

Damaged Defective Car Tracking System (DDCTS) for Car Mark Owners

Presenter: Jacob Kriegsman

May 2019

Agenda



- DDCTS Overview
- Permissions
- FindUs.Rail & Notifications
- Requesting DDCTS Access
- DDCTS Query
- Incident Lifecycle
- ADV Process
- Unexpected Arrival Process
- Salvage Value Process
- DDCT/Early Warning
- Tips and Tricks

DDCTS Overview



- The Damaged and Defective Car Tracking system (DDCTS) 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 Mark 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

Permissions



Role	Description
Car Owner Admin	Car Owner administrator who needs to work with all incidents. Only the Car Owner Admin has the ability to authorize Dismantle under Rule 108 and to accept/reject settlement offers for Rule 107.
Car Owner Damaged Car User	Car Owner back office users who need to work with Rule 95/107 incidents.
Car Owner Defective Car User	Car Owner back office users who need to work with Rule 1/96/108 incidents.
Car Owner RO User	Car Owner back office users who only need a read-only view.

DDCTS Utilizes Industry Applications



- DDCTS 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)**- DDCTS 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

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

DDCTS & FindUs.Rail



- FindUs.Rail is required for DDCTS to transmit notifications to the HC, CMO and Shop.
 - AAR Interchange Rule 114 mandates participation
- HC's and CMO's must list a primary contact and if desired a secondary contact(s) 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 DDCTS for disposition
 - Category functions are:
 - Cleaning
 - Shop Contact (Please note that you will NOT receive emails without this capacity)
 - Tank Car

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- Tips and Tricks

Notification: Damaged Car Incident Created



Reply Reply All Forward IM

Mon 3/4/2019 1:36 PM



notifservPRD@railinc.com

DDCTS Notification Archive:DDCT: New Damaged Car Incident Created [Rule: 107, Equip: [REDACTED] EQ Group: [REDACTED]

To [REDACTED]

A new damaged car DDCT incident (incident ID = [REDACTED]) has been created for equipment owned by your company (equipment = [REDACTED] equipment group = [REDACTED]). You may click the link below to view details of the incident.

[https://www.railinc.com/ddcts/incident/view/\[REDACTED\]](https://www.railinc.com/ddcts/incident/view/[REDACTED])

Please contact Railinc Customer Support at csc@railinc.com or 1-877-724-5462 if you have any other questions.

- When a Handling Carrier creates a new incident, a notification will be sent to the individual(s) listed as contacts in FindUs.Rail

Launch Pad: View/Request Permissions



User Services

Edit My Profile

Edit My Profile

Change Password

View/Request Permissions

Check Status of Permission Requests

User Guide

Administrator Functions

Permissions

Approve/Reject Permission Requests

Manage User Permissions

Manage My Permissions

Clone User Permissions

Tools

- User Services Menu found on the Launch Pad. Click “View/Request Permissions”

Request Application Access



Filter...
DDCT|

DDCT User Group Site

DDCT Community Site

Request

DDCTS

Provides the North American Rail Industry with an centralized Repository to track/manage Damaged and Defective cars governed by AAR Interchange Rules 1, 95, 107 and 108

Request

- You can search for DDCTS using the Filter at the top of the screen, or scroll down and find it in the alphabetical list

Request Application Access by Role



DDCTS

Provides the North American Rail Industry with an centralized Repository to track/manage Damaged and Defective cars governed by AAR Interchange Rules 1, 95, 107 and 108

1 Select Roles

2 Confirm

3 Done

Car Owner Admin (MARK required)

Car Owner Administrator that manages all Incidents including approving settlement process for Rule 107 Incidents.

Car Owner Damaged Car User (MARK required)

Car Owner back office users that need access and update capabilities to work with Rule 95/107 Incidents.

Car Owner Defective Car User (MARK required)

Car Owner back office users that need access and update capabilities to work with Rule 1/96/108 Incidents.

Car Owner RO User (MARK required)

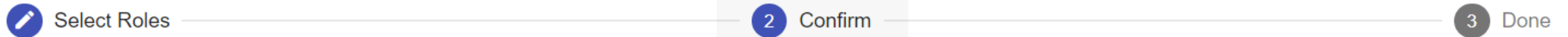
Car Owner back office users that only should have read only (view) capabilities. This means the user is unable to update incidents.

Confirmation



DDCTS

Provides the North American Rail Industry with an centralized Repository to track/manage Damaged and Defective cars governed by AAR Interchange Rules 1, 95, 107 and 108



You have chosen to request following permission(s).

- Car Owner Admin for RAIL

By requesting access to an application(s), your personal information will be shared with the Company Administrator or Application Administrator for whom you have requested access. If you do not wish for this information to be sent, please cancel this operation. Otherwise, please click on Continue to submit the request.

Cancel

Back

Continue

Success!



DDCTS

Provides the North American Rail Industry with an centralized Repository to track/manage Damaged and Defective cars governed by AAR Interchange Rules 1, 95, 107 and 108

- ✓ Select Roles
- ✓ Confirm
- 3 Done

You have chosen to request following permission(s).

- Car Owner Admin for RAIL

An email has been sent to you for each request which includes the reference number assigned to that request. It may take up to 2 business days for the Administrator to respond to the request(s). If you have questions, please contact csc@railinc.com.

Request Additional Permissions

Done

Permission Request Approval Email



Fri 3/29/2019 3:22 PM

noreply@railinc.com

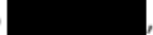
Railinc: Access Request Approval At 03/29/2019 15:22:04

To



If there are problems with how this message is displayed, click here to view it in a web browser.



Hello ,

The following request(s) has been approved. You may now sign in to the application to use your approved access.

