

# Damaged and Defective Car Tracking System for Shop Users

Presenter: Jennifer Collins

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September 2024

# Agenda



- DDCT Overview
- Permissions
- FindUs.Rail & Notifications
- Requesting DDCT Access
- DDCT Walkthrough for Shop Users
- Reporting a Car on Hand
- Reporting Repairs & Repair History
- Unexpected Arrival Process Walkthrough
- User Guide Walkthrough
- Tips and Tricks

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# DDCT Overview



- The Damaged and Defective Car Tracking (DDCT) system first went live on January 5, 2011.
  - Developed for the electronic transmission of damaged and defective equipment
  - Replaced physical defect card placed on cars
  - Manages information flow from incident to shop release
  - Utilizes FindUs.Rail to manage participation
- DDCT supports communication between Handling Carriers (HC) and Car Mark Owners (CMO) on damages or defects per AAR Interchange Rules 1, 95 A, 96, 102, 107 and 108.
- Stand-alone defect cards can be created per AAR Interchange Rule 102.

# Permissions



Role	Description
Shop User	Repair Shop users who need access to Shop functionality in DDCT, including reporting cars on hand and repairs. Car Owners may also use this access to report unexpected shop arrivals in DDCT.



# 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
  - **Equipment Advisory** - displays equipment on DDCT-related Informational Notices (IN-3000, IN-3001, IN-3002, IN-3003 and IN-3004)
  - **Equipment Health Management System (EHMS)** - communicates the condition of equipment and sends alerts to the responsible parties when repairs are needed

# 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 & FindUs.Rail



- FindUs.Rail is required for DDCT to transmit notifications to the HC, CMO and Shop.
  - AAR Interchange Rule 114 mandates participation
- HCs and CMOs 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 DDCT for disposition.
  - Category functions are:
    - Cleaning
    - Shop Contact (Please note that you will NOT receive emails without this capacity.)
    - Tank Car

# FindUs.Rail Detail



 FindUs.Rail						
Home   Search Contacts   Search Relationships   Search MARKs   Help ▾						
Search Contacts <span>1</span>						
Results						
Name / Title	Company Name	MARK	Pri./Sec.	Category Name	Function	
Roberts, Josh - Product Support Specialist <a href="mailto:josh.roberts@railinc.com">josh.roberts@railinc.com</a> 877-724-5462	RAILINC CORPORATION	RAIL	P	Repair Shop	<ul style="list-style-type: none"><li>• Cleaning</li><li>• Shop Contact</li><li>• Tank Car</li></ul>	

- Shops must enter their contact information under the Repair Shop category and not the DDCT category.



# Requesting Permission



RAILINC | User Services

Asset Health (DDCTSHOP) : RAILINC CORPORATION | Launch Pad | Sign Out

Home

### My Applications

- DDCTS
- DDCTS DEC
- MD Reports

### Railinc Notifications

Single Sign-On Updates	Mar 29, 2019	▼
Introduction to Umler Webinars	Mar 28, 2019	▼
Introduction to Umler Webinar	Mar 21, 2019	▼
Railinc Security Update	Mar 14, 2019	▼
FTP Maintenance Outage	Mar 14, 2019	▼
SharePoint Communities Scheduled Maintenance	Mar 4, 2019	▼

*If you do not see the notification you require, please contact the Railinc Customer Success Center by email [csc@railinc.com](mailto:csc@railinc.com) or by phone at 877-724-5462.*

### My Profile

- Edit My Profile
- Change Password
- View/Request Permissions**
- Check Status of Permission Requests
- User Guide

- Permissions can be requested from your Launch Pad.

# Requesting Permission



Filter...  
DDCT|

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**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

- Find DDCT from the alphabetical list of applications by scrolling or by entering search criteria into the filter field. Click the blue “Request” button when ready.

# Selecting a Role



☒ Shop User ( MARK required )

Access required for Shop functionality in DDCT including reporting cars on hand and repairs. This is needed by car owner to report unexpected shop arrivals in DDCT.

☐ Name

Mark

☒ Mark

Selected Mark(s)

AARE ✕

Comments...

Return

Next

# Role Confirmation



**ASSET HEALTH ( DDCTSHOP )** ACTIVE ▾

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

1 Select Roles

2 Confirm

3 Done

You have chosen to request following permission(s).

- Shop User for AARE

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

- Confirm that the MARK and role you selected are correct, then click “Continue” when ready.

# Success!



**ASSET HEALTH ( DDCTSHOP )** ACTIVE ▾

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

✓ Select Roles

✓ Confirm

3 Done

You have chosen to request following permission(s).

- Shop User for AARE

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](mailto:csc@railinc.com).

➡ Request Additional Permissions

Done

- Click “Done” to advance to your Launch Pad or click “Request Additional Permissions” if you require additional access.




# Permission Request Notification





- On the left is a notification confirming your permission request.
- On the right is a notification stating that your permission request was approved.

TST: Railinc: Access Request At 09/19/2021 13:02:21

 noreply@railinc.com  
To: Roberts, Josh

Retention Policy: Inbox - Delete older than 90 days (90 days) Expires: 12/18/2021

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

 | User Services

Hello Josh Roberts,

This email confirms that you submitted the following application access request(s).

Reference Number	Application	Permission	Company	Comment
19561	DDCTS	Shop User	AARE - RAILINC CORPORATION - TEST	


Please note: It may take up to 2 business days for the company administrator to respond to the request.

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


Thank you,  
Railinc Customer Success Center


[Visit Railinc](#)

TST: Railinc: Access Request Approval At 09/19/2021 13:05:31

 noreply@railinc.com  
To: Roberts, Josh

Retention Policy: Inbox - Delete older than 90 days (90 days) Expires: 12/18/2021

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

 | User Services

Hello Josh Roberts,

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
19561	DDCTS	Shop User	AARE - RAILINC CORPORATION - TEST	

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

Thank you,  
Railinc Customer Success Center

[Visit Railinc](#)


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- Tips and Tricks

# DDCT Home Page



 **Damaged and Defective Car Tracking System** DDCTSHOP : AARE

Home Search **Shop ▼** Documentation ▼

## Welcome to the Damaged and Defective Car Tracking System.

### News and Updates

#### Damaged and Defective Car Tracking (DDCT) Release

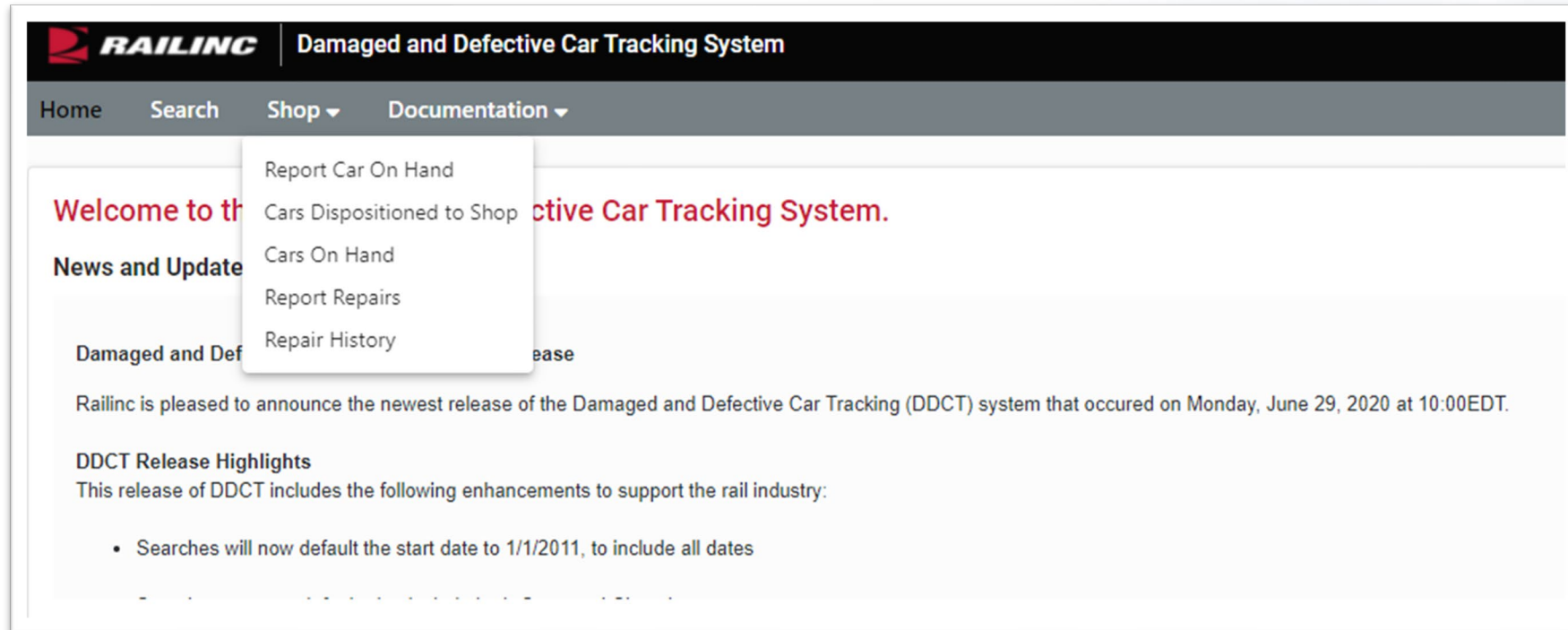
Railinc is pleased to announce the newest release of the Damaged and Defective Car Tracking (DDCT) system that occurred on Monday, June 29, 2020 at 10:00EDT.

