

Damaged and Defective Car Tracking System for Shop Users

Presenter: Jennifer Collins

May 2025

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
Car Owner Admin	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



RAILINC | FindUs.Rail

Home Search Contacts Search Relationships Search MARKs Help ▾

Search Contacts 1

Results

Name / Title	Company Name	MARK	Pri./Sec.	Category Name	Function
Roberts, Josh - Product Support Specialist josh.roberts@railinc.com 877-724-5462	RAILINC CORPORATION	RAIL	P	Repair Shop	<ul style="list-style-type: none">• Cleaning• Shop Contact• Tank Car

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 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|

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 Apply to all

Mark

Selected Mark(s)

AARE ✕

Comments...

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

Progress: ✓ 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.

 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



Below, **left**: Notification confirming your permission request.

Below, **right**: 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

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

Thank you,
Railinc Customer Success Center

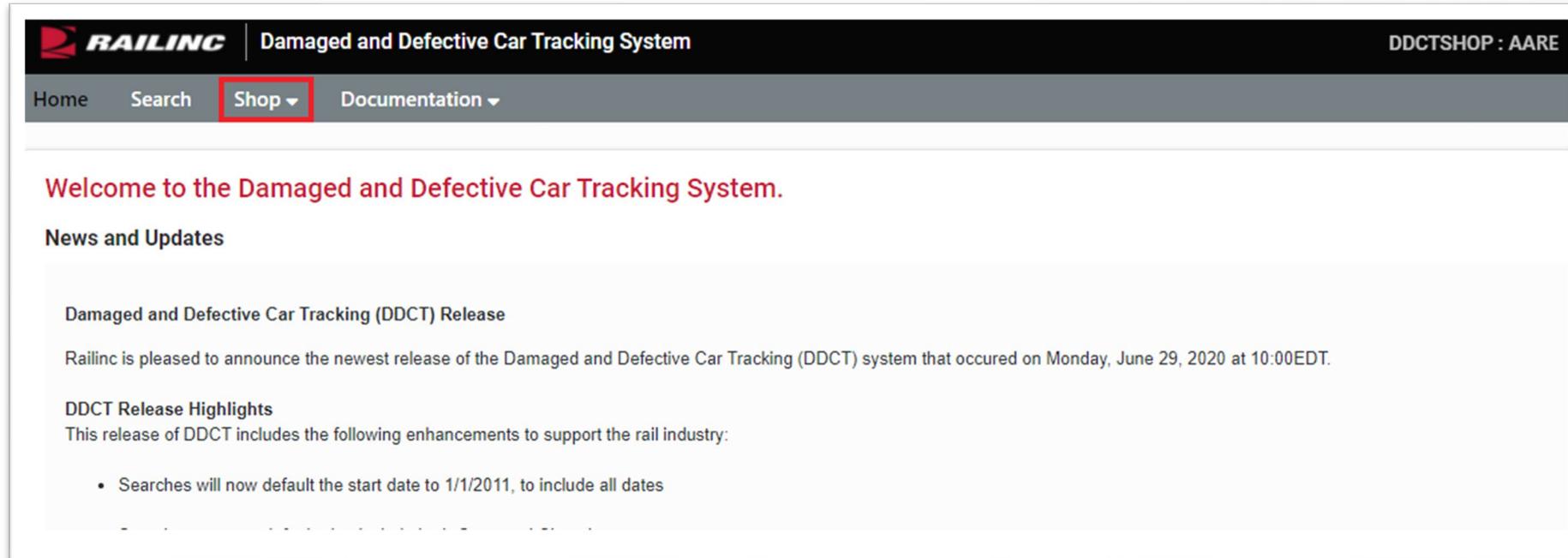
[Visit Railinc](#)