Reference Number	Application	Permission	Company	Comment
202502	DDCTS	Car Owner Admin	RAIL - RAILINC CORPORATION	

If you believe that this email was sent to you in error, or have any questions/concerns, please contact :
Railinc Customer Success Center by phone at 1-877-RAILINC (1-877-724-5462) or at csc@railinc.com

Thank you,
Railinc Customer Success Center

[Visit Railinc](#)

Accessing DDCTS From Your Launchpad



Launch Pad

██████████ : RAILINC CORPORATION | [Contact Us](#) | [Sign Out](#)

Your Applications

[Car Repair Billing](#)

[DDCTS](#)

[EHMS](#)

[Equipment Health View](#)

User Services

[Edit My Profile](#)

[Edit My Profile](#)

[Change Password](#)

[View/Request Permissions](#)

[Check Status of Permission Requests](#)

[User Guide](#)

Your Notifications



[Current Notifications](#)

[Past Notifications](#)

Date	Subject
03/28/2019	Introduction to Umler Webinars
03/29/2019	Single Sign-On Updates

My Cases

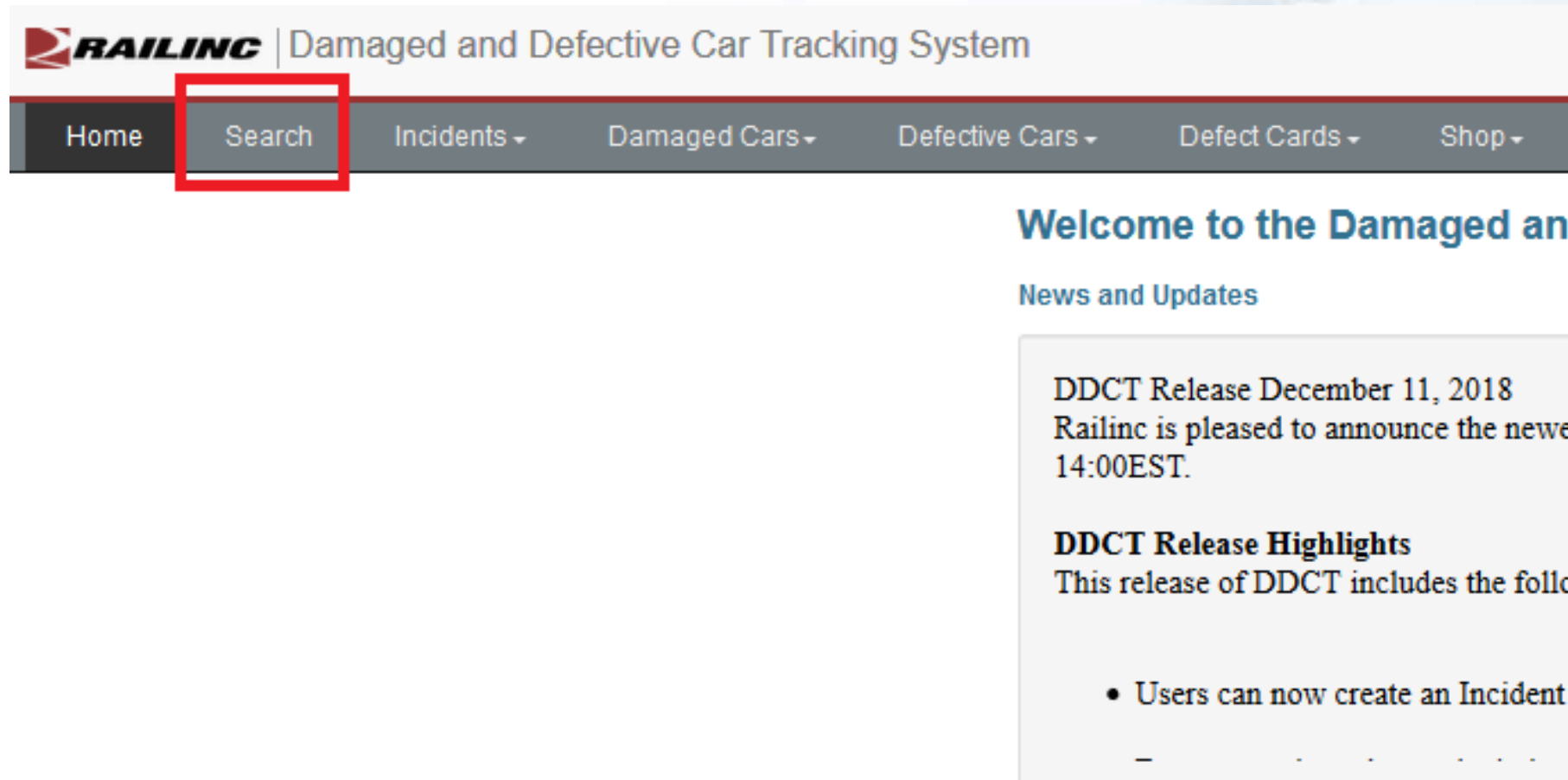
[View My Cases](#)

Requesting Disposition



- Once your equipment has been added to an incident, the Handling Carrier will have the option to request disposition
- For Rule 102 and 107 incidents, the Actual Depreciated Value, or ADV is also requested by the Handling Carrier
- One of the main tasks of a Car Mark Owner in DDCTS is to provide this information to the Handling Carrier
- There are two ways that Car Mark Owners can complete this task in the DDCTS application

Accessing the Search Function



- Click the Search option from the grey menu bar once you've reached the DDCTS homepage

Understanding the Search Screen



INC | Damaged and Defective Car Tracking System

Search Incidents - Damaged Cars - Defective Cars - Defect Cards - Shop - Tools - ICB - Admin - Documentation - IT Support

Search Incident, Defect Card, and ICB Record [Search] [Reset]

Equipment ID: RAIL1011

Include Third Party Requests

Incident ID/Defect Card ID: eg MARK00123456

From Date: 04-01-2018 [calendar icon]

To Date: 04-01-2019 [calendar icon]

Handling Carrier: 2 - 4 alpha [Search]

Car Mark Owner: 2 - 4 alpha [Search]

Rule/Defect Card/Record: [Toggle all](#)

<input checked="" type="checkbox"/> Rule 1	<input checked="" type="checkbox"/> Rule 95
<input checked="" type="checkbox"/> Rule 96	<input checked="" type="checkbox"/> Rule 107
<input checked="" type="checkbox"/> Rule 108	<input checked="" type="checkbox"/> Defect Card
<input checked="" type="checkbox"/> ICB Record	

Status: Open Closed

Equipment Status: Note: Statuses marked with an asterisk (*) are in DDCT end state. [Toggle all](#)

<input checked="" type="checkbox"/> New	<input checked="" type="checkbox"/> Settlement Offered
<input checked="" type="checkbox"/> Actual DV/Disposition Requested	<input checked="" type="checkbox"/> Handling Carrier Repair
<input checked="" type="checkbox"/> Actual DV/Disposition Provided	<input checked="" type="checkbox"/> Settlement Accepted*
<input checked="" type="checkbox"/> Disposition Requested	<input checked="" type="checkbox"/> Settlement Rejected
<input checked="" type="checkbox"/> Disposition Provided	<input checked="" type="checkbox"/> Car On Hand
<input checked="" type="checkbox"/> Salvage Value Provided	<input checked="" type="checkbox"/> Dismantled*
<input checked="" type="checkbox"/> Car Repairs Completed*	<input checked="" type="checkbox"/> Removed*
<input checked="" type="checkbox"/> Intermediate Shop Complete	

ICB ID: eg 123

Disposition Shop Mark: 2 - 4 ALPHA [Search]

Shop Couplet SPLC: Nine-digits [Search]

Equipment Group: All [Dropdown]

Location SPLC: Nine-digits [Search]

Incident Type: All [Dropdown]

Defect Type: All [Dropdown]

Removal Reasons: [Clear all](#)

- Autoclose - 3 loaded moves
- Autoclose - 48 months
- Expired

[Search] [Reset]

- Customize your search using any of the criteria as you see fit. The most important fields are indicated in red.

