/>	Category
<input checked="" type="checkbox"/>	<div>Repair Shop</div> <div> <b>Category Role:</b> <input type="text" value="Primary"/> </div> <div> <b>Category Functions:</b> <input type="text" value="Shop Contact"/> </div> <div> <b>Category Specific Fields</b> </div> <div> <b>*SPLC:</b> <input type="text" value="411657000"/> </div>

The Contact Administrator must repeat these steps for adding a contact for each physical location the company owns. After completing this, each of these locations will be eligible for Car Owners to disposition their cars for repair.