#### DDCT Release Highlights

This release of DDCT includes the following enhancements to support the rail industry:

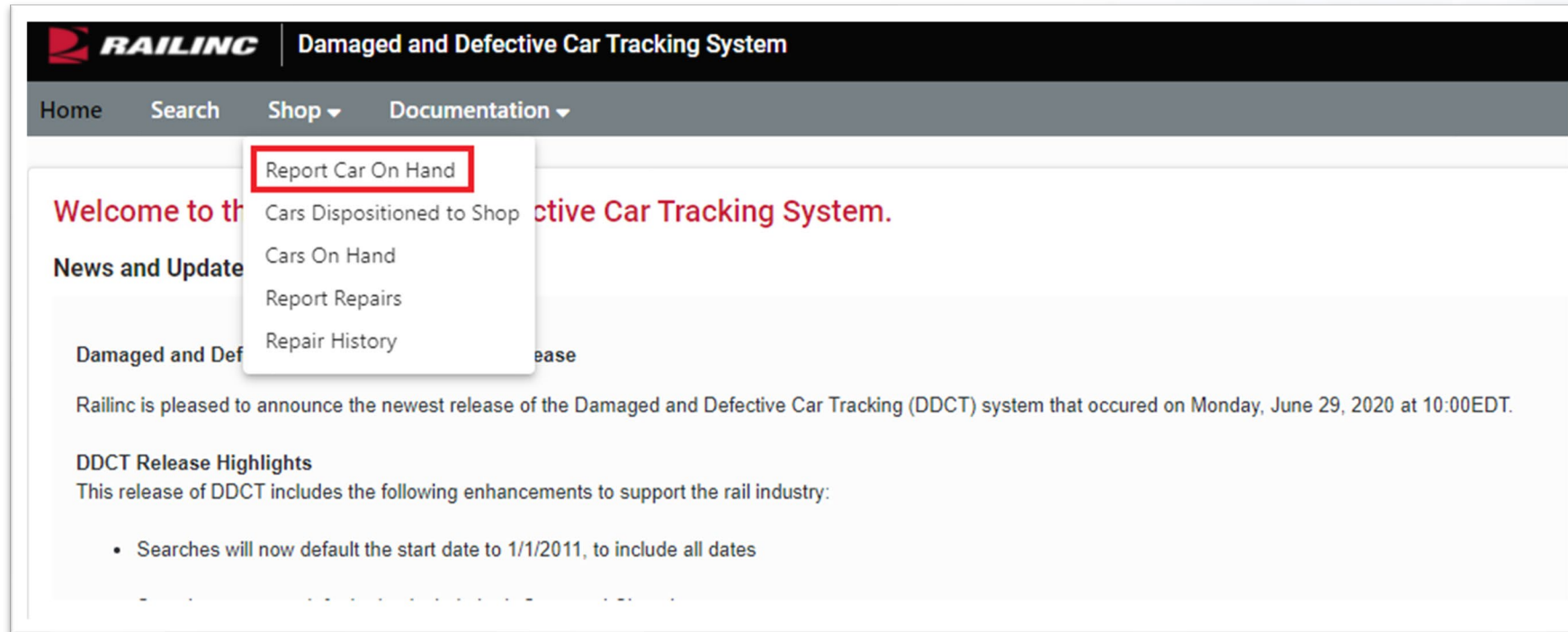
- Searches will now default the start date to 1/1/2011, to include all dates

# Shop Tab Overview



- Clicking the Shop tab will cause the Shop drop-down menu to appear.

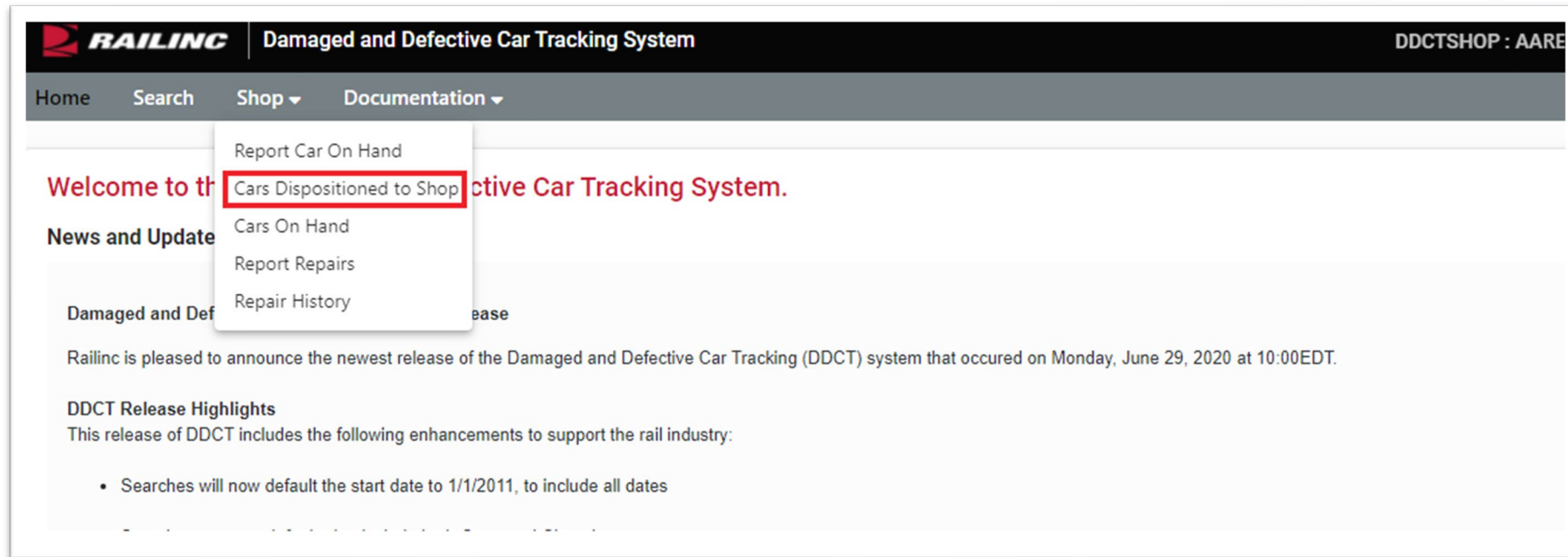
# Report Car on Hand Function



- From the Shop drop-down menu, select the “Report Car On Hand” option.



# Cars Dispositioned to Shop Function



- From the Shop drop-down menu, select the “Cars Dispositioned to Shop” option.

# Cars Dispositioned to Shop



Cars Dispositioned to Shop

Search

ShopAAREShop SPLC

Search results must be narrowed down by SPLC to report cars on hand.

Disposition Date From06-19-2021Disposition Date To

Reset SearchSearch

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.

Search

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

Click "Equipment ID" to view equipment details. You must be the car mark owner to see equipment details.

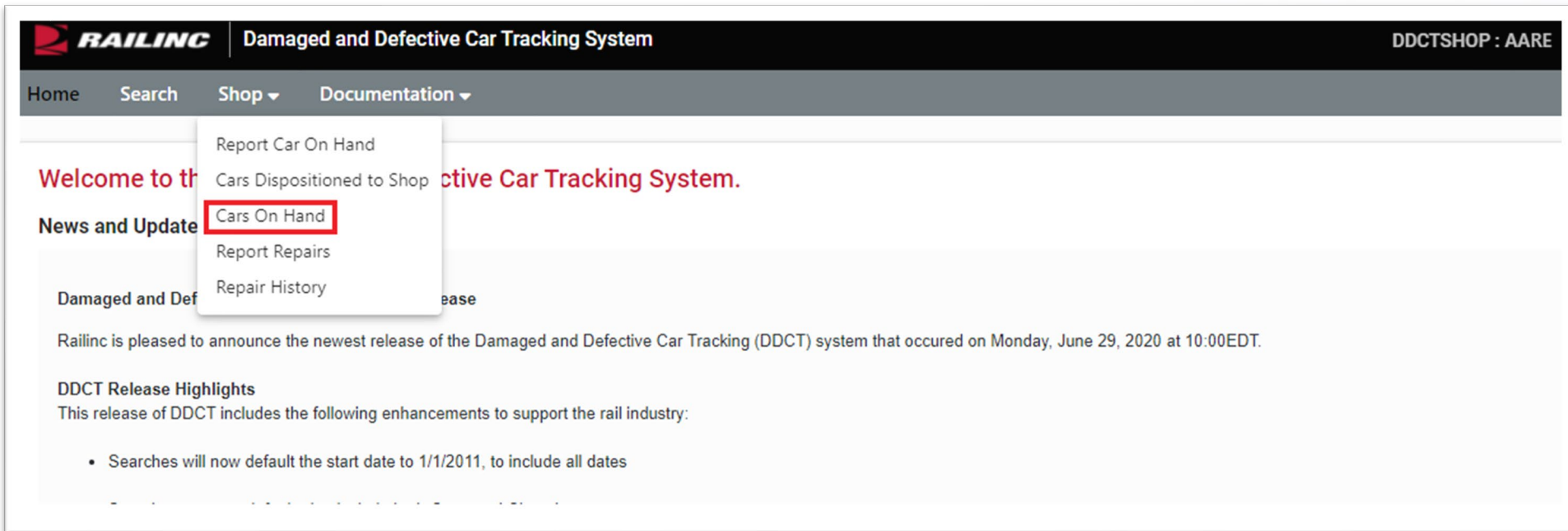
Total items: 1 | Export CSVClear Filters