Search Results



Search Incidents ▾ Damaged Cars ▾ Defective Cars ▾ Tools ▾ Documentation ▾

Search Results

Incident Results

Search: Total items: 873 | Export CSV

Equipment ID ▾	Equipment Group ▾	Incident ID ▾	Incident Date ▾	Originating Road ▾	Car Mark Owner ▾	Interchange Rule ▾	Defect ▾	Location ▾	Status ▾	Removal Reason ▾
RAIL1011	TANK	RAIL00329769	04-03-2019	RAIL	RAIL	Rule 1	D - Derailment/Accident	Cary, NC	Disposition Provided	
RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	RAIL	Rule 107	D - Derailment/Accident	Cary, NC	Actual DV/Disposition Requested	
RAIL1011	TANK	RAIL00327538	03-07-2019	RAIL	RAIL	Rule 1	C - Clean-out	Wilmington, NC	Car On Hand	
RAIL1011	TANK	RAIL00327473	02-27-2019	RAIL	RAIL	Rule 107	D - Derailment/Accident	Cary, NC	Actual DV/Disposition Requested	
RAIL1011	TANK	RAIL00327367	02-15-2019	RAIL	RAIL	Rule 1	A - Body	Cary, NC	Disposition Requested	
RAIL1011	TANK	RAIL00327370	02-15-2019	RAIL	RAIL	Rule 108	A - Body	Cary, NC	Disposition Requested	
RAIL1011	TANK	RAIL00327369	02-15-2019	RAIL	RAIL	Rule 96	A - Body	Cary, NC	New	
RAIL1011	TANK	RAIL00327368	02-15-2019	RAIL	RAIL	Rule 95	A - Body	Cary, NC	New	

Car Details

RAILINC | Damaged and Defective Car Tracking System B5KXW01: RAIL Launch Pad Contact

Home Search Incidents Damaged Cars Defective Cars Tools Documentation

Car Details

[Report Preview](#)

Equipment ID : RAIL1011
 Equipment Group : TANK
 Incident ID : [RAIL00329719](#)
 Incident Date : 04-01-2019
 Interchange Rule : 107
 Handling Carrier : RAIL - RAILINC CORPORATION

Incident Status : Open
 Incident Location (SPLC) : Cary, NC (411657000)
 Car Mark Owner : RAIL - RAILINC CORPORATION

Handling Carrier (RAIL) Contact Information

Person: [REDACTED]
 Email: [REDACTED]
 Phone: 919 [REDACTED]
 Location: Cary, NC 27513 (US)

Car Mark Owner (RAIL) Contact Information

Person: [REDACTED]
 Email: [REDACTED]
 Phone: 919 [REDACTED]
 Location: Cary, NC 27513 (US)

Status : Actual DV/Disposition Requested

Last Shop Location (SPLC) :
 Rack On Car : No
 Incident Type : Derailment
 Creation Date/Time : 04-01-2019 14:05:02 ET
 Last Modified Date/Time : 04-01-2019 14:13:26 ET

Created By : B5KXW01
 Last Modified By : B5KXW01

Defect Code	Description
D - Derailment/Accident	

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

Settlement
 Estimated Value: EDV Unknown
 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
0113720		Y		[REDACTED]	919 [REDACTED]	[REDACTED]@railinc.com	[REDACTED]	RAIL	04-01-2019 14:13:26 ET

Provided
 ⚠ Disposition not provided

← Previous
✖ Remove From Incident
★ Provide ADV/Disposition
👤 Assign to Third Party
🔍 Audit Log
🏠 Done



Incident Options



Settlement

Estimated Value: EDV Unknown
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
0113720		Y		[REDACTED]	919. [REDACTED]	[REDACTED]@railinc.com	[REDACTED]	RAIL	04-01-2019 14:13:26 ET

Provided

Disposition not provided

- [← Previous](#)
- [✕ Remove From Incident](#)
- [★ Provide ADV/Disposition](#)
- [🔗 Assign to Third Party](#)
- [👁 Audit Log](#)
- [🏠 Done](#)

- The various options available to you are visible as buttons on the bottom of the Car Details screen

Providing Disposition



Settlement

Estimated Value: EDV Unknown
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
0113720		Y		[REDACTED]	919. [REDACTED]	[REDACTED]@railinc.com	[REDACTED]	RAIL	04-01-2019 14:13:26 ET

Provided

⚠ Disposition not provided

[← Previous](#) [✕ Remove From Incident](#) **[★ Provide ADV/Disposition](#)** [🔗 Assign to Third Party](#) [👁 Audit Log](#) [🏠 Done](#)

- To provide disposition, click the button outlined in red

Providing Disposition Continued



Incidents ▾ Damaged Cars ▾ Defective Cars ▾ Tools ▾ Documentation ▾

Actual DV/Disposition

* Required

Incident Summary

Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Interchange Rule	Incident Location	Current Location	Estimated Value	Status
RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	Rule 107	CARY, NC (411657000)	(Unavailable)	EDV Unknown	Actual DV/Disposition Requested

Actual DV

*Actual DV: USD

Disposition Shops

* Disposition Options:

Repair At Home/Contract Shop
 Handling Carrier To Provide Shop

i 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 type="radio"/>	<input type="text"/> <input type="text"/> <input type="button" value="Q"/>		<input type="text"/>
<input type="radio"/>	<input type="text"/> <input type="text"/> <input type="button" value="Q"/>		<input type="text"/>

Settlement Value Statement



Settlement Value Statement

Equipment Type: Car Rack **RAIL** (Owner)

With reference to your communique of 04/01/2019, file RAIL00329719 requesting AAR depreciated value of RAIL1011, damaged at CARY, NC (411657000) on 04/01/2019.