Agenda



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

DDCT Home Page

A screenshot of the DDCT Home Page. The page has a black header bar with the RAILINC logo on the left, the text 'Damaged and Defective Car Tracking System' in the center, and 'DDCTSHOP : AARE' on the right. Below the header is a grey navigation bar with links for 'Home', 'Search', 'Shop' (highlighted with a red box and a dropdown arrow), and 'Documentation' (with a dropdown arrow). The main content area has a red heading 'Welcome to the Damaged and Defective Car Tracking System.' followed by a 'News and Updates' section. The news section contains a sub-heading 'Damaged and Defective Car Tracking (DDCT) Release' and a paragraph stating that Railinc announced the newest release of the DDCT system on Monday, June 29, 2020 at 10:00EDT. Below this is a sub-heading 'DDCT Release Highlights' and a paragraph stating that the release includes enhancements to support the rail industry. A bulleted list follows, with one item: 'Searches will now default the start date to 1/1/2011, to include all dates'.

RAILINC | 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

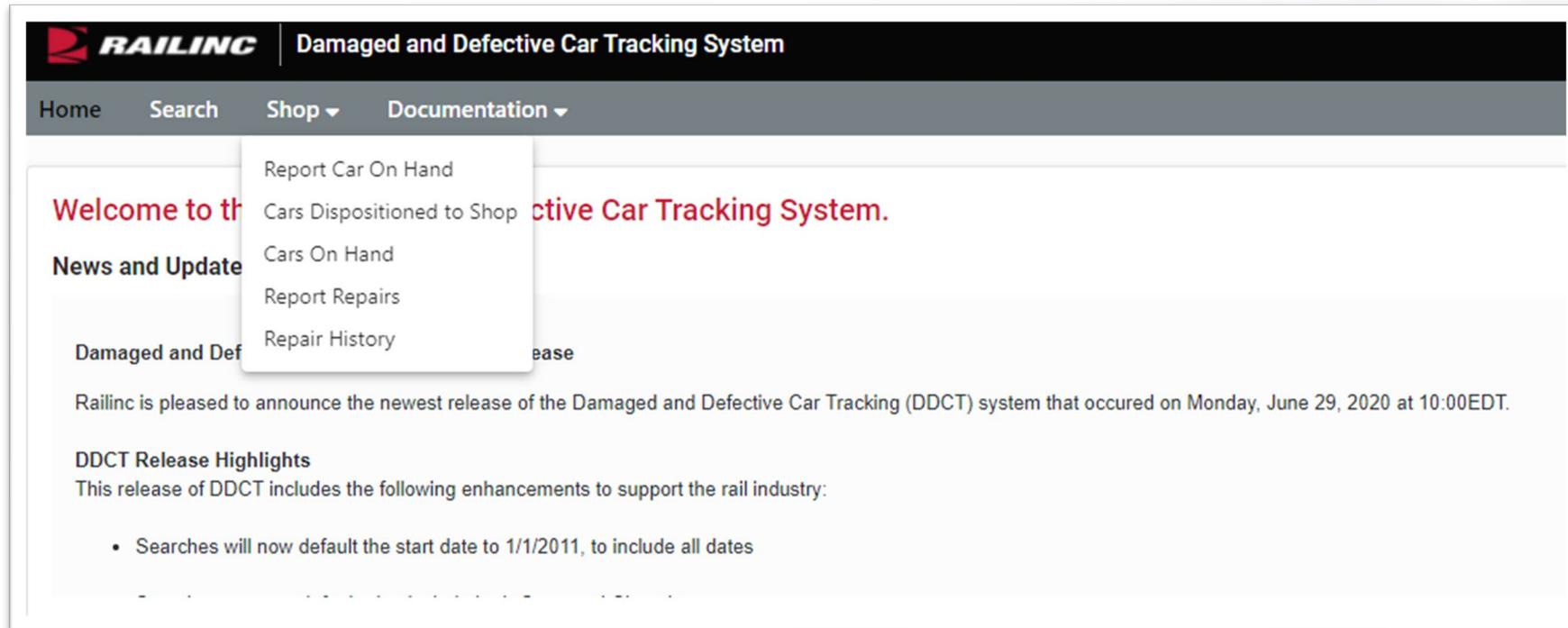
Railinc is pleased to announce the newest release of the Damaged and Defective Car Tracking (DDCT) system that occurred on Monday, June 29, 2020 at 10:00EDT.

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.

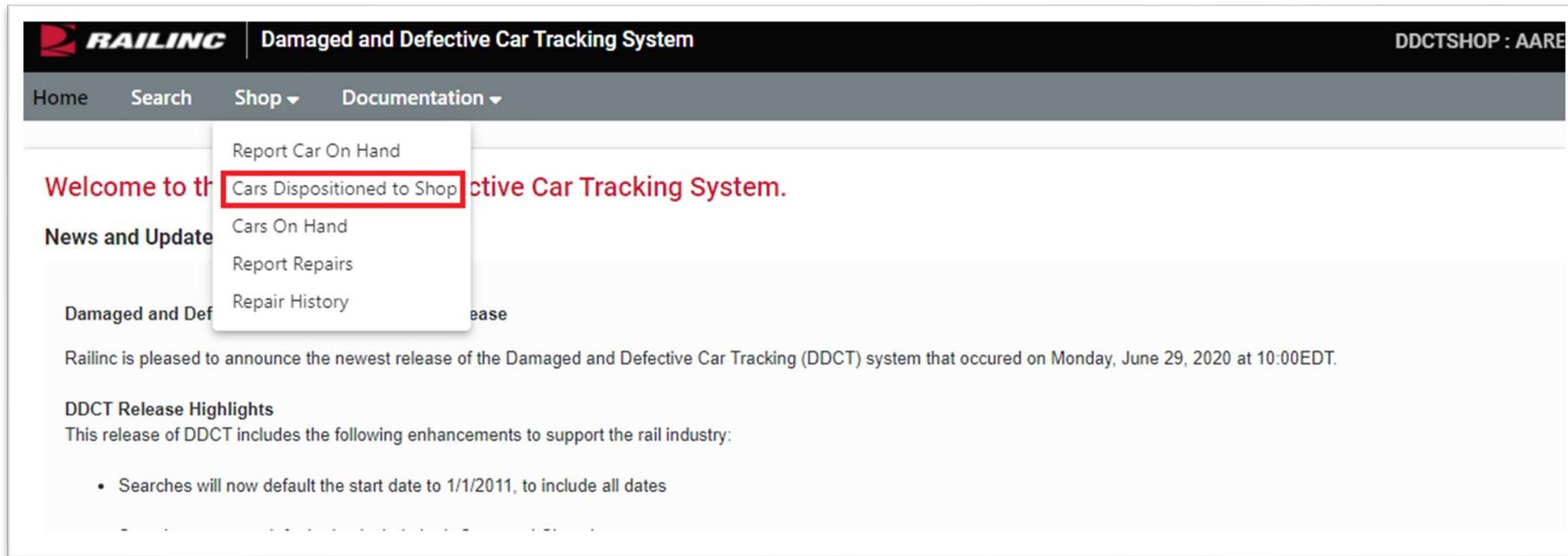
Report Car on Hand Function



A screenshot of the RAILINC website's 'Damaged and Defective Car Tracking System' interface. The top navigation bar includes 'Home', 'Search', 'Shop', and 'Documentation'. The 'Shop' dropdown menu is open, showing options: 'Report Car On Hand' (highlighted with a red box), 'Cars Dispositioned to Shop', 'Cars On Hand', 'Report Repairs', and 'Repair History'. The main content area features a 'Welcome to the Damaged and Defective Car Tracking System' message, a 'News and Update' section, and a 'DDCT Release Highlights' section with a bullet point: 'Searches will now default the start date to 1/1/2011, to include all dates'.

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

Shop Shop SPLC

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

Disposition Date From Disposition Date To

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 CSV](#)

<input type="checkbox"/>	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

Cars on Hand Function



A screenshot of the RAILINC web application interface. The top navigation bar is dark grey with the RAILINC logo on the left and 'DDCTSHOP : AARE' on the right. Below the navigation bar, there are links for 'Home', 'Search', 'Shop', and 'Documentation'. The 'Shop' link is expanded into a dropdown menu with the following options: 'Report Car On Hand', 'Cars Dispositioned to Shop', 'Cars On Hand' (highlighted with a red box), 'Report Repairs', and 'Repair History'. The main content area features a 'Welcome to the Damaged and Defective Car Tracking System' message, a 'News and Update' section with a 'Damaged and Defective Car Tracking System Release' heading, and a 'DDCT Release Highlights' section. The highlights section contains a bulleted list: 'Searches will now default the start date to 1/1/2011, to include all dates'.

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) Total items: 1 | Export CSV 🗑️ Clear Filters

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

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

10 50 100 250 500 1000

🏠 Done

Report Repairs Function



A screenshot of the RAILINC DDCTSHOP web application. The page title is "Damaged and Defective Car Tracking System" and the user is logged in as "AARE". The navigation bar includes "Home", "Search", "Shop", and "Documentation". The "Shop" dropdown menu is open, showing options: "Report Car On Hand", "Cars Dispositioned to Shop", "Cars On Hand", "Report Repairs" (highlighted with a red box), and "Repair History". The main content area includes a "Welcome to the Damaged and Defective Car Tracking System" message, a "News and Update" section, and a "DDCT Release Highlights" section with a bullet point: "Searches will now default the start date to 1/1/2011, to include all dates".

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

Report Repairs



Report Repairs

Search

Shop:

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

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	RAIL0066447 5	09-04-2021	RAIL	RAIL	Rule 1	AARE	411657000	CARY, NC	Car On Hand	A - Body 0%

Repair History Function



A screenshot of the RAILINC website's 'Damaged and Defective Car Tracking System' (DDCTSHOP) interface. The page header includes the RAILINC logo, the title 'Damaged and Defective Car Tracking System', and the user identifier 'DDCTSHOP : AARE'. A navigation bar contains links for 'Home', 'Search', 'Shop', and 'Documentation'. The 'Shop' dropdown menu is open, displaying options: 'Report Car On Hand', 'Cars Dispositioned to Shop', 'Cars On Hand', 'Report Repairs', and 'Repair History'. The 'Repair History' option is highlighted with a red rectangular box. The main content area features a 'Welcome to the Damaged and Defective Car Tracking System' message, a 'News and Update' section, and a 'DDCT Release Highlights' section with a bullet point: 'Searches will now default the start date to 1/1/2011, to include all dates'.

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

Repair History



Repair History

Search

Equipment ID Location SPLC

Date From Date To

Result List

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

Total items: 2

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

10 50 100 250 500 1000

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- **Reporting a Car on Hand**
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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://wwwtst.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. |

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



The screenshot shows the RAILINC website interface for the Damaged and Defective Car Tracking System. The top navigation bar includes the RAILINC logo, the page title "Damaged and Defective Car Tracking System", and the user identifier "DDCTSHOP : AARE". Below the navigation bar, there are links for "Home", "Search", "Shop", and "Documentation". The "Shop" dropdown menu is open, showing options: "Report Car On Hand", "Cars Dispositioned to Shop", "Cars On Hand", "Report Repairs", and "Repair History". The main content area features a welcome message, news and updates, and a section titled "DDCT Release Highlights" with a list of enhancements.

RAILINC Damaged and Defective Car Tracking System DDCTSHOP : AARE

Home Search Shop Documentation

Welcome to the Damaged and Defective Car Tracking System.

News and Update

Damaged and Defective Car Tracking System 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

Report Car on Hand Function



The screenshot shows the RAILINC website interface for the Damaged and Defective Car Tracking System. The top navigation bar includes 'Home', 'Search', 'Shop', and 'Documentation'. A dropdown menu is open under 'Shop', