



# Damaged Defective Car Tracking (DDCT) System

*June 27th & 28th, 2017*

# Agenda

- DDCT Overview
- Incident Lifecycle
- FindUs.Rail
- Reference Guides for DDCT

# DDCT Overview

- The Damaged and Defective Car Tracking system (DDCT) was implemented January 5, 2011
  - Developed for the electronic transmission of damaged and defective equipment
  - Replaced physical defect card placed on car
- Supports communication between Handling Carriers (HC) and Car Owners (CMO) on damages or defects per AAR Interchange Rules 1, 95 A, 96, 107 and 108
- Allows HC to create electronic defect card per AAR Interchange Rule 102
- Utilizes notifications to HC, CMO and shop throughout the DDCT workflow utilizing FindUs.Rail

# DDCT Incident Types

## Damaged Incident Carrier Responsibility

### Rule 107 – Major Damage

- Car Hire Implications
- Settlements can be offered
- Dispositions made
- Defect Cards are created

### Rule 95 – Minor Damage

- Defect Cards are created

### Rule 102 – Defect Card

- Stand alone Defect Card

## Defective Incident Car Owner Responsibility

### Rule 108 – Major Defects

- Car Hire Implications
- Dismantle can be authorized
- Dispositions made
- Load up can be authorized

### Rule 96 – Major Defects

- Dispositions made

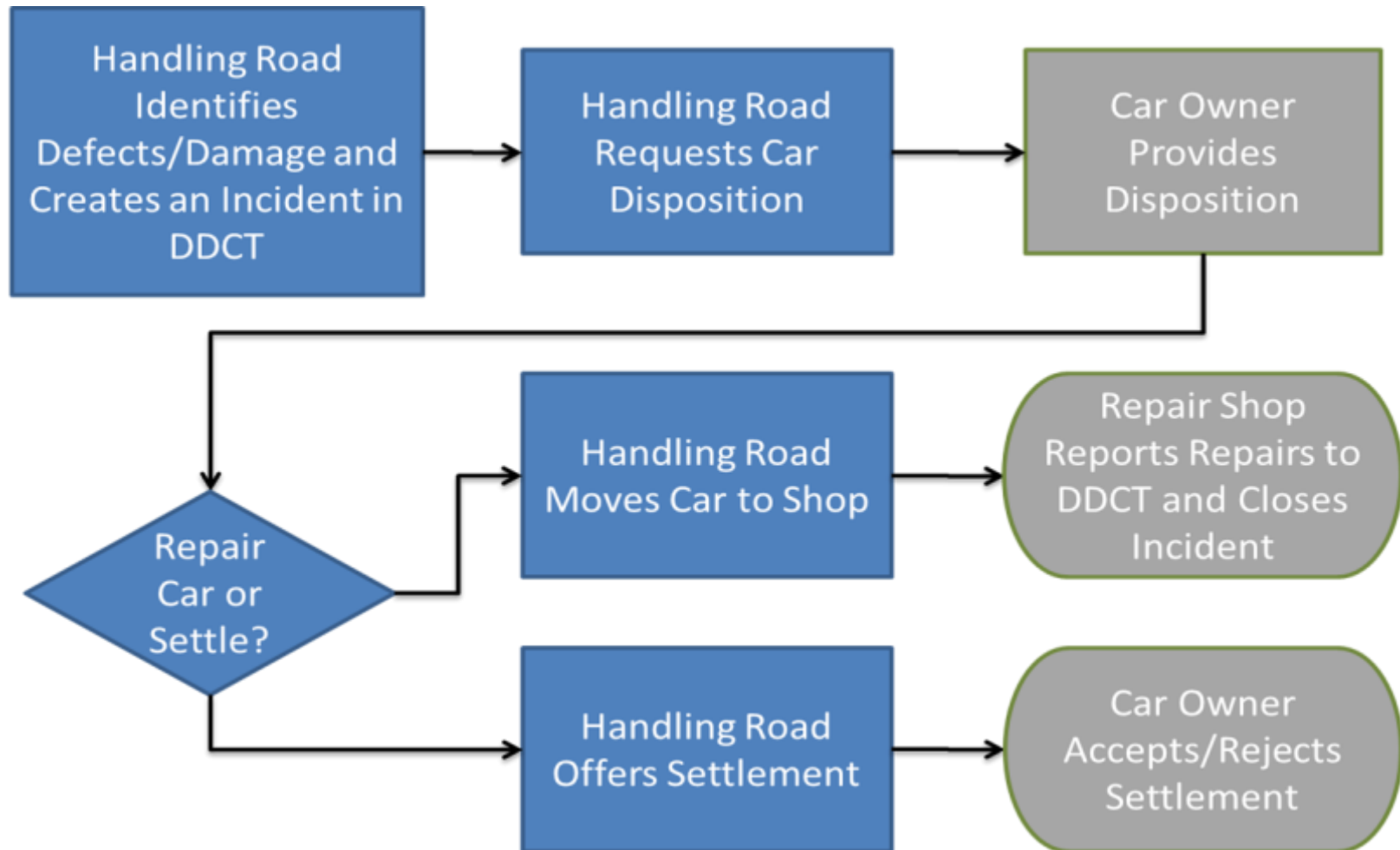
### Rule 1 – Minor Defects

- Car Hire Implications
- Dispositions made

# DDCT Utilizes Industry Applications

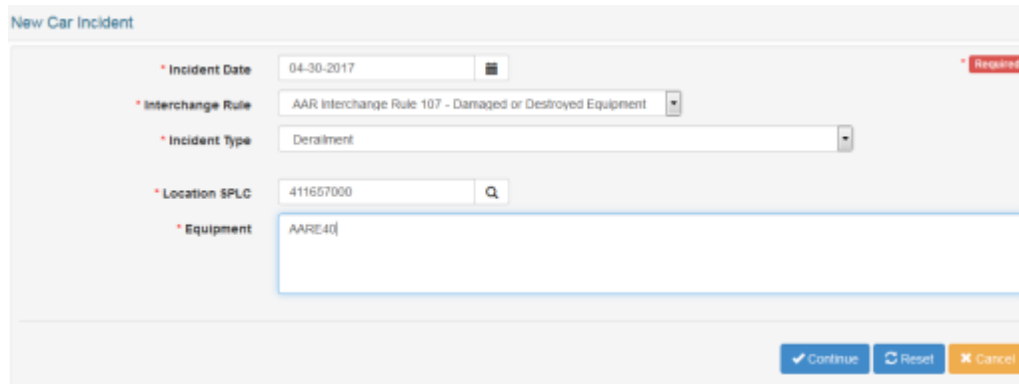