Equipment built on 12/2015 rebuilt on , weighing 95,333 lbs.

A - Original Cost: \$52,675.00

B - Cost Factor, for year built: 209

C - Cost Factor, for year prior to damage 2018: 201

D - Base Reproduction Value (A * C / B) \$50,659.00

Type	Date	Description	Cost	
Please Select...				Add

E - Reproduction Value (Additions and Betterments) 0

F - Total Reproduction Value (D + E) \$50,659.00

G - Less Car Depreciation: Years: 3 Months: 4 at: 2.6 % = 8.66 \$4,387.00

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): \$46,272.00

Save and Continue Cancel

Settlement Value Statement Continued



Settlement Value Statement

Equipment Type: Car Rack **RAIL** (Owner)
With reference to your communique of 04/01/2019, file RAIL00329719 requesting AAR depreciated value of RAIL1011, damaged at CARY, NC (411657000) on 04/01/2019.

Equipment built on 12/2015 rebuilt on , weighing 95,333 lbs.

A - Original Cost: \$52,675.00
B - Cost Factor, for year built: 209
C - Cost Factor, for year prior to damage 2018: 201
D - Base Reproduction Value (A * C / B) \$50,659.00

Type	Date	Description	Cost	
Please Select...				Add
GNRL	03/01/2019	General Additions and Betterments	\$14,835.00	Remove

E - Reproduction Value (Additions and Betterments) 14835
F - Total Reproduction Value (D + E) \$65,494.00
G - Less Car Depreciation: Years: 3 Months: 4 at: 2.6 % = 8.66 \$4,387.00
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): \$61,107.00

Save and Continue Cancel

Required

Status

DV/Disposition Requested

Additions & Betterments affect AAR Depreciated value

Salvage Value Worksheet



Settlement Value Statement

Salvage Value Worksheet

Umler Tare Weight

Non-Metallic Weight Estimated Salvage Weight

	Enter Weight	US Credit Rate	Credit Value
Aluminum	<input type="text" value="31111"/>	<input type="text" value="0.43"/>	<input type="text" value="\$13,377.73"/>
Stainless Steel	<input type="text" value="31111"/>	<input type="text" value="0.36"/>	<input type="text" value="\$11,199.96"/>
Standard Steel	<input type="text" value="33111"/>	<input type="text" value="0.16"/>	<input type="text" value="\$5,297.76"/>

Total Salvage Weight

Total Salvage Value

- Enter the approximate weights of materials into the fields outlined in red

Finalizing the Settlement Value Statement



Settlement Value Statement

Depreciated Value Method:

Depreciated Value \$61,107.00

Salvage \$29,875.00

Salvage + 20% \$35,850.00

Back Apply Cancel

- Make a selection by clicking any of the three radio buttons, then click “Apply” to continue

Override ADV



Actual DV/Disposition * Required

Incident Summary

Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Interchange Rule	Incident Location	Current Location	Estimated Value	Status
RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	Rule 107	CARY, NC (411657000)	(Unavailable)	EDV Unknown	Actual DV/Disposition Requested

Actual DV

*Actual DV: Override ADV Actual Depreciated Value

*Reason for Override

Disposition Shops

* Disposition Options: Repair At Home/Contract Shop
 Handling Carrier To Provide Shop

i 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 type="radio"/>	<input type="text"/> <input type="text"/> <input type="button" value="Q"/>		<input type="text"/>
<input type="radio"/>	<input type="text"/> <input type="text"/> <input type="button" value="Q"/>		<input type="text"/>

- You may override the ADV if you wish by clicking the “Override ADV” checkbox, entering a value into the Actual DV field, and then providing a reason for the override

Shop ID + SPLC



Active Cars ▾ Tools ▾ Documentation ▾

Actual DV/Disposition * Required

Incident Summary

Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Interchange Rule	Incident Location	Current Location	Estimated Value	Status
RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	Rule 107	CARY, NC (411657000)	(Unavailable)	EDV Unknown	Actual DV/Disposition Requested

Actual DV

*Actual DV: Override ADV Actual Depreciated Value

Disposition Shops

* Disposition Options:

Repair At Home/Contract Shop
 Handling Carrier To Provide Shop

i 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 type="radio"/>	<input type="text"/> <input type="text"/> <input type="button" value="Q"/>		<input type="text"/>
<input type="radio"/>	<input type="text"/> <input type="text"/> <input type="button" value="Q"/>		<input type="text"/>

- Use the magnifying glass to enter a Shop ID and SPLC into the outlined fields

Shop Couplet Search



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: Company Name:

Category: Location Name:

SPLC: State/Province:

Company ID ^	Company Name ^	SPLC ^	Category ^	Location Name ^	St./Prov. ^
AARE	RAILINC CORPORATION - TEST	411657000	REPAIRSHOP	CARY	NC

Capabilities: . Capacity Status: . Asset Health Product Support, Product Support Specialist, assethealthproductsupport@railinc.com, 919.379.7521.

- Enter your search criteria and click the “Search” button to query Shops listed in FindUs.Rail

Actual DV/Disposition



Active Cars - Tools - Documentation -

Actual DV/Disposition * Required

Incident Summary

Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Interchange Rule	Incident Location	Current Location	Estimated Value	Status
RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	Rule 107	CARY, NC (411657000)	(Unavailable)	EDV Unknown	Actual DV/Disposition Requested

Actual DV

*Actual DV: Override ADV Actual Depreciated Value

Disposition Shops

* Disposition Options:

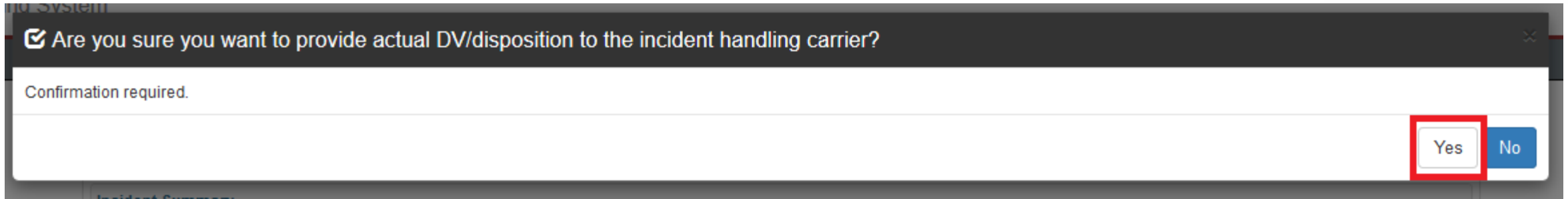
Repair At Home/Contract Shop
 Handling Carrier To Provide Shop

i 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"/>	<input type="text" value="AARE"/> <input type="text" value="411657000"/> <input type="button" value="Q"/>		<input type="text"/>
<input type="radio"/>	<input type="text"/> <input type="text"/> <input type="button" value="Q"/>		<input type="text"/>

- Confirm the details you entered are correct, then click “Continue”

Confirmation



- A confirmation message will appear. Click “Yes” to proceed

Success!



Active Cars ▾ Tools ▾ Documentation ▾

Your submission of actual DV/disposition for following car has been sent to the incident handling carrier. ✕

Actual DV/Disposition * Required

Incident Summary

Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Interchange Rule	Incident Location	Current Location	Estimated Value	Status
RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	Rule 107	CARY, NC (411657000)	(Unavailable)	EDV Unknown	Actual DV/Disposition Provided

Actual DV

*Actual DV: Override ADV Actual Depreciated Value

Disposition Shops

* Disposition Options:

- Repair At Home/Contract Shop
- Handling Carrier To Provide Shop

i 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"/>	<input type="text" value="AARE"/>	<input type="text" value="411657000"/>	<input type="button" value="Q"/>	CARY, NC	<input type="text"/>
<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Q"/>		<input type="text"/>

Providing DV/Disposition



RAILINC | Damaged and Defective Car Tracking System

Home Search Incidents **Damaged Cars** Defective Cars Defect Cards Shop Tools ICB

- Request Actual DV/Disposition
- Provide Actual DV/Disposition**
- Offer Settlement / Handling Carrier Repair
- Reject Actual DV
- Accept / Reject Settlement

DDCT Release Highlights
This release of DDCT includes the following enhancements to support the rail

- Users can now create an Incident and Defect Card simultaneously
- Documentation tab now includes links to Task Demo videos and Webin

- The second way you can provide disposition is through the “Damaged Cars” menu option

Pending Damaged Car Incidents



Active Cars ▾ Tools ▾ Documentation ▾

Pending Damaged Car Incidents To Provide Actual DV/Disposition

Click equipment ID to provide DV/disposition items: 3

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

Search:

Equipment ID ▾	Equipment Group ▾	Incident ID ▾	Incident Date ▾	Originating Road ▾	Car Mark Owner ▾	Interchange Rule ▾	Location ▾	Estimated Value ▾	Status ▾
RAIL1011	TANK	RAIL00327473	02-27-2019	RAIL	RAIL	Rule 107	Cary, NC	EDV Unknown	Actual DV/Disposition Requested
RAIL1011	TANK	RAIL00327010	01-22-2019	RAIL	RAIL	Rule 107	Cary, NC	EDV Unknown	Actual DV/Disposition Requested
RAIL1011	TANK	RAIL00326855	01-02-2019	RAIL	RAIL	Rule 107	Cary, NC	EDV Unknown	Actual DV/Disposition Requested

10 50 100 250 500 1000

[Done](#)

- Select the equipment for which you wish to provide disposition by clicking either the Equipment ID or Incident ID

Actual DV/Disposition



ive Cars ▾ Tools ▾ Documentation ▾

Actual DV/Disposition

* Required

Incident Summary

Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Interchange Rule	Incident Location	Current Location	Estimated Value	Status
RAIL1011	TANK	RAIL00327473	02-27-2019	RAIL	Rule 107	CARY, NC (411657000)	(Unavailable)	EDV Unknown	Actual DV/Disposition Requested

Actual DV

*Actual DV: USD

Disposition Shops

* Disposition Options:

Repair At Home/Contract Shop
 Handling Carrier To Provide Shop

i 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 type="radio"/>	<input type="text"/> <input type="text"/> <input type="button" value="Q"/>		<input type="text"/>
<input type="radio"/>	<input type="text"/> <input type="text"/> <input type="button" value="Q"/>		<input type="text"/>

- Enter a shop and SPLC as discussed previously

Agenda



- DDCTS Overview
- Permissions
- FindUs.Rail & Notifications
- Requesting DDCTS Access
- DDCTS Query
- Incident Lifecycle
- ADV Process
- **Unexpected Arrival Process**
- Salvage Value Process
- DDCT/Early Warning
- Tips and Tricks

The Unexpected Arrival Process



Reply Reply All Forward IM



Wed 4/3/2019 3:31 PM

notifservTST@railinc.com

TST: DDCT: Unexpected Arrival at Shop [Equip: RAIL001011]

To Wolfe, Kevin

Retention Policy Inbox - Delete older than 90 days (90 days)

Expires 7/2/2019

A Shop (shop mark = AARE, SPLC = 411657000, location = CARY, NC) has attempted to report On Hand equipment owned by your company (equipment = RAIL001011). According to DDCT system records, this equipment has not been dispositioned to this shop. If you would like for this shop to have access to DDCT records and report repairs for this equipment, you must mark the car on hand at this shop as the Car Owner. You may click the link below to mark this car on hand.

<https://www.tst.railinc.com/ddcts/shop/unexpected/RAIL001011/AARE/411657000>

Please contact Railinc Customer Support at csc@railinc.com or 1-877-724-5462 if you have any other questions.

- If a shop has received your car unexpectedly and attempted to report it on hand, the FindUs.Rail DDCT contact will receive a notification

Report Car On Hand



Active Cars ▾ Defect Cards ▾ **Shop ▾** Tools ▾ ICB ▾ Admin ▾ Documentation ▾

Report Car On Hand

You have "Shop" and "Car Mark Owner" roles for AARE. Specify the role that will govern reporting cars on hand.

Role: Shop Car Mark Owner * Required

Shop:

*** Equipment:**

NOTE: Entering cars for reporting car on hand may send a notification to the car owner that you have possession of the equipment.

- Clicking the link in the notification will bring you to the Report Car On Hand page. Enter the required information and click "Continue"

Confirm Equipment On Hand



Report Car On Hand

Shop: AARE-411657000 - CARY, NC

Jump to: [Confirm Equipment On Hand](#) | [⚠️ Equipment Already On Hand](#) | [⚠️ Unexpected Equipment Arrival](#)

Confirm Equipment On Hand [Top](#)

i This is a list of open incidents for this action on the specified equipment. Total items: 104

<input type="checkbox"/>	Equipment ID	Equipment Group	Incident ID/DefectCard ID	Date	Originating Road	Car Mark Owner	Interchange Rule	Defect	Location	Status
<input type="checkbox"/>	RAIL1011	TANK	RAIL00329789	04-03-2019	RAIL	RAIL	Rule 1	D - Derailment/Accident	Cary, NC	Car On Hand
<input checked="" type="checkbox"/>	RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	RAIL	Rule 107	D - Derailment/Accident	Cary, NC	Actual DV/Disposition Provided
<input type="checkbox"/>	RAIL1011	TANK	RAIL00327538	03-07-2019	RAIL	RAIL	Rule 1	C - Clean-out	Wilmington, NC	Car On Hand
<input type="checkbox"/>	RAIL1011	TANK	RAIL00327475	02-27-2019	RAIL	RAIL	Defect Card	Y - Defect Card	N/A	New
<input type="checkbox"/>	RAIL1011	TANK	RAIL00327366	02-15-2019	RAIL	RAIL	Defect Card	Y - Defect Card	N/A	New
<input type="checkbox"/>	RAIL1011	TANK	RAIL00327369	02-15-2019	RAIL	RAIL	Rule 96	A - Body	Cary, NC	New
<input type="checkbox"/>	RAIL1011	TANK	RAIL00327368	02-15-2019	RAIL	RAIL	Rule 95	A - Body	Cary, NC	New
<input type="checkbox"/>	RAIL1011	TANK	RAIL00326963	01-18-2019	RAIL	RAIL	Defect Card	Y - Defect Card	N/A	New
<input type="checkbox"/>	RAIL1011	TANK	RAIL00326951	01-17-2019	RAIL	RAIL	Defect Card	Y - Defect Card	N/A	New
<input type="checkbox"/>	RAIL1011	TANK	BOCT00326564	12-08-2018	BOCT	RAIL	Rule 108	B - Braking System	Houck, AZ	Disposition Provided

« 1 2 3 4 5 6 7 ... 11 »

[Report Car On Hand](#)

Confirm Car On Hand



Active Cars ▾ Tools ▾ Documentation ▾

Confirm Car On Hand

Shop: AARE-411657000 - CARY, NC

Total items: 1

Equipment ID ▾	Equipment Group ▾	Incident ID/Defect Card ID ▾	Date ▾	Originating Road ▾	Car Mark Owner ▾	Interchange Rule ▾	Defect	Location ▾	Status ▾
RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	RAIL	Rule 107	D - Derailment/Accident	Cary, NC	Actual DV/Disposition Provided

No longer sending to original dispositioned shop?

[← Previous](#) [Report Car On Hand](#)

- If you wish to override the original disposition, click the checkbox and then click “Report Car On Hand”

Confirmation Window



- A confirmation window will appear. Click “Yes” to continue

Success!



Equipment successfully reported on hand. ✕

Confirm Car On Hand

Shop: AARE-411657000 - CARY, NC

Total items: 1

Equipment ID ▲	Equipment Group ⇅	Incident ID/Defect Card ID ⇅	Date ⇅	Originating Road ⇅	Car Mark Owner ⇅	Interchange Rule ⇅	Defect	Location ⇅	Status ⇅
RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	RAIL	Rule 107	D - Derailment/Accident	Cary, NC	Car On Hand

No longer sending to original dispositioned shop?

Done

Agenda



- DDCTS Overview
- Permissions
- FindUs.Rail & Notifications
- Requesting DDCTS Access
- DDCTS Query
- Incident Lifecycle
- ADV Process
- Unexpected Arrival Process
- **Salvage Value Process**
- DDCT/Early Warning
- Tips and Tricks

The Salvage Value Process

A screenshot of the RAILINC web application interface. At the top, the RAILINC logo is followed by the text 'Damaged and Defective Car Tracking System'. Below this is a navigation bar with several tabs: 'Home', 'Search', 'Incidents', 'Damaged Cars', 'Defective Cars', 'Tools', and 'Documentation'. The 'Defective Cars' tab is selected and highlighted in black. A dropdown menu is open from this tab, showing three options: 'Provide Disposition' (which is highlighted with a red border), 'Dismantle Cars', and 'Accept / Reject Salvage Value'. Below the navigation bar, there is a section titled 'Damaged and Defective Car Tracking System' with a sub-heading 'DDCT Release December 11, 2018'. The text below reads: 'Railinc is pleased to announce the newest...'. Underneath, there is a section titled 'DDCT Release Highlights' followed by the text 'This release of DDCT includes the followi...'. A bulleted list item is visible: '• Users can now create an Incident a...'.

RAILINC | Damaged and Defective Car Tracking System

Home Search Incidents Damaged Cars Defective Cars Tools Documentation

Provide Disposition
Dismantle Cars
Accept / Reject Salvage Value

DDCT Release December 11, 2018

Railinc is pleased to announce the newest

DDCT Release Highlights

This release of DDCT includes the followi

- Users can now create an Incident a

- To begin the Salvage Value Process, click the “Defective Cars” tab and select “Provide Disposition” from the drop-down menu

Pending Defective Car Incidents



Defective Cars ▾ Tools ▾ Documentation ▾

Pending Defective Car Incidents to Provide Disposition

Click equipment ID to provide disposition

items: 197

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

Search :

Equipment ID ▾	Equipment Group ▾	Incident ID ▾	Incident Date ▾	Originating Road ▾	Car Mark Owner ▾	Interchange Rule ▾	Status ▾
RAIL1011	TANK	BOCT00323629	10-16-2018	BOCT	RAIL	Rule 108	Disposition Requested
RAIL1011	TANK	BOCT00323643	10-16-2018	BOCT	RAIL	Rule 108	Disposition Requested

- Search for the incident by entering the equipment ID into the search field. Click the hyperlinked equipment ID or Incident ID of the incident you wish to view

Provide Defective Car Disposition



Provide Defective Car Disposition * Required

Incident Summary

Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Interchange Rule	Incident Location	Current Location	Status
RAIL1011	TANK	BOCT00323629	10-16-2018	BOCT	Rule 108	HOUCK, AZ (790145000)	(Unavailable)	Disposition Requested

