Damaged Defective Car Tracking (DDCT) System

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Agenda

• DDCT Overview
• Incident Lifecycle
• FindUs.Rail
• New Functionality in 2018
• What’s coming in 2019
• 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

<table>
<thead>
<tr>
<th>Damaged Incident Carrier Responsibility</th>
<th>Defective Incident Car Owner Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rule 107 – Major Damage</strong></td>
<td><strong>Rule 108 – Major Defects</strong></td>
</tr>
<tr>
<td>• Car Hire Implications</td>
<td>• Car Hire Implications</td>
</tr>
<tr>
<td>• Settlements can be offered</td>
<td>• Dismantle can be authorized</td>
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<tr>
<td>• Dispositions made</td>
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<tr>
<td>• Defect Cards are created</td>
<td>• Load up can be authorized</td>
</tr>
<tr>
<td><strong>Rule 95 – Minor Damage</strong></td>
<td><strong>Rule 96 – Major Defects</strong></td>
</tr>
<tr>
<td>• Defect Cards are created</td>
<td>• Dispositions made</td>
</tr>
<tr>
<td><strong>Rule 102 – Defect Card</strong></td>
<td><strong>Rule 1 – Minor Defects</strong></td>
</tr>
<tr>
<td>• Stand alone Defect Card</td>
<td>• Car Hire Implications</td>
</tr>
<tr>
<td></td>
<td>• Dispositions made</td>
</tr>
</tbody>
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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 Road Identifies Defects/Damage and Creates an Incident in DDCT

Handling Road Requests Car Disposition

Car Owner Provides Disposition

Repair Shop Reports Repairs to DDCT and Closes Incident

Car Owner Accepts/Rejects Settlement

Repair Car or Settle?

Handling Road Offers Settlement
Who can create a DDCT incident?

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

- HC identifies defects or damages per AAR Rules 1, 95A, 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 and Defect Cards

• Defect Cards can be created with or without an incident.
• Defect Cards can contain up to 40 itemized defects.
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 the 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
What visibility do Car Owners have?

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

• Disposition can be provided to any FindUs.Rail Registered:
  • Repair Shop
  • Scrapper
  • Storage Facility
  • Pre-Tripper

• Car Owners always have the disposition options to Repair at Home/Contract Shop or ask the Handling Carrier to Provide
  • On Rule 1 and 96 there is an additional option of a Waybill Location, which is provided when Railinc has a record of the current Waybill
  • On Rule 1 and 96 if disposition is not provided after 2 business days then the Handling Carrier can provide it

• For Rule 107 Actual DV must be provided at the same time as Disposition
  • If Actual DV/Disposition is not provided within 15 days the Handling Carrier can then provide disposition
Car Owner Provides Actual DV

- A Settlement Value Statement form is provided and populated according to equipment’s Umler data.
- If you do not agree with the system calculated Depreciated Value then you can override it and provide your own value.
Reject Actual DV or Offer Settlement

- HC can reject the Actual DV provided by the CMO, Offer Settlement or choose to Repair
- 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
How will a Shop be notified when a car is disposition to them?

• DDCT sends a notification advising when a car is en route along with the shop SPLC

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 or 1-877-724-5462 if you have any other questions.

• Shops can utilize FindUs.Rail to note capacity and facility capabilities
Cars Dispositioned to a 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
How do I 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
Reporting Car On Hand continued…

• 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 continued…

• The following options are available to the shop

  • Report Selected Repairs
  • Car Inspected-No Defects Found
  • Report Repairs Complete
  • Intermediate Shop Complete

• If you partially repair a car, select the item repaired and then select ‘Report Selected Repairs’

• 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
How do I know when an incident is at an End State?

• 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

<table>
<thead>
<tr>
<th>RAIL110</th>
<th>TANK</th>
<th>BOCT00393755</th>
<th>08-22-2017</th>
<th>BOCT</th>
<th>RAIL</th>
<th>Rule 107</th>
<th>E - Doors</th>
<th>Bing, NE</th>
<th>Settlement Accepted*</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAIL1302</td>
<td>BOXC</td>
<td>RAIL00279508</td>
<td>01-03-2017</td>
<td>RAIL</td>
<td>RAIL</td>
<td>Rule 1</td>
<td>K - Refrigeration Equipment</td>
<td>Elizkorn, AB</td>
<td>Car Repair Completed*</td>
</tr>
<tr>
<td>RAIL238447</td>
<td>FLAT</td>
<td>BOCT00287200</td>
<td>05-18-2017</td>
<td>BOCT</td>
<td>RAIL</td>
<td>Rule 107</td>
<td>A - Body</td>
<td>Bing, NE</td>
<td>Settlement Accepted*</td>
</tr>
<tr>
<td>RAIL40119</td>
<td>BOXC</td>
<td>BOCT00287225</td>
<td>05-19-2017</td>
<td>BOCT</td>
<td>RAIL</td>
<td>Rule 107</td>
<td>A - Body</td>
<td>Bing, NE</td>
<td>Settlement Accepted*</td>
</tr>
<tr>
<td>RAIL4405</td>
<td>BOXC</td>
<td>UP00279567</td>
<td>01-03-2017</td>
<td>UP</td>
<td>RAIL</td>
<td>Rule 1</td>
<td>I - Lead Restraint Devices</td>
<td>Elizkorn, AB</td>
<td>Removed* No defects found</td>
</tr>
</tbody>
</table>
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
New Functionality in 2018

• Ability to search by multiple equipment IDs in one query
• Report a car on hand from the Cars Dispositioned screen
• Allow the shop to report an unexpected arrival on Rule 107 incidents in New status
• Handling Carriers will be able to indicate when Transfer of Lading is required on a Rule 108
• Send notification upon unexpected arrival of car with the link to the shop
• Ability to identify an unexpected arrival shop as the final shop. Doing so will remove it from the originally dispositioned shops expected car list
Search by Multiple Equipment IDs

• You now have the ability to search for multiple equipment IDs in one query.
Report a Car on Hand from Cars Dispositioned Screen

- From the Cars Dispositioned screen, a shop can report a car on hand.
- Provides a more convenient method of reporting a car on hand.
Rule 107 Unexpected Arrival in New Status

- Car must be on a Rule 107.
- Shop will have the ability to report the car on hand.
- This will bypass disposition and ADV.
Transfer of Lading

• Handling carriers will have the option to inform the car owner if lading needs to be transferred.
• This is not a mandatory field
• New column added to search results for this field
Send Notification upon Unexpected Arrival of Car with the Link to the Shop

• This is a new feature for Car Mark Owners.
• The link in the email notification will direct you to a screen that is pre-populated.
• The role, shop mark, shop SPLC, and equipment ID are all pre-populated.
Unexpected Arrival Shop as the Final Shop

• Car mark owner can notify a shop if the car is no longer being sent to the original dispositioned shop.

• An email notification will be sent to the original dispositioned shop notifying them they are no longer receiving the car.
What’s Coming in 2019

• Shop administration page
Reference Guides for DDCT

• The following manuals can assist users in understanding AAR rules govern DDCT
  • Office Manual and Field Manual of the AAR Interchange Rules contain
    • Rules 95A, 102, and 107 for Damaged equipment
    • Rules 1, 96, and 108 for Defective equipment
  • DDCT industry participation and information is located in AAR Interchange Rule 115
  • FindUs.Rail contact information is required for DDCT per AAR Interchange Rule 114

• Railinc.com has a DDCT page with reference materials such as:
  • DDCT User Guide which includes instructions and process flow for DDCT
  • Webinars, Demos and FAQ’s on DDCT