- DDCT interfaces with several industry applications at Railinc such as:
  - **Umler**- used to verify equipment is registered and capture the stencil mark owner (SMOW)
  - **Industry Reference Files (IRF)**- reference files such as Standard Transportation Commodity Code (STCC) and Standard Point Location Code (SPLC)
  - **Event Repository (ER)**- used to verify HC has possession (TRAIN/EDI messages)
  - **Liability Continuity System (LCS)**- DDCT sends events related to the Car Hire process
  - **FindUs.Rail**- contact information for CMO, HC and shop couplets to send notifications related to incidents
  - **Early Warning**- displays equipment related to DDCT incidents on respective Maintenance Advisory (MA) letters

# High Level DDCT Mechanical Process Flow



# Handling Carrier Initiates Incident

- A Handling Carrier (HC) is the only one who can create an incident in DDCT and request disposition



The screenshot shows a web form titled "New Car Incident". It contains several required fields, each marked with a red asterisk:

- Incident Date:** A date picker showing "04-30-2017".
- Interchange Rule:** A dropdown menu showing "AAR Interchange Rule 107 - Damaged or Destroyed Equipment".
- Incident Type:** A dropdown menu showing "Derailment".
- Location SPLC:** A text input field showing "411657000" with a search icon.
- Equipment:** A large text input field showing "AARE40".

At the bottom right of the form are three buttons: "Continue" (blue), "Reset" (blue), and "Cancel" (orange).

- HC identifies defects or damages per AAR Rules 1, 95 A , 96, 102, 107 or 108
  - Rules 1, 95 and 108 allow **one car per incident**
  - Rules 96 and 107 allow **multiple cars per incident**
  - Defect Cards can be created per AAR Interchange Rule 102 with or without an associated DDCT incident



# Handling Carrier Creates Defect Card

- Defect Cards can be created with or without an incident.
- Defect Cards can contain up to 40 itemized defects.

Create Defect Card

**NOTE:** To create a defect card that will be attached to an existing incident you must go to the Car Details page.

\* Equipment ID:  \* Required

\* Create Date:

Authorized Representative

\* Name:

\* Station:

\* City:

\* State/Province:

Third-Party Reference ID:   
(This field will only be visible to the user creating this defect card.)

\* Add at least one defect

Any user can view a Defect Card but at varying levels of detail that are dependent on permissions.

Equipment Details

Please select at least one defect for each equipment.

Equipment ID: AARE21

Equipment Group: BOXC

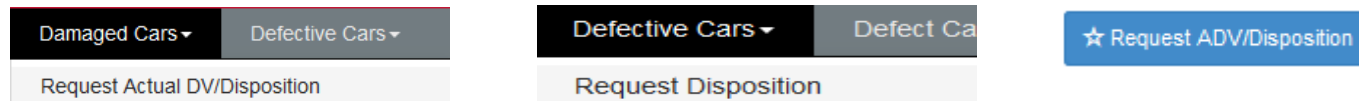
| Defect   | <input type="checkbox"/> | Defect Code | Description            |
|--|--------------------------|-------------|------------------------|
| <input checked="" type="checkbox"/> A - Body             |                          |             | Left Side Panel Damage |
| <input type="checkbox"/> B - Braking System              |                          |             |                        |
| <input type="checkbox"/> C - Clean-out                   |                          |             |                        |
| <input type="checkbox"/> D - Derailment/Accident         |                          |             |                        |
| <input type="checkbox"/> E - Doors                       |                          |             |                        |
| <input type="checkbox"/> F - Draft System                |                          |             |                        |
| <input type="checkbox"/> G - Interior Linings & Coatings |                          |             |                        |
| <input type="checkbox"/> H - Load Attention              |                          |             |                        |
| <input type="checkbox"/> I - Load Restraining Devices    |                          |             |                        |

Note:



# Handling Carrier Requests Disposition

- HC requests disposition from the Car Mark Owner (CMO)
  - CMO contact listed in FindUs.Rail is notified
  - The Car Owner is defined as the stenciled mark owner in DDCT
- Request Disposition is available in the Damaged Cars or Defective Cars drop down menus or at incident level



- If CMO has not provided disposition after 15 days, HC can provide disposition on Rule 107 and Rule 108

# Handling Carrier Requests Disposition

- Provide the HC contact information
- Select car to request disposition on
- Provide the STCC code and whether car can travel on its own wheels.

### Request Actual DV/Disposition

\* Required

#### Contact

ⓘ Requesting carrier contact information is required. This information may be used by the car owner for offline communication.

\*Contact Name

\*Contact Phone

\*Contact Email

#### Request Actual DV/Disposition List

The following units have existing open incidents in the system. Select a unit for which you would like to request actual dv/disposition.

| <input checked="" type="checkbox"/> | Equipment ID | Equipment Group | Incident ID  | Incident Date | Originating Road | CMO  | Estimated DV | Status | *Commodity/STCC Code   fill              | Loaded/Empty         | *Can Travel On Own Wheels?   fill | Disposition Note   fill   |
|-------------------------------------|--------------|-----------------|--------------|---------------|------------------|------|--------------|--------|--|----------------------|-----------------------------------|---|
| <input checked="" type="checkbox"/> | AARE21       | BOXC            | RAIL00286896 | 04-30-2017    | RAIL             | AARE | \$46,491 USD | New    | 2097115 <input type="button" value="Q"/> | <input type="text"/> | Yes <input type="text"/>          | <input type="text"/><br>Shop: <input type="text"/> <input type="button" value="Q"/> |

# Car Owner Visibility

- CMO has visibility to incident details once HC requests disposition
  - Defect Cards are visible if created for the incident
  - Estimated Depreciated Value (EDV) is visible on Rule 107 incidents

**Car Details**

**Incident Information**

Equipment ID : AARE21

Equipment Group : 8C9C

Incident ID : RAIL00286837

Incident Date : 04-30-2017

Interchange Rule : 107

Handling Center : RAIL - RAILINC CORPORATION

Incident Status : Open

Incident Location (BPLC) : Cary, NC (411687008)

Car Mark Owner : AARE - RAILINC CORPORATION - TEST

[Report Preview](#)

**Reading Center (RAIL) Contact Information**

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

Carrie Rawson - Business Analyst  
 carrie.rawson@railinc.com  
 919.651.5349  
 Cary, NC 27513 (US)

- Dispositions Desk  
 test@railinc.com  
 919.651.5890  
 Cary, NC 27513 (US)

Status : Actual DV/Disposition Requested

Last Ship Location (BPLC) : No

Rack On Car : No

Incident Type : Side Squeeze

Created Date/Time : 04-30-2017 21:04:55 ET

Last Modified Date/Time : 04-30-2017 21:05:07 ET

Created By : 85CX933

Last Modified By : 85CX933

**Defects**

| Defect Code          | Description            |
|----------------------|------------------------|
| A - Body             | Left Side Panel Damage |
| L - Safety Appliance | Missing Ladder         |

**Note :**  
**Possession Override Note :** Possession for one or more cars has been overridden by handling center.

**Settlement**

**Estimated DV:** \$48,491 USD  
**Actual DV:** Not Provided

**Disposition**

**Requested**

| Commodity/STCC Code | Load/Empty Status | Can Travel On Own Wheels? | Disposition Note | Contact Name                    | Contact Phone | Contact Email             | User ID | Company ID | Timestamp              |
|---------------------|-------------------|---------------------------|------------------|---------------------------------|---------------|---------------------------|---------|------------|------------------------|
| 2087115             |                   | Y                         |                  | Carrie Rawson, Business Analyst | 919.651.5349  | carrie.rawson@railinc.com | 85CX933 | RAIL       | 04-30-2017 21:05:07 ET |

**Provided**  
 Disposition not provided

# Example of Email to Car Owner

- Equipment owned by your company (equipment = KYLE009999) has been removed from an incident (Incident ID = KBSR00999999). The user removing this piece of equipment gave a removal reason code of Car Destroyed and stated that the reason for removal was: I ate it. You may click the link below to view details of the incident.
- <https://www.tst.railinc.com/ddcts/notifyEmail/incident/view/999999>
- Please contact Railinc Customer Support at [csc@railinc.com](mailto:csc@railinc.com) or 1-877-724-5462 if you have any other questions.

# Car Owner Provides Disposition

- Can provide disposition to any Repair Shop, Scrapper, Storage, or Pre-Tripper registered in FindUs.Rail with a complete shop couplet
- Can advise HC to continue movement based on waybill for Rule 1 and 96
- For Rule 107 Actual DV must be provided at the same time as Disposition
  - The CMO can Override the calculated ADV if they do not agree with it

Actual DV/Disposition

**Incident Summary**

| Equipment ID | Equipment Group | Incident ID  | Incident Date | Originating Road | Interchange Rule | Incident Location    | Current Location | Estimated DV | Status                          |
|--------------|-----------------|--------------|---------------|------------------|------------------|----------------------|------------------|--------------|---------------------------------|
| AARE21       | B/CRC           | RAIL00280296 | 04-30-2017    | RAIL             | Rule 107         | CARY, NC (#11657000) | (Unavailable)    | \$46,491 USD | Actual DV/Disposition Requested |

**Actual DV**

\*Actual DV: \$46,491.00 USD  ☐ Override ADV Actual Depreciated Value

**Disposition Shops**

\* Disposition Options: ☒ Repair At Home/Contract Shop ☐ Handing Carrier To Provide Shop

ⓘ If repairing at home/contract shop, provide at least one repair shop and designate one as the final shop.

| Final Shop                       | Shop ID = SPLC | Location  | Note |
|----------------------------------|----------------|-----------|------|
| <input checked="" type="radio"/> | AARE           | #11657000 |      |
| <input type="radio"/>            |                |           |      |

# Car Owner Provides Actual DV

- A Settlement Value Statement form is provided and populated according to the cars Umler data

## Settlement Value Statement

Equipment Type: ☒ Car ☐ Rack ☐ AARE (Owner)  
With reference to your communique of 05/01/2017 file RAIL00286896 requesting AAR depreciated value of AARE21  
damaged at CARY, NC (411657000) on 04/30/2017

Equipment built on 01/1995 rebuilt on weighing 76,500 lbs.

A - Original Cost: \$61,746.00

B - Cost Factor, for year built: 117

C - Cost Factor, for year prior to damage 2016: 209

D - Base Reproduction Value ( A \* C / B ) \$110,298.00

| Type             | Date | Description | Cost |
|------------------|------|-------------|------|
| Please Select... |      |             |      |

E - Reproduction Value (Additions and Betterments) 0

F - Total Reproduction Value ( D + E ) \$110,298.00

G - Less Car Depreciation: Years: 22 Months: 3 at: 2.6 % = 57.85 \$63,807.00

H - Less Capitalized Betterments Depreciation: (rate of the car): \$0.00

I - Less Exhibit V Depreciation: \$0.00

J - AAR Depreciated Value ( F - G - H - I ): \$46,491.00

Save and Continue Cancel

## Settlement Value Statement

Salvage Value Worksheet

Umler Tare Weight 76,500

Non-Metallic Weight 500 Estimated Salvage Weight 76,000

|                 | Enter Weight | US Credit Rate | Credit Value |
|-----------------|--------------|----------------|--------------|
| Aluminum        | 11,000       | 0.55           | \$6,050.00   |
| Stainless Steel | 0            | 0.4            | \$0.00       |
| Standard Steel  | 65,000       | 0.13           | \$8,450.00   |

Total Salvage Weight 76,000.00

Total Salvage Value \$14,500.00

Back Calculate Cancel

Settlement Value Statement

Depreciated Value Method:

☒ Depreciated Value \$46,491.00

☐ Salvage \$14,500.00

☐ Salvage + 20% \$17,400.00

Back Apply Cancel



# Reject Actual DV or Offer Settlement

- HC can reject the Actual DV provided by the CMO, Offer Settlement or choose to Repair

Reject Actual DV

**Incident Summary**

| Equipment ID | Equipment Group | Incident ID | Incident Date | Car Mark Owner | Interchange Rule | Location    | Estimated DV | Actual DV    | Status                         |
|--------------|-----------------|-------------|---------------|----------------|------------------|-------------|--------------|--------------|--------------------------------|
| RAIL0001     | WFLD            | RAIL0001004 | 10-10-2016    | RAIL           | Rule 107         | Phoenix, AZ | \$41,007 USD | \$41,007 USD | Actual DV/Disposition Provided |

**Reason**

Reject Actual DV Reason

Maximum of 255 characters

You have typed 0 characters

Previous Reject Actual DV

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: 1

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 checked="" type="checkbox"/> AARE21 | BDIC            | RAIL0000006 | 04-30-2017    | AARE           | Rule 107         | Carry NC | \$48,431 USD | \$48,431 USD | Actual DV/Disposition Provided |

Previous Offer Settlement Handling Carrier Repair Cancel

- If HC chooses to offer settlement the CMO is notified
  - CMO can reject settlement or accept settlement, if accepted the incident is updated to *Settlement Accepted*\*
  - If CMO rejects settlement, HC will move the car to the dispositioned Shop
  - If no settlement accept/reject is provided within 45 days then the settlement is automatically accepted.
- If HC chooses to Repair, the CMO is notified and the HC will move the car to the dispositioned Shop.



# Shop Notified of Disposition

- DDCT send notification advising car is enroute to expected location

Equipment RAIL1 on Incident ID UP00271844 has been provided disposition to your shop at SPLC 381441000.

For more detailed information on this incident, you will need to log into DDCT to view the Incident Details. If you need to contact the Handling Carrier or Car Mark Owner, please use the FindUs.Rail at <https://www.railinc.com> for free look-up and search by company ID.

Please contact Railinc Customer Support at [csc@railinc.com](mailto:csc@railinc.com) or 1-877-724-5462 if you have any other questions.

- Shops can utilize FindUs.Rail to note capacity and facility capabilities

| Repair Shop         |                                      |
|---------------------|--------------------------------------|
| Category Role:      | Secondary                            |
| Category Functions: | • Shop Contact                       |
| Capabilities:       | Rule 1, Reflectorization, Re-Marking |
| Capacity Status:    |                                      |
| SPLC:               | 671685000                            |
| Location:           | BORGER                               |
| State:              | TX                                   |

| Repair Shop         |   |
|---------------------|---|
| Category Role:      | Primary   |
| Category Functions: | • Shop Contact                                  |
| Capabilities:       |   |
| Capacity Status:    | FULL - MUST CHECK WITH SHOP BEFORE SEDNING CARS |
| SPLC:               | 231123000                                       |
| Location:           | ELK MILLS                                       |
| State:              | MD  |

# Cars Dispositioned to Shop

- Use the 'Cars Dispositioned to Shop' to see cars coming to your shop
  - Must have shop permissions to view
- Search results can be narrowed down by Standard Point of Location (SPLC) and or Disposition Date Range

### Cars Dispositioned to Shop

Search

Shop:  Shop SPLC:

Disposition Date From:

Disposition Date To:

[Reset Search](#) [Search](#)

Result List

**Note:** This list shows cars that were identified by the car mark owner to be sent to your shop. It does not imply that these cars were actually way billed to your shop.

Click 'Equipment ID' to view equipment details. You must be the car mark owner to see equipment details. Total Items: 2 | Export CSV

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

Search:

| Equipment ID | Equip Group | Incident ID | Incident Date | Orig. Road | CRD | Rate   | Defect                  | Location    | Inter - mediate Shop | Inter - mediate Shop SPLC | Final Shop | Final Shop SPLC | Status               | Dispo Date |
|--------------|-------------|-------------|---------------|------------|-----|--------|-------------------------|-------------|----------------------|---------------------------|------------|-----------------|----------------------|------------|
| APC050582    | BOXC        | RAIL0023907 | 02-16-2017    | RAIL       | TTX | Rule 1 | D - Detachment/Accident | Phoenix, AZ |                      |                           | RAIL       | 411657000       | Disposition Provided | 02-16-2017 |

### Shop Couplet Search

Shop couplet data is derived from FindUsRail contact information.

- At least one field must be specified.
- SPLC must be complete 9-digit, if specified.
- Minimum characters required for fields: Company ID: 1, Company Name: 3, Location Name: 3
- Company ID, Company Name, and Location Name support wildcard (\*) search. (Example: Joh\* = John, Johnson; \*ohn = John, \*oh\* = John, Johnson)

Company ID:

Category:

SPLC:

Company Name:

Location Name:

State/Province:

[Search](#) [Reset](#)

| Company ID | Company Name        | SPLC      | Category   | Location Name | SL/Prov. |
|------------|---------------------|-----------|------------|---------------|----------|
| RAIL       | RAILINC CORPORATION | 411657000 | REPAIRSHOP | CARY          | NC       |

Capabilities: TESTING. Capacity Status: TESTING. Sophie Hami, Business Analyst, [sophie.hamida@railinc.com](mailto:sophie.hamida@railinc.com), 540.282.7814.

# Report Car On Hand

- Disposition/shop locations must report when equipment is at a respective location
  - Signifies shop has car and will work with CMO

The screenshot shows a web form titled "Report Car On Hand". At the top, a light blue banner contains the text: "You have 'Shop' and 'Car Mark Owner' roles for RAIL. Specify the role that will govern reporting cars on hand." Below this, the form has two radio buttons for "Role": "Shop" (selected) and "Car Mark Owner". To the right of these is a red "Required" label. Under the "Shop:" label, there are two input fields: one with "RAIL" and another with "411780000", followed by a magnifying glass icon. Below this is a red asterisk and the label "Equipment:", followed by a text input field containing "RAIL1". A blue note box below the equipment field states: "NOTE: Entering cars for reporting car on hand may send a notification to the car owner that you have possession of the equipment." At the bottom right, there are two buttons: "Continue" and "Done".

- Reporting Car on Hand allows the shop to see non-confidential incident details and defect cards (if available)
- Cars that have unexpectedly arrived at your shop need to be reported on hand
  - This notifies the CMO who can place the car on hand at your shop or work with the HC to re-route the car

# Report Repairs

- The Report Repairs screen lets you select a Car on Hand and see the incident details and Defect Card if present.

**Report Repairs**

Shop: MFX 411657000

**Result List**

Click "Equipment ID" to view or report repairs.

Equipment included:

- On-Hand status
- Changed from "On-Hand" status within the previous 7 days

TOTAL Items: 1

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

Search:

| Equipment ID | Equipment Group | Incident ID/Defect Card ID | Incident Date | Originating Road | Car Mark Owner | Interchange Rule | Shop | Shop SPLIC | Shop Location | Status      | Defects / Repair Progress         |
|--------------|-----------------|----------------------------|---------------|------------------|----------------|------------------|------|------------|---------------|-------------|-----------------------------------|
| AARE21       | BOMC            | RAIL0036897                | 04-30-2017    | RAIL             | AARE           | Rule 107         | MFX  | 411657000  | CARY, NC      | Car On Hand | A - Body, L - Safety Appliance 0% |

**Repairs**

**General Incident Information**

Equipment ID : AARE21  
 Equipment Group : BOMC  
 Incident ID/Defect Card ID : RAIL0036897  
 Incident Status : Open  
 Interchange Rule : 107  
 Handling Center : RAIL

Last Shop Location (SPLIC) :  
 Incident Type : Side Swipe  
 Status : Car On Hand  
 Incident Date : 04-30-2017  
 Incident Location (SPLIC) : Cary, NC (411657000)  
 Car Mark Owner : AARE

**Handling Center (RAIL) Contact Information**

Carle Rawson - Business Analyst  
 carle.rawson@railinc.com  
 919-621-5349  
 Cary, NC 27513 (US)

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

- Dispositions Desk  
 ins@railinc.com  
 919-621-5000  
 Cary, NC 27513 (US)

**Disposition**

Final Shop MFX - RAILINC UMLER GROUP CARY, NC (411657000)  
 Disposition Requested by BSCRRD from RAIL on 2017-04-30 11:05:07 ET  
 Disposition Provided by CRAWSON from AARE on 2017-04-30 21:29:58 ET