Disposition Shops

* Disposition Options:

- Repair At Home/Contract Shop
- Handling Carrier To Provide Shop

* Authorize Loading The Car On Transport Equipment:

i 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 type="radio"/>	<input type="text"/> <input type="text"/> <input type="button" value="Q"/>		<input type="text"/>
<input type="radio"/>	<input type="text"/> <input type="text"/> <input type="button" value="Q"/>		<input type="text"/>

Car Details



Car Details

Incident Information

[Report Preview](#)

Equipment ID :	RAIL1011	Incident Status :	Open
Equipment Group :	TANK	Incident Location (SPLC) :	Houck, AZ (790145000)
Incident ID :	BOCT00323629	Car Mark Owner :	RAIL - RAILINC CORPORATION
Incident Date :	10-16-2018		
Interchange Rule :	108		
Handling Carrier :	BOCT - BALTIMORE AND OHIO CHICAGO TERMINAL RAILROAD CO		

Handling Carrier (BOCT) Contact Information

- [Redacted] AAR Services & Ops Sup
- noreply@railinc.com
- [Redacted]
- [Redacted]

Car Mark Owner (RAIL) Contact Information

- [Redacted] - Product Support Specialist
- [Redacted]@railinc.com
- [Redacted]
- Cary, NC 27513 (US)

Status :	Disposition Requested		
Last Shop Location (SPLC) :			
Rack On Car :	No		
Incident Type :			
Creation Date/Time :	10-16-2018 12:17:37 ET	Created By :	HC_DFCT
Last Modified Date/Time :	10-16-2018 12:17:40 ET	Last Modified By :	HC_DFCT

Defects

Defect Code	Description
B - Braking System	Brake

Note : This Note Is Edited

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

Disposition

Requested

Commodity/STCC Code	Load/Empty Status	Requires Transfer of Lading	Can Travel On Own Wheels?	Disposition Note	Contact Name	Contact Phone	Contact Email	User ID	Company ID	Timestamp
2041993	E		N	Disposition Requested	Vik QA	111-222-3333	xyz@railinc.com	HC_DFCT	BOCT	10-16-2018 12:17:37 ET

Provided

Disposition not provided

[← Previous](#)
[View Defect Card](#)
[★ Provide Disposition](#)
[☀ Provide Salvage Value](#)
[👤 Assign to Third Party](#)
[🔍 Audit Log](#)
[🏠 Done](#)

Provide Salvage Value



Disposition

Requested

Commodity/STCC Code	Load/Empty Status	Requires Transfer of Lading	Can Travel On Own Wheels?	Disposition Note	Contact Name	Contact Phone	Contact Email	User ID	Company ID	Timestamp
2041993	E		N	Disposition Requested	Vik QA	111-222-3333	xyz@railinc.com	HC_DFCT	BOCT	10-16-2018 12:17:37 ET

Provided

Disposition not provided

[← Previous](#) [View Defect Card](#) [★ Provide Disposition](#) [☀ Provide Salvage Value](#) [Assign to Third Party](#) [Audit Log](#) [Done](#)

- From the Car Details page, click the “Provide Salvage Value” button

Provide Salvage Value



Provide Salvage Value

* Required

Incident Summary

Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Interchange Rule	Incident Location	Current Location	Status
RAIL1011	TANK	BOCT00323629	10-16-2018	BOCT	Rule 108	HOUCK, AZ (790145000)	(Unavailable)	Disposition Requested

Salvage Value Calculation

* Salvage Value:

USD

Calculate

*Dismantling Cost:

USD

*Max Credit Value:

USD

→ Continue

✕ Cancel

Salvage Value Worksheet



SALVAGE VALUE WORKSHEET

Equipment Type: Car Rack **RAIL** (Owner)
With reference to DDCT Incident **BOCT00323629** request of AAR Salvage Value for **RAIL1011**, identified at **HOUCK, AZ (790145000)**
on **10/16/2018**.

Umler Light Weight: lbs. Non-Metallic Weight: lbs.
Estimated Metallic Weight: lbs.

	Enter Weight	US Credit Rate	Credit Value
Aluminum	<input type="text" value="31111"/>	<input type="text" value="0.56"/>	<input type="text" value="\$17,422.16"/>
Stainless Steel	<input type="text" value="31111"/>	<input type="text" value="0.48"/>	<input type="text" value="\$14,933.28"/>
Standard Steel	<input type="text" value="33111"/>	<input type="text" value="0.17"/>	<input type="text" value="\$5,628.87"/>
TOTAL Salvage Weight	<input type="text" value="95,333.00"/>	TOTAL Salvage Value	<input type="text" value="\$37,984.31"/>

A - Salvage Value of Dismantled Car (Total Credit Value)
B - Dismantling Cost (Gross tons (Light Wt. in lbs. [95333] / 2240) X Value of job code 4489 [\$241.26])
C - Max Credit Value (A-B)

Note: All job code rates are calculated from fourth quarter of 2018 Price Master as of the date of incident 10/16/2018.

Provide Salvage Value



Provide Salvage Value * Required

Incident Summary

Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Interchange Rule	Incident Location	Current Location	Status
RAIL1011	TANK	BOCT00323629	10-16-2018	BOCT	Rule 108	HOUCK, AZ (790145000)	(Unavailable)	Disposition Requested

Salvage Value Calculation

*Salvage Value: Override Salvage Value

*Dismantling Cost:

*Max Credit Value:

- Once you have confirmed that the amounts are correct, click “Continue”

Salvage Value Confirmation



Are you sure you want to provide salvage value?

Confirmation required.

Yes No

Success!



Your submission of Salvage Value for the following car has been provided successfully. ✕

Provide Salvage Value * Required

Incident Summary								
Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Interchange Rule	Incident Location	Current Location	Status
RAIL1011	TANK	BOCT00323629	10-16-2018	BOCT	Rule 108	HOUCK, AZ (790145000)	(Unavailable)	Salvage Value Provided

Salvage Value Calculation

* Salvage Value: Override Salvage Value

* Dismantling Cost:

* Max Credit Value:

Done

Agenda



- DDCTS Overview
- Permissions
- FindUs.Rail & Notifications
- Requesting DDCTS Access
- DDCTS Query
- Incident Lifecycle
- ADV Process
- Unexpected Arrival Process
- Salvage Value Process
- **DDCT/Early Warning**
- **Tips and Tricks**

DDCTS



Search Results

- Incident Results

Search: 04-03

Total items: 1172 | [Export CSV](#)

Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Car Mark Owner	Interchange Rule	Defect	Location	Status	Removal Reason
RAIL1011	TANK	RAIL00329769	04-03-2019	RAIL	RAIL	Rule 1	D - Derailment/Accident	Cary, NC	Car On Hand	

10 50 100 250 500 1000

Early Warning



DDCTCMO : RAILINC CORPORATION | [Launch Pad](#) | Co

[Home](#) | [Report Inspection](#) | [Query Notices](#) | [Query Trans Log](#) | [Configure Ticklers](#) | [References](#)

Equipment View

Select	Equipment ID	Comp Info	Notice ID	Mark Owner	Umler Owner	Lessee	Mech Desig	Equip Status	Assignment Date	EIN
<input type="checkbox"/>	RAIL000001011		MA0124	RAIL	RAIL		T	A	2019-04-03	0010145316

[Report Inspections](#) [Back](#)

Rules and Corresponding Maintenance Advisories



RULE 1	=	MA 124
RULE 95	=	MA 125
RULE 96	=	MA 150
RULE 107	=	MA 127
RULE 108	=	MA 128

Documentation Tab



A screenshot of the RAILINC website's navigation menu. The menu bar is dark grey with white text for the following items: Home, Search, Incidents (with a dropdown arrow), Damaged Cars (with a dropdown arrow), Defective Cars (with a dropdown arrow), Tools (with a dropdown arrow), and Documentation (with a dropdown arrow). The 'Documentation' item is highlighted with a red rectangular box. A white drop-down menu is open below it, containing three items: 'Task Demos', 'Webinars', and 'User Guide'. Below the navigation bar, the page content is partially visible, showing a 'Welcome to the' heading, 'News and Updates' section, and a news item titled 'DDCT Release December 11, 2018' with a bullet point stating 'Users can now create an Incident and De'.

- clicking the “Documentation” option from the menu bar will populate a drop-down menu with links to helpful documentation including DDCTS Task Demos, Webinars, and the DDCTS User Guide

Utilizing The Search Screen




Search Incident, Defect Card, and ICB Record

Equipment ID:

Include Third Party Requests

Incident ID/Defect Card ID:

From Date: 

To Date:

ICB ID:

Disposition Shop Mark:

Shop Couplet SPLC:

Search As: HC CMO Both

Equipment Group:

Rule/Defect Card/Record: [Toggle all](#)

Rule 1 Rule 95
 Rule 96 Rule 107
 Rule 108 Defect Card
 ICB Record

Location SPLC:

Incident Type:

Defect Type:

Status: Open Closed

Removal Reasons: [Clear all](#)
Autoclose - 3 loaded moves
Autoclose - 48 months
Expired

Equipment Status: Note: Statuses marked with an asterisk (*) are in DDCT end state.
[Toggle all](#)

New Settlement Offered
 Actual DV/Disposition Requested Handling Carrier Repair
 Actual DV/Disposition Provided Settlement Accepted*
 Disposition Requested Settlement Rejected
 Disposition Provided Car On Hand
 Salvage Value Provided Dismantled*
 Car Repairs Completed* Removed*
 Intermediate Shop Complete

New Search Screen Features



Search Incident, Defect Card, and ICB Record

Equipment ID:

Include Third Party Requests

Incident ID/Defect Card ID:

From Date:

To Date:

Handling Carrier:

Car Mark Owner:

Rule/Defect Card/Record: [Toggle all](#)

<input checked="" type="checkbox"/> Rule 1	<input checked="" type="checkbox"/> Rule 95
<input checked="" type="checkbox"/> Rule 96	<input checked="" type="checkbox"/> Rule 107
<input checked="" type="checkbox"/> Rule 108	<input checked="" type="checkbox"/> Defect Card
<input checked="" type="checkbox"/> ICB Record	

Status: Open
 Closed

Equipment Status: Note: Statuses marked with an asterisk (*) are in DDCT end state.
[Toggle all](#)

<input checked="" type="checkbox"/> New	<input checked="" type="checkbox"/> Settlement Offered
<input checked="" type="checkbox"/> Actual DV/Disposition Requested	<input checked="" type="checkbox"/> Handling Carrier Repair Requested
<input checked="" type="checkbox"/> Actual DV/Disposition Provided	<input checked="" type="checkbox"/> Settlement Accepted*
<input checked="" type="checkbox"/> Disposition Requested	<input checked="" type="checkbox"/> Settlement Rejected
<input checked="" type="checkbox"/> Disposition Provided	<input checked="" type="checkbox"/> Car On Hand
<input checked="" type="checkbox"/> Salvage Value Provided	<input checked="" type="checkbox"/> Dismantled*
<input checked="" type="checkbox"/> Car Repairs Completed*	<input checked="" type="checkbox"/> Removed*
<input checked="" type="checkbox"/> Intermediate Shop Complete	

ICB ID:

Disposition Shop Mark:

Shop Couplet SPLC:

Equipment Group:

Location SPLC:

Incident Type:

Defect Type:

Removal Reasons: [Clear all](#)

- Autoclose - 3 loaded moves
- Autoclose - 48 months
- Expired

Railinc.com Product Training



The screenshot shows the Railinc.com website header and main content area. The header features the Railinc logo and navigation links: About Us, Working With Railinc, Products & Services, Careers, and Contact Us. A dropdown menu is open under 'Products & Services', listing 'All Products', 'Products by Customer Type', 'Products by Theme', and 'Product Training', which is highlighted with a red box. To the right, a red 'Customer Login' panel contains input fields for 'User ID' and 'Password', with links for 'Forgot User ID?' and 'Forgot Password?'. A 'LOGIN' button and a 'Need to Register?' link are also present. Below the header, a banner image shows a train with the text 'Railinc Keeps You Moving'. The main content area is divided into four columns: 'RECENT NEWS' with a link to a 2019 North American Railcar and Locomotive Review Q&A; 'BUSINESS SOLUTIONS' with a description of Railinc's support for railroads and a 'FIND CONTACTS NOW' button; 'FINDUS.RAIL' with a description of the FindUs.Rail service and a 'FIND CONTACTS NOW' button; and 'CUSTOMER CENTER' with contact information (1-877-RAILINC, csc@railinc.com) and a link to get answers to common customer requests.

Railinc Keeps You Moving.

Jacob Kriegsman

Phone: 877-RAILINC

Email: CSC@Railinc.com