	Equipm ent ID	Equip Group	Inciden t ID	Inciden t Date	Orig. Road	CMO	Rule	Defect	Locatio n	Inter - mediat e Shop	Inter - mediate Shop SPLC	Final Shop	Final Shop SPLC	Status	Dispo Date
<input type="checkbox"/>	RAIL101	MISC	RAIL00 664475	09-04- 2021	RAIL	RAIL	Rule 1	A - Body	Cary, NC			AARE	411657000	Disposition Provided	09-19- 2021

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20

# Cars on Hand Function



- From the Shop drop-down menu, select the “Cars On Hand” option.

# Cars on Hand



### Cars On Hand

#### List of Equipment On-Hand

Search

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

Click "Equipment ID" to view equipment details (must be car mark owner or originating carrier)

To report repairs, select "Report Repairs" on the Shop menu.

Total items: 1 | Export CSV

Clear Filters

Equipment ID ↑	Equip Group	Incident ID/Defect Card ID	Date	Origin Road	Car Mark Owner	Interchange Rule	Defect	Shop	Shop SPLC	Shop Location	Status	Days On-Hand (this visit)
RAIL101	MISC	RAIL00664475	09-04-2021	RAIL	RAIL	Rule 1	A - Body	AARE	411657000	Cary, NC	Car On Hand	1

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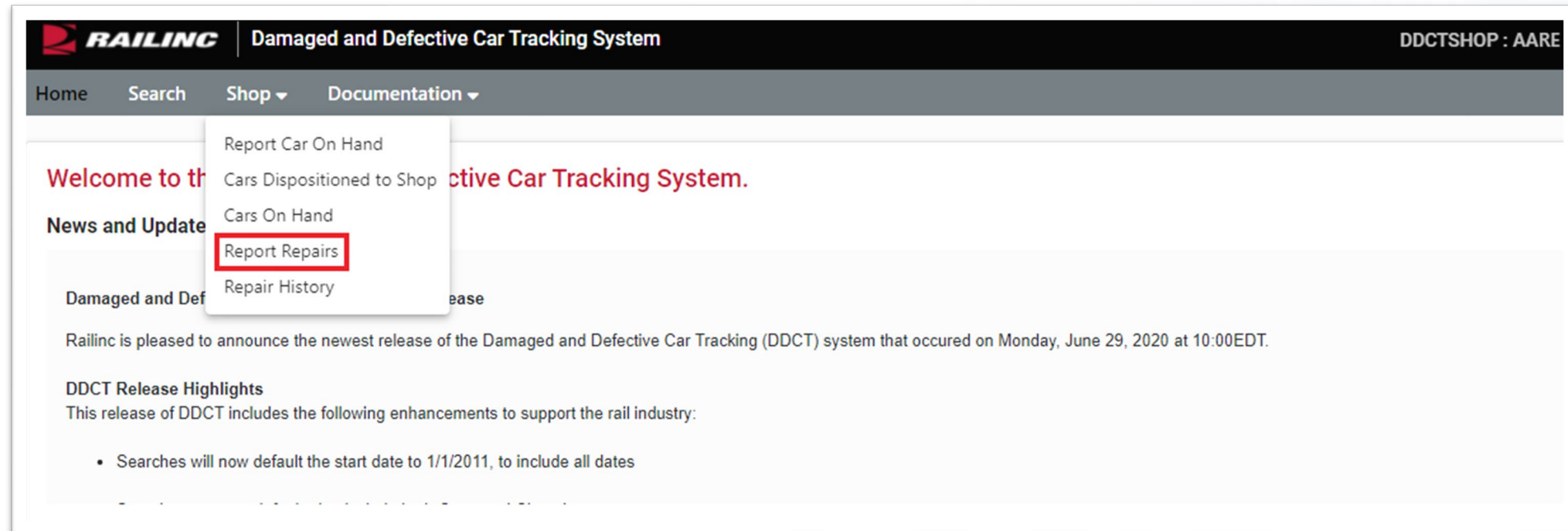
250

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Done

# Report Repairs Function



- From the Shop drop-down menu, select the “Report Repairs” option.



# Report Repairs



Report Repairs

Search

Shop: AARE 411657000

Q

Clear Filter

Apply Filter

Result List

Search

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

Click "Equipment ID" to view or report repairs.

Equipment included:

On-Hand status

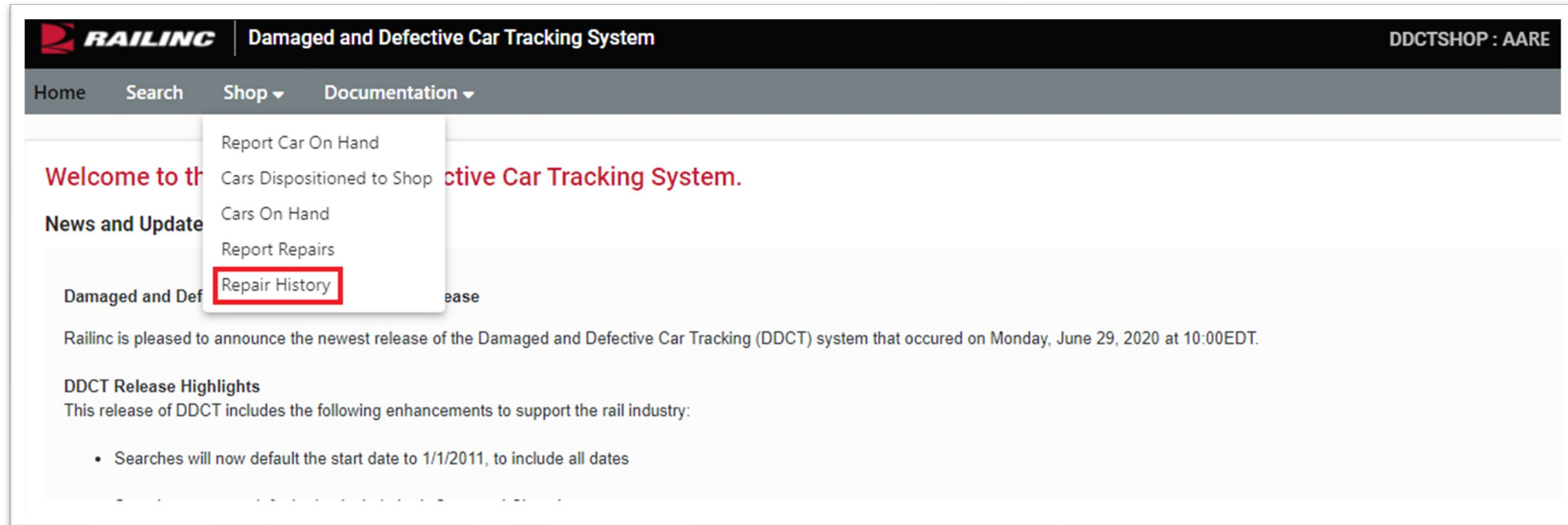
Changed from "On-Hand" status within the previous 350 days

Total items: 1

Clear Filters

Equipment ID	Equipment Group	Incident ID/Defect Card ID	Incident Date	Originating Road	Car Mark Owner	Interchange Rule	Shop	Shop SPLC	Shop Location	Status	Defects / Repair Progress
RAIL101	MISC	RAIL00664475	09-04-2021	RAIL	RAIL	Rule 1	AARE	411657000	CARY, NC	Car On Hand	A - Body 0% <div></div>

# Repair History Function



- From the Shop drop-down menu, select the “Repair History” option.

# Repair History



Repair History

Search

Equipment ID

Location SPLC

Date From

Date To

06-21-2021

09-19-2021

Search

Result List

Search

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

Total items: 2

Clear Filters

Equipment ID ↑	Equipment Group	Incident ID/Defect Card ID	Date	Handling Carrier	Car Mark Owner	Shop	Shop SPLC	Shop Location	Shop Exit Date	Status	Repair Complete Date	Defects
RAIL101	MISC	RAIL00664475	09-04-2021	RAIL	RAIL	AARE	411657000	Cary		Car On Hand		A - Body
RAIL55	BOXC	RAIL00656447	06-27-2021	RAIL	RAIL	AARE	411657000	Cary	06-27-2021	Car Repairs Completed*		A - Body, D - Derailment/Accident, E - Doors

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# Agenda



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- Tips and Tricks

# Reporting a Car on Hand



**From:** notifserv@railinc.com  
**Sent:** Sunday, September 19, 2021 12:53 PM  
**To:** Roberts, Josh  
**Subject:** TST: DDCT: Equipment RAIL101 has been dispositioned to your shop.

Equipment RAIL101 on Incident ID RAIL00659488 has been provided disposition to your shop at SPLC 080064000.

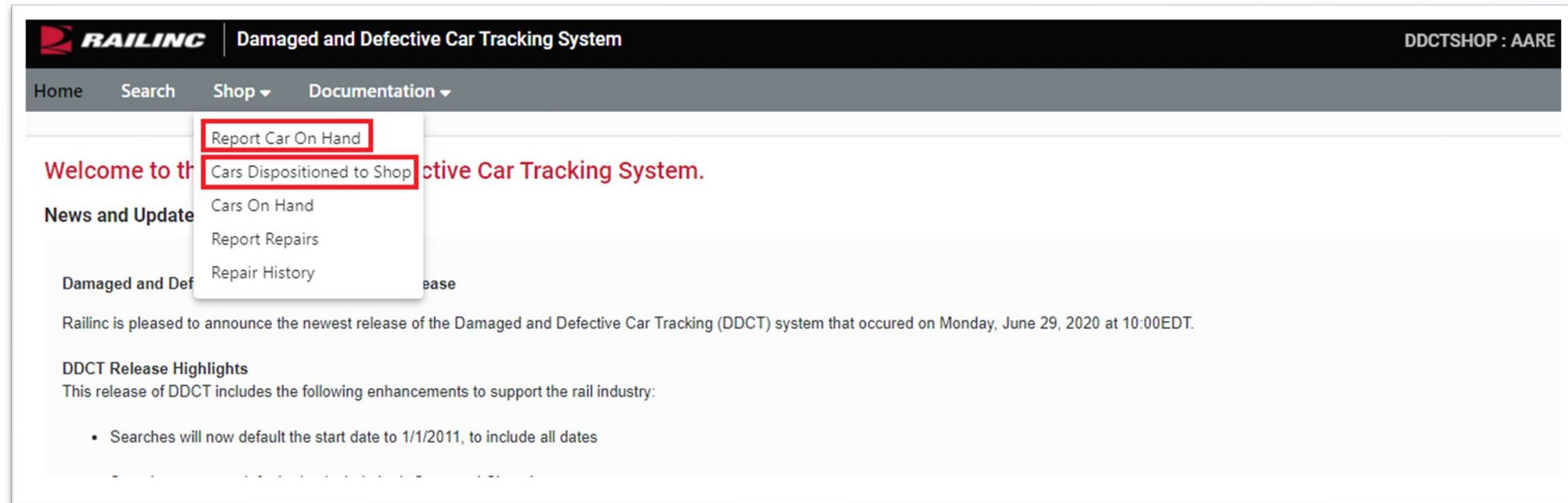
For more detailed information on this incident, you will need to log into DDCT to view the Incident Details. If you need to contact the Handling Carrier or Car Mark Owner, please use the FindUs.Rail at <https://www.tst.railinc.com> for free look-up and search by company ID.

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

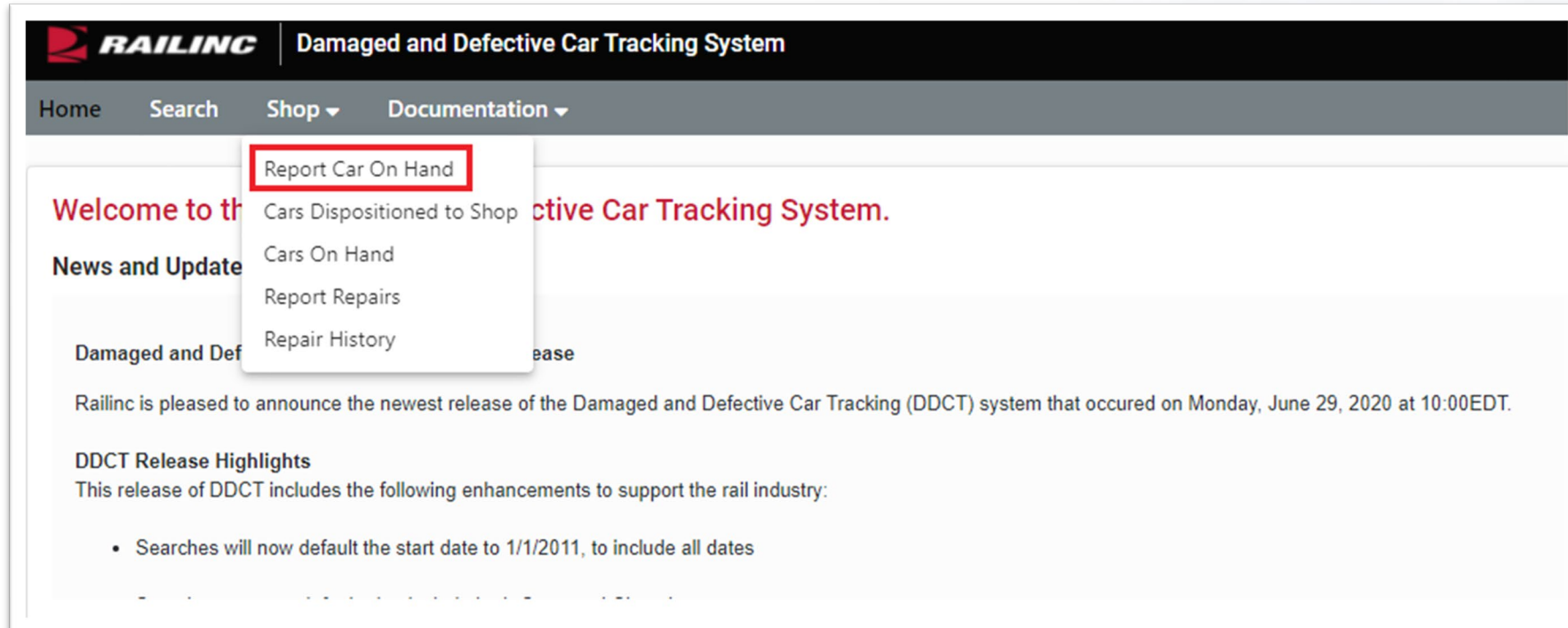
- At the time the Car Mark Owner provides disposition to your shop, the contact listed in FindUs.Rail will receive a notification.



# Two Ways to Report a Car on Hand



# Report Car on Hand Function



# Report Car on Hand



## Report Car On Hand

\* Required

Shop:

**Equipment \***  
Use a specific car initial and number (e.g., BNSF123456), or enter multiple entries separated by commas or spaces (e.g., BNSF1234,BNSF123458 bnsf124550). The maximum is 200 cars.

At least one equipment ID is required.

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

Done

Continue

- The Report Car on Hand screen will allow shop users to report cars on hand that have been received by their shop.

# 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
AARE	
Category	Location Name
SPLC	State/Province

↺ Reset

🔍 Search

# Report Car 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

This is a list of open incidents for this action on the specified equipment.

Total items: 16

Clear Filters

	Equipment ID ↑	Equipment Group	Incident ID/Defect Card ID	Date	Originating Road	Car Mark Owner	Interchange Rule	Defect	Location	Status
<input checked="" type="checkbox"/>	RAIL101	MISC	RAIL00659488	07-19-2021	RAIL	RAIL	Rule 107	B - Braking System	Cary, NC	Actual DV/Disposition Provided
<input type="checkbox"/>	RAIL101	MISC	RAIL00660710	07-26-2021	RAIL	RAIL	Rule 107	A - Body	Morrisville, NC	Actual DV/Disposition Provided
<input type="checkbox"/>	RAIL101	MISC	RAIL00660107	07-22-2021	RAIL	RAIL	Rule 108	A - Body	Wake Forest, NC	Disposition Provided
<input type="checkbox"/>	RAIL101	MISC	RAIL00660700	07-26-2021	RAIL	RAIL	Rule 1	A - Body	Camp Polk, NC	Disposition Provided
<input type="checkbox"/>	RAIL101	MISC	RAIL00660703	07-26-2021	RAIL	RAIL	Rule 1	A - Body	Method, NC	Disposition Provided
<input type="checkbox"/>	RAIL101	MISC	RAIL00660704	07-26-2021	RAIL	RAIL	Rule 96	A - Body	Morrisville, NC	Disposition Provided
<input type="checkbox"/>	RAIL101	MISC	RAIL00660705	07-26-2021	RAIL	RAIL	Rule 96	A - Body	Auburn, NC	Disposition Provided
<input type="checkbox"/>	RAIL101	MISC	RAIL00660706	07-26-2021	RAIL	RAIL	Rule 108	A - Body	Carpenter, NC	Disposition Provided
<input type="checkbox"/>	RAIL101	MISC	RAIL00660708	07-26-2021	RAIL	RAIL	Rule 108	A - Body	Camp Polk, NC	Disposition Provided
<input type="checkbox"/>	RAIL101	MISC	RAIL00660714	07-26-2021	RAIL	RAIL	Rule 1	A - Body	Knightdale, NC	Disposition Provided

1

2

10501002505001000

Report Car On Hand

# Report Car on Hand



## Confirm Car On Hand

Shop: AARE-411657000 - CARY, NC

Total items: 1 [Clear Filters](#)

Equipment ID ↑	Equipment Group	Incident ID/Defect Card ID	Date	Originating Road	Car Mark Owner	Interchange Rule	Defect	Location	Status
RAIL101	MISC	RAIL00659488	07-19-2021	RAIL	RAIL	Rule 107	B - Braking System	Cary, NC	Actual DV/Disposition Provided

10 50 100 250 500 1000

← Back

[Report car on hand](#)



# Confirmation



### Confirm Car On Hand

Shop: AARE-411657000 - CARY, NC

Total items: 1 [x Clear Filters](#)

Equipment ID ↑	Equipment Group	Incident ID/Defect Card ID	Date	Originating Road	Car Mark Owner	Interchange Rule	Defect	Location	Status
RAIL101	MISC	RAIL00						Cary, NC	Actual DV/Disposition Provided

☒ **IMPORTANT: Are you sure you want to report the equipment on hand?**

Confirmation required.

No

Yes

[← Back](#) [Report car on hand](#)

Success!



✓ Equipment successfully reported on hand. ✕

Confirm Car On Hand

Shop: AARE-411657000 - CARY, NC

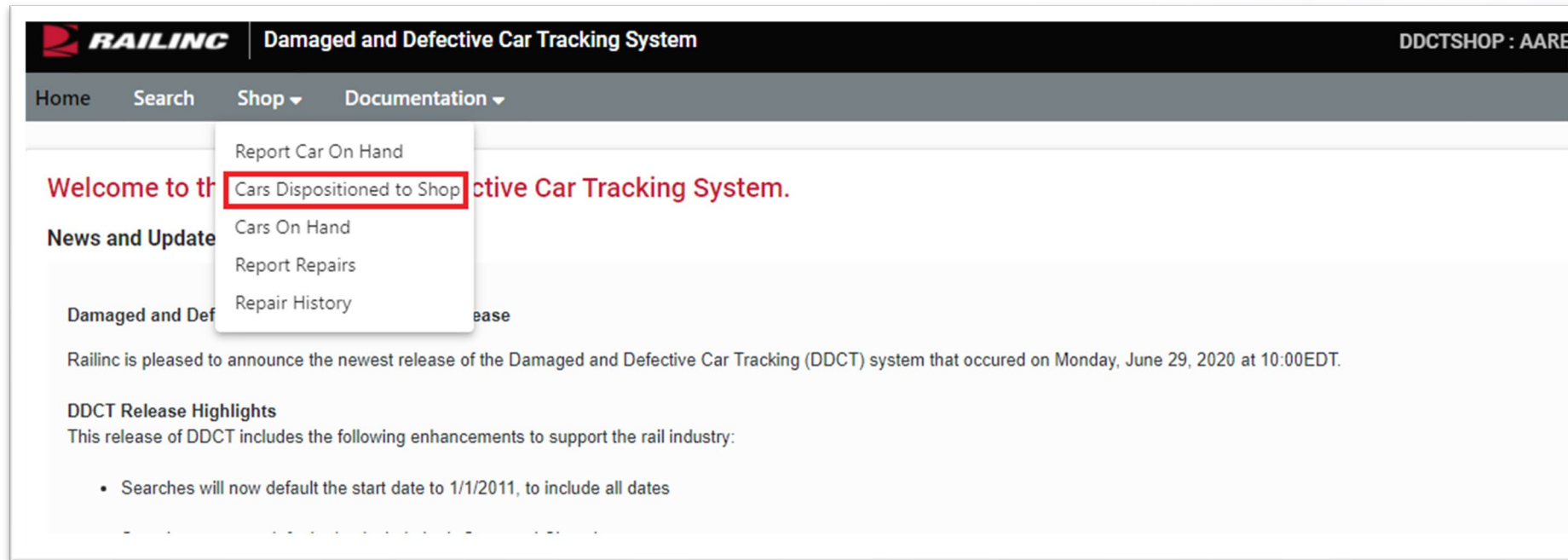
Total items: 1 ✕ Clear Filters

Equipment ID ↑	Equipment Group	Incident ID/Defect Card ID	Date	Originating Road	Car Mark Owner	Interchange Rule	Defect	Location	Status
RAIL101	MISC	RAIL00659488	07-19-2021	RAIL	RAIL	Rule 107	B - Braking System	Cary, NC	Car On Hand

10 50 100 250 500 1000

🏠 Done

# Cars Dispositioned to Shop Function



- From the Shop drop-down menu, select the “Cars Dispositioned to Shop” option.

# Cars Dispositioned to Shop



## Cars Dispositioned to Shop

### Search

Shop AARE

411657000



Search results must be narrowed down by SPLC to report cars on hand.

Disposition Date From

06-19-2021



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.

Search

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

Click "Equipment ID" to view equipment details. You must be the car mark owner to see equipment details.

Total items: 2 | Export CSV

Clear Filters

	Equipment ID	Equip Group	Incident ID	Incident Date	Orig. Road	CMO	Rule	Defect	Location	Inter - mediate Shop	Inter - mediate Shop SPLC	Final Shop	Final Shop SPLC	Status	Dispo Date
<input type="checkbox"/>	RAIL81	BOXC	RAIL00663424	08-23-2021	RAIL	RAIL	Rule 1	A - Body	Wendell, NC			AARE	411657000	Disposition Provided	09-19-2021
<input checked="" type="checkbox"/>	RAIL101	MISC	AARE00666321	09-16-2021	AARE	RAIL	Rule 1	A - Body	Millbrook, NC			AARE	411657000	Disposition Provided	09-19-2021

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Done

Report Car On Hand

# Confirmation



### Confirm Car On Hand

Shop: AARE-411657000 - CARY, NC

Total items: 1 [x Clear Filters](#)

Equipment ID ↑	Equipment Group	Incident ID/Defect Card ID	Date	Originating Road	Car Mark Owner	Interchange Rule	Defect	Location	Status
RAIL101	MISC	AARE00666321	09-16-2021	AARE	RAIL	Rule 1	A - Body	Millbrook, NC	Disposition Provided

☒ **IMPORTANT:** Are you sure you want to report the equipment on hand?

Confirmation required.

No

Yes

← Back

Report car on hand

Success!



✔ Equipment successfully reported on hand. ✕

Confirm Car On Hand

Shop: AARE-411657000 - CARY, NC

Total items: 1 ✕ Clear Filters

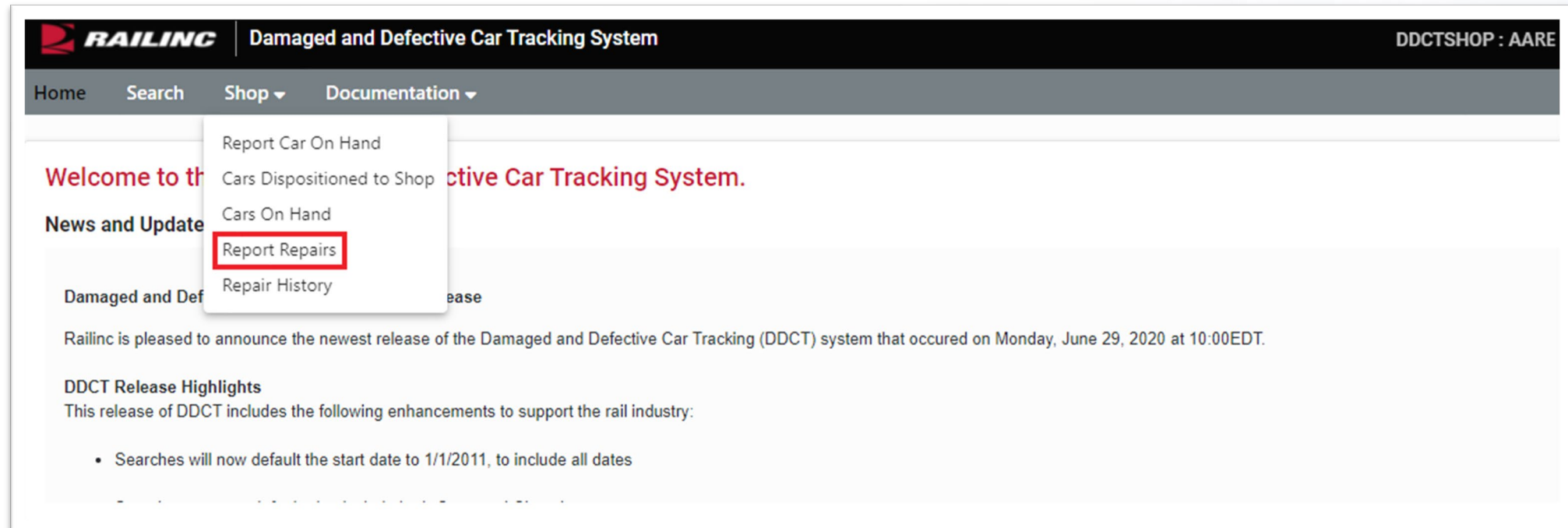
Equipment ID ↑	Equipment Group	Incident ID/Defect Card ID	Date	Originating Road	Car Mark Owner	Interchange Rule	Defect	Location	Status
RAIL101	MISC	AARE00666321	09-16-2021	AARE	RAIL	Rule 1	A - Body	Millbrook, NC	Car On Hand

10501002505001000

🏠 Done



# Report Repairs Function



- From the Shop drop-down menu, select the “Report Repairs” option.

# Report Repairs



Report Repairs

Search

Shop: AARE

411657000

Q

Clear Filter

Apply Filter

Result List

Search

AARE00666321

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

Click "Equipment ID" to view or report repairs.

Equipment included:

On-Hand status

Changed from "On-Hand" status within the previous 350 days

Total items: 1

Clear Filters

Equipment ID	Equipment Group	Incident ID/Defect Card ID	Incident Date	Originating Road	Car Mark Owner	Interchange Rule	Shop	Shop SPLC	Shop Location	Status	Defects / Repair Progress
RAIL101	MISC	AARE00666321	09-16-2021	AARE	RAIL	Rule 1	AARE	411657000	CARY, NC	Car On Hand	<div>A - Body0%</div>

# Repairs Screen



**Repairs**

**General Incident Information**

Equipment ID :	RAIL101	Last Shop Location (SPLC) :	
Equipment Group :	MISC	Status :	Car On Hand
Incident ID/Defect Card ID :	AARE0066321	Incident Date :	09-16-2021
Incident Status :	Open	Incident Location (SPLC) :	Millbrook, NC (411627000)
Interchange Rule :	1	Car Mark Owner :	RAIL
Handling Carrier :	AARE		

**Handling Carrier (AARE) Contact Information**

[Redacted]

[Redacted]

[Redacted]

West Hampton, NC 27513 (US)

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

[Redacted]

[Redacted]

[Redacted]

Cary, NC 27513 (US)

**Disposition**

Final Shop	AARE - RAILINC CORPORATION - TEST CARY, NC (411657000)	Disposition Requested by BSJXR02 from AARE on 2021-09-16 14:10:23 ET Disposition Provided by BSJXR02 from RAIL on 2021-09-19 14:49:35 ET
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**Notes**

Incident Notes:	Commodity/STCC Code:	0113710
Disposition Requested Notes:		

**Incident Defects**

These defects are not a part of a defect card and are not the responsibility of the handling carrier.

Defect Code	Description
A - Body	

**Defect Card Repairs**

No defect card created for this equipment.

Cancel

Car Inspected-No Defects Found

Report Repairs Complete

Intermediate Shop Complete

# Confirmation



General Incident Information

Equipment ID :

RAIL101

Equipment Group :

MISC

Incident ID/Defect Card ID :

AARE00666321

Incident Status :

Open

Interchange Rule :

1

Handling Carrier :

AARE

Last Shop Location (SPLC) :

Status :

Incident Date :

09-16-2021

Incident Location (SPLC) :

Millbrook, NC (411627000)

Car Mark Owner :

RAIL

Car On Hand

Handling Carrier (AARE) Contact Information

West Hampton, NC 27513 (US)

Car Mark Owner (RAIL) Contact Information

Cary, NC 27513 (US)

Disposition

Final Shop

AARE - RAILINC CORPORATION - TEST CARY, NC

on 2021-09-16 14:10:23 ET

2021-09-19 14:49:35 ET

Notes

Incident Notes:

Disposition Requested Notes:

Commodity/STCC Code:

0113710

Incident Defects

These defects are not a part of a defect card and are not the responsibility of the handling carrier.

Defect Code

Description

A - Body

Defect Card Repairs

No defect card created for this equipment.

Cancel

Car Inspected-No Defects Found

Report Repairs Complete

Intermediate Shop Complete

Are you sure you want to report repairs as complete?

Confirmation required.

No

Yes

Success!



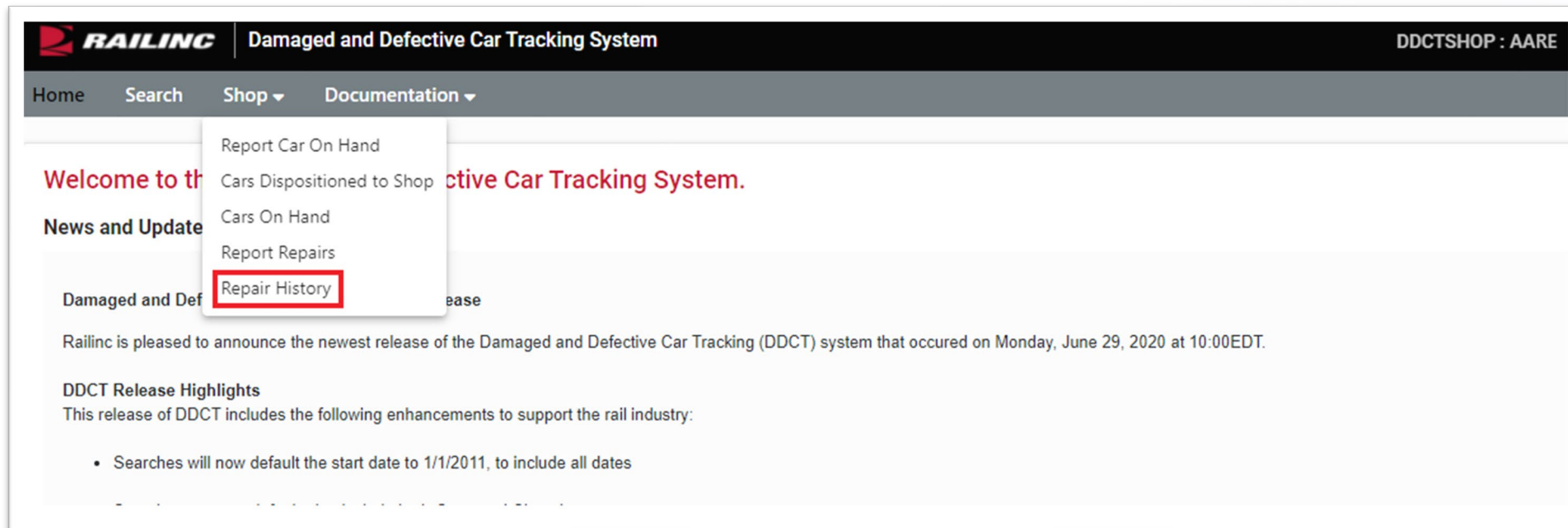
✓ Repairs successfully reported as complete.

Repairs

General Incident Information

Equipment ID :	RAIL101	Last Shop Location (SPLC) :	AARE - RAILINC CORPORATION - TEST CARY, NC (411657000)
Equipment Group :	MISC	Status :	Car Repairs Completed*
Incident ID/Defect Card ID :	AARE00666321	Incident Date :	09-16-2021
Incident Status :	Closed*	Incident Location (SPLC) :	Millbrook, NC (411627000)
Interchange Rule :	1	Car Mark Owner :	RAIL
Handling Carrier :	AARE		

# Repair History Function



- From the Shop drop-down menu, select the “Repair History” option.



# Repair History



## Repair History

### Search

Equipment ID

Location SPLC

Date From  
06-21-2021

Date To  
09-19-2021

Search

### Result List

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

Total items: 4 Clear Filters

Equipment ID ↑	Equipment Group	Incident ID/Defect Card ID	Date	Handling Carrier	Car Mark Owner	Shop	Shop SPLC	Shop Location	Shop Exit Date	Status	Repair Complete Date	Defects
<a href="#">RAIL101</a>	MISC	RAIL00659488	07-19-2021	RAIL	RAIL	AARE	411657000	Cary		Car On Hand		B - Braking System
<a href="#">RAIL101</a>	MISC	RAIL00664475	09-04-2021	RAIL	RAIL	AARE	411657000	Cary		Car On Hand		A - Body
<a href="#">RAIL101</a>	MISC	AARE00666321	09-16-2021	AARE	RAIL	AARE	411657000	Cary	09-19-2021	Car Repairs Completed*	09-19-2021	A - Body
<a href="#">RAIL55</a>	BOXC	RAIL00656447	06-27-2021	RAIL	RAIL	AARE	411657000	Cary	06-27-2021	Car Repairs Completed*		A - Body, D - Derailment/Accident, E - Doors

10 50 100 250 500 1000

# Repairs



Repairs

General Incident Information

Equipment ID :

RAIL101

Last Shop Location (SPLC) :

AARE - RAILINC CORPORATION - TEST CARY, NC (411657000)

Equipment Group :

MISC

Status :

Car Repairs Completed\*

Incident ID/Defect Card ID :

AARE00666321

Incident Date :

09-16-2021

Incident Status :

Closed\*

Incident Location (SPLC) :

Millbrook, NC (411627000)

Interchange Rule :

1

Car Mark Owner :

RAIL

Handling Carrier :

AARE

Handling Carrier (AARE) Contact Information

West Hampton, NC 27513 (US)

Car Mark Owner (RAIL) Contact Information

Cary, NC 27513 (US)

Disposition

Final Shop

AARE - RAILINC CORPORATION - TEST CARY, NC (411657000)

Disposition Requested by BSJXR02 from AARE on 2021-09-16 14:10:23 ET

Disposition Provided by BSJXR02 from RAIL on 2021-09-19 14:49:35 ET

Notes

Incident Notes:

Commodity/STCC Code:

0113710

Disposition Requested Notes:

Incident Defects

Defect Code	Description
A - Body	

Defect Card Repairs

No defect card created for this equipment.

✕ Cancel

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# Agenda



- DDCT Overview
- Permissions
- FindUs.Rail & Notifications
- Requesting DDCT Access
- DDCT Walkthrough for Shop Users
- Reporting a Car on Hand
- Reporting Repairs & Repair History
- **Unexpected Arrival Process Walkthrough**
- User Guide Walkthrough
- Tips and Tricks

# Frequently Asked Questions



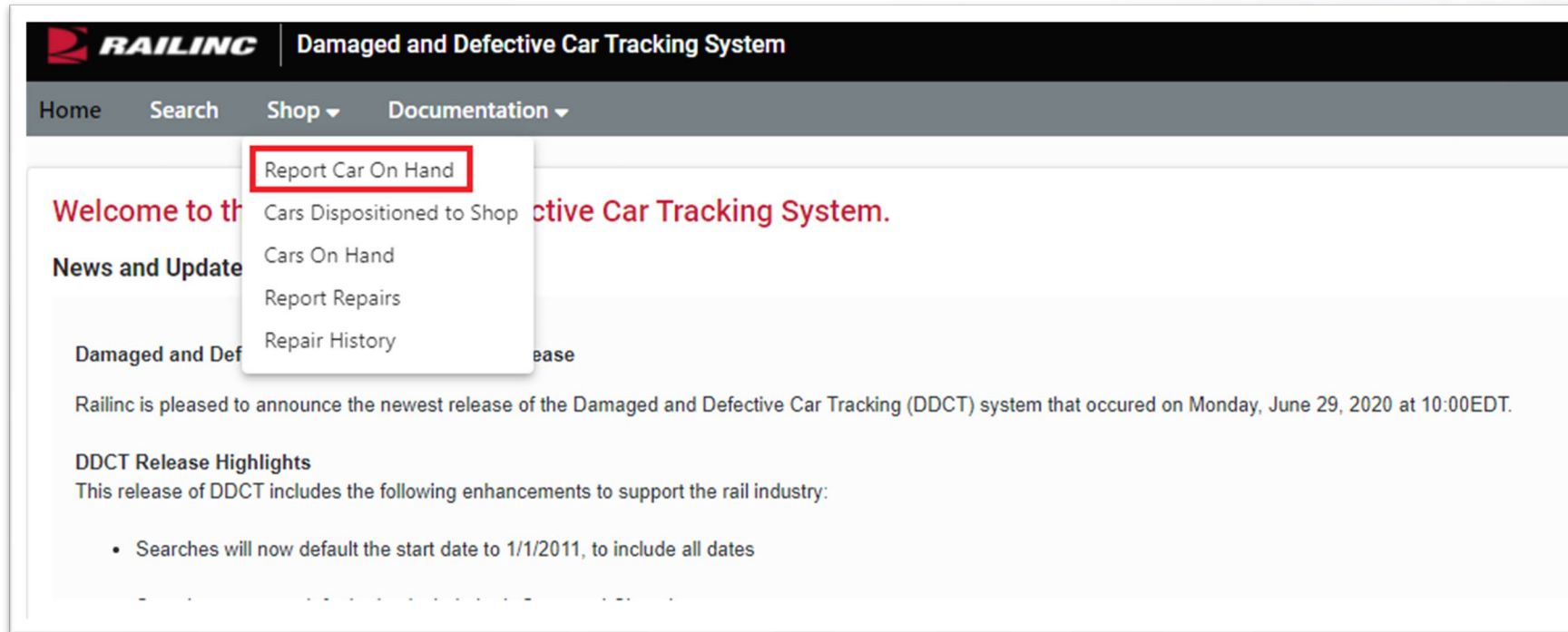
Question 1: I am trying to report repairs on a car that has a defect card on it. I'm trying to search for it, but I can't find it. What do I do?

**Answer: To view the defect card on this car and then report repairs, you will need to report the car on hand first. Once it is reported on hand, you will have access to the details of the defect card.**

Question 2: A short line that serves our shop asked me to create a DDCT incident for a damaged car. How do I do that from the shop tab?

**Answer: Please keep in mind that only handling carriers can create DDCT incidents. Contact the short line and inform them of this. If they have questions about how to create an incident, they can contact Railinc at [csc@railinc.com](mailto:csc@railinc.com) or 877-724-5462.**

# Reporting Equipment Unexpectedly on Hand



# Report Car on Hand



## Report Car On Hand

\* Required

Shop:

AARE

411657000

Equipment \*

Use a specific car initial and number (e.g., BNSF123456), or enter multiple entries separated by commas or spaces (e.g., BNSF1234,BNSF123458 bnsf124550). The maximum is 200 cars.

At least one equipment ID is required.

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

Done

Continue



# Report Car on Hand: Unexpected Arrival



Unexpected Equipment Arrival [Top](#)

The following equipment is not expected to arrive at your shop. We sent a notification to the car mark owner that an unexpected shop attempted to report a car on hand.

Total items: 1 [Clear Filters](#)

Equipment ID ↑	Equipment Group	Incident ID/Defect Card ID	Date	Originating Road	Car Mark Owner	Interchange Rule	Defect	Location	Status
<a href="#">RAIL7761</a>	RACK	<a href="#">RAIL00654863</a>	06-23-2021	RAIL	RAIL	Rule 1	D - Derailment/Accident	Saint Joseph, MO	Disposition Requested

10

50

100

250

500

1000

Back

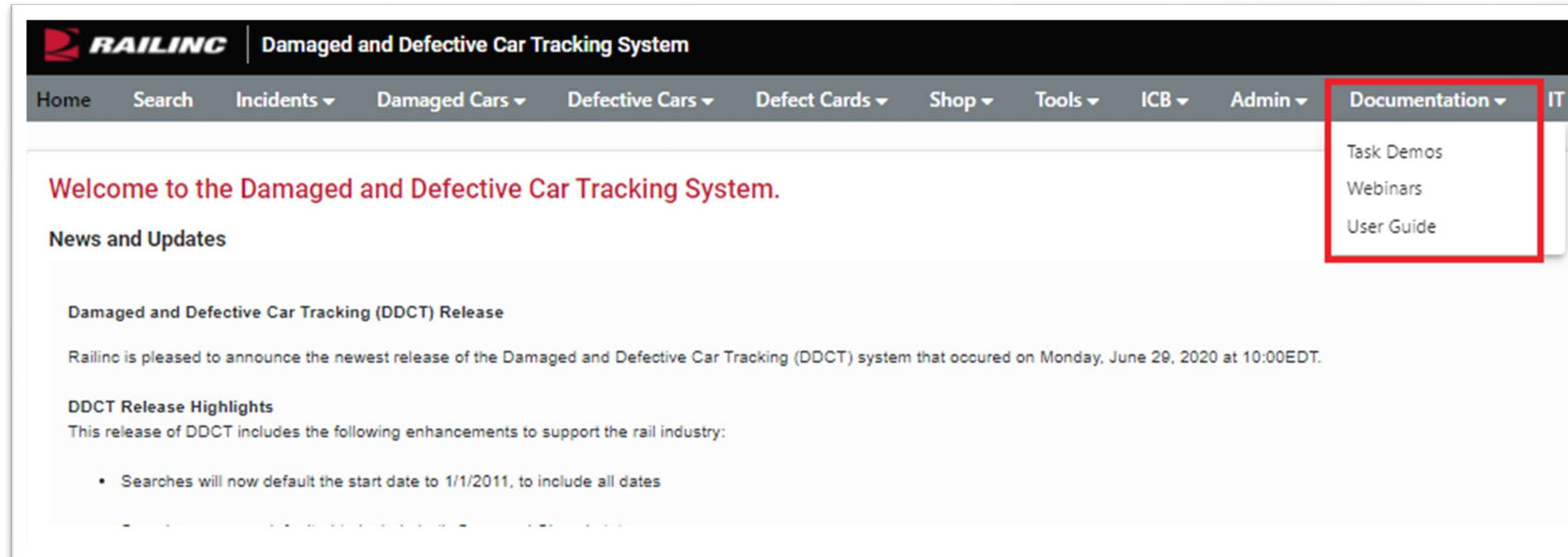
Cancel

# Agenda



- DDCT Overview
- Permissions
- FindUs.Rail & Notifications
- Requesting DDCT Access
- DDCT Walkthrough for Shop Users
- Reporting a Car on Hand
- Reporting Repairs & Repair History
- Unexpected Arrival Process Walkthrough
- **User Guide Walkthrough**
- Tips and Tricks

# Documentation Tab



- Clicking the Documentation tab from the menu bar will populate a drop-down menu with links to helpful documentation including DDCT Task Demos, webinars and the DDCT User Guide.

# DDCT User Guide



## Damaged and Defective Car Tracking (DDCT) User Guide



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Last Updated: July 2023

# Table of Contents



## DDCT User Guide

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## Getting Started

### DDCT and FindUs.Rail Requirements

Per AAR Interchange Rule 114, all DDCT system users are required to register in the FindUs.Rail directory before being granted access to the system. FindUs.Rail is a centralized database that enables 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 Repair Shops, Scraper, Pre-trip, and Storage Facilities for disposition within DDCT and in order for these facilities to report their completion of repairs, they must be registered in FindUs.Rail. This registration includes specifying a valid SPLC for each physical location, category functions and specific limitations—capacities relative to each location.

#### Notes:

- If no FindUs.Rail contact is provided, then all DDCT notifications are sent to the Umler Car Mark Owner.
- Handling Carriers need to select the appropriate "Handling Carrier Damaged Car Management, Handling Carrier Defective Car Management and/or Handling Carrier ICB Management" category in FindUs.Rail.
- Car Mark Owners need to select the appropriate "Mark Owner Damaged Car Management, Mark Owner Defective Car Management and/or Mark Owner ICB Management" category in FindUs.Rail.
- Shops, scrap, pre-trip, or storage facilities need to select the appropriate "Repair Shop, Pre-Trip, Storage, or Scrap facilities" category in FindUs.Rail.
- Consult the [FindUs.Rail User Guide](#) for complete instructions on using the FindUs.Rail system.



# DDCT User Guide: Shop Section



## DDCT User Guide

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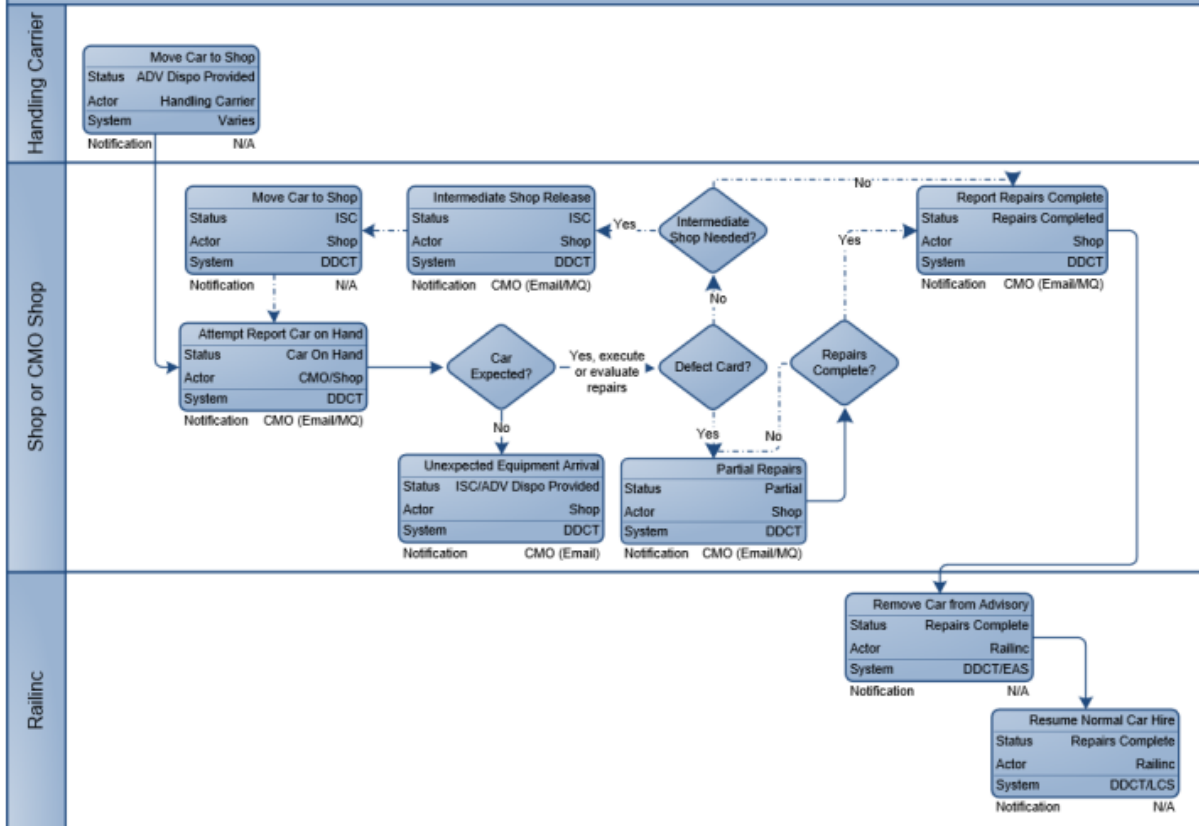
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# Flow Diagrams

## DDCT Flow Diagrams

### Rule 107 — Car Repair

#### Rule 107 – Repair Car





# Agenda



- DDCT Overview
- Permissions
- FindUs.Rail & Notifications
- Requesting DDCT Access
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- Reporting a Car on Hand
- Reporting Repairs & Repair History
- Unexpected Arrival Process Walkthrough
- User Guide Walkthrough
- **Tips and Tricks**

# Tips & Tricks: Utilizing the Search Screen



Search Incident, Defect Card, and ICB Record

Reset Search

Equipment ID

☐ Include Third Party Requests

Incident ID/Defect Card ID

From Date: 01-01-2011

To Date: 08-29-2021

Search As: ☐ HC ☐ CMO ☒ Both

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

ICB ID

Disposition Shop Mark

Shop Couplet SPLC

Equipment Group: All

Location SPLC

Incident Type: All

Defect Type: All

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](#)

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

Reset Search

# Railinc.com Product Training



The screenshot shows the Railinc website's navigation bar with the 'Products & Services' link highlighted by a red rectangular box. Below the navigation bar, a breadcrumb trail reads 'Home > Products & Services > Damaged and Defective Car Tracking'. The main heading is 'Damaged and Defective Car Tracking'. The text below explains that users of the Damaged and Defective Car Tracking (DDCT) system can easily update, retrieve, and share information in a timely manner, facilitating better equipment management, improved rail safety, and reduced administrative costs. It also states that damaged cars are handled in accordance with AAR Interchange Rule 107, and defective cars are handled in accordance with AAR Interchange Rules 1, 96, and 108. AAR Interchange Rule 95 is used for any damaged equipment that can be returned to service. Finally, it mentions that demos and webinars below provide overviews of the most recent DDCT updates.

**Products & Services** Resources Support ▾ About Railinc ▾ Careers ▾

[Home](#) > [Products & Services](#) > [Damaged and Defective Car Tracking](#)

## Damaged and Defective Car Tracking

Users of Damaged and Defective Car Tracking (DDCT) can easily update, retrieve, and share information in a timely manner. DDCT interfaces with many of Railinc's products for a near-seamless experience that facilitates better equipment management, improved rail safety, and reduced administrative costs.

Damaged cars are handled in accordance with AAR Interchange Rule 107, and defective cars are handled in accordance with AAR Interchange Rules 1, 96, and 108. AAR Interchange Rule 95 is used for any damaged equipment that can be returned to service.

Demos and webinars below provide overviews of the most recent DDCT updates.

# DDCT Task Demos



## Damaged and Defective Car Tracking

Users of Damaged and Defective Car Tracking (DDCT) can easily update, retrieve, and share information in a timely manner. DDCT interfaces with many of Railinc's products for a near-seamless experience that facilitates better equipment management, improved rail safety, and reduced administrative costs.

Damaged cars are handled in accordance with AAR Interchange Rule 107, and defective cars are handled in accordance with AAR Interchange Rules 1, 96, and 108. AAR Interchange Rule 95 is used for any damaged equipment that can be returned to service.

Demos and webinars below provide overviews of the most recent DDCT updates.

### ↓ More On This Page:

- [DDCT Training Resources](#)
- [Get Started with DDCT](#)

## DDCT Task Demos and Webinars

Railinc has developed a series of online training demos to help railroads, equipment owners, repair shops and pre-trip, scrap and storage locations learn how to use the Damaged and Defective Car Tracking (DDCT) system. The DDCT system affects the reporting, documentation and management of damaged and defective equipment under AAR rules 1, 95, 96, 107 and 108. The demos below cover how to use the DDCT system for each of these rules. For more information, you can also review the DDCT User Guide.

**NOTE:** Please turn on your speakers to hear the presentations.



# *Railinc Keeps You Moving.*

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