**Notes**

Incident Notes:  
 Disposition Requested Notes:  
 Commodity/STCC Code: 2097115

**Incident Defects**

| Defect Code          | Description            |
|----------------------|------------------------|
| A - Body             | Left Side Panel Damage |
| L - Safety Appliance | Missing Ladder         |

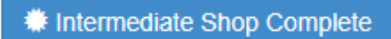
**Defect Card Repairs**

These defects are available for shop repair

| Defect ID | Description       | Repair Status | Shop ID | Complete Timestamp |
|-----------|-------------------|---------------|---------|--------------------|
| 1         | Side Panel Damage | Pending       |         |                    |
| 2         | Door Missing      | Pending       |         |                    |

# Report Repairs

- The following options are available to the shop

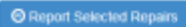
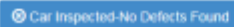
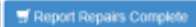
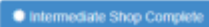

   

- If you partially repair a car, select the item repaired and then select 'Report Selected Repairs'

Defect Card Repairs

These defects are available for shop repair

| <input type="checkbox"/> Defect id    | Description       | Repair Status | Shop ID | Complete Timestamp |
|---------------------------------------|-------------------|---------------|---------|--------------------|
| <input checked="" type="checkbox"/> 1 | Side Panel Damage | Pending       |         |                    |
| <input type="checkbox"/> 2            | Door Missing      | Pending       |         |                    |

- Car Inspected-No Defects Found identifies repairs are not necessary and updates the incident to *Removed*\*
- Report Repairs Complete marks all items as completed and updates the incident to *Car Repairs Completed*\*
- Intermediate Shop Complete releases the car from your shop

# Incident End States

- An incident will close once all cars have reached an end state
  - Dismantled\* - HC or CMO decides to scrap car
  - Removed\* - HC, CMO, or System removed car from incident
  - Settlement Accepted\* - CMO accepts settlement offered by HC
  - Car Repairs Completed\* - Shop reports repairs to defects/damages on incident
  - Please note that Dismantling cars and Accepting/Rejecting salvage value on incidents created before February 21, 2017 is handled differently than on those created after February 21, 2017 due to the new workflow and Salvage Value Worksheet.



# FindUs.Rail

- FindUs.Rail is required for DDCT to transmit notifications to the HC, CMO and Shop
  - AAR Interchange Rule 114 mandates participation
- HC's and CMO's must list a contact primary and or secondary contact for the *Damaged Defective Car Tracking* category to receive notifications.
  - Category functions are:
    - Handling Carrier Damaged Car Management
    - Handling Carrier Defective Car Management
    - Handling Carrier ICB Management
    - Mark Owner Damaged Car Management
    - Mark Owner Defective Car Management
    - Mark Owner ICB Management
- Shops must list a contact in the *Repair Shop* category to have their shop listed in DDCT for disposition
  - Category functions are:
    - Cleaning
    - Shop Contact (Please note that you will NOT receive emails without this capacity.)
    - Tank Car



# Reference Guides for DDCT

- These manuals assist users in understanding AAR rules and DDCT
  - Office Manual and Field Manual of AAR Interchange Rules contain rules 1, 95 A, 96, 102, 107 and 108
  - DDCT industry participation and information located in AAR Interchange Rule 115
  - FindUs.Rail contact information is required for DDCT per AAR Interchange Rule 114
- Railinc's corporate page has a DDCT page with reference materials such as:
  - **DDCT User Guide**- instructions and process flow for DDCT
  - **DDCT Training Page** (<https://www.railinc.com/rportal/ddct-training>) contains webinars, demos and FAQ's on DDCT
    - Rule 108 Demo and Webinar

# Questions?

For assistance with the Damaged and Defective Car Tracking system (DDCT) or any other Railinc application, contact Railinc directly.

Railinc Customer Support Center

1-877-RAILINC

1-877-724-5462

[csc@Railinc.com](mailto:csc@Railinc.com)

[www.Railinc.com](http://www.Railinc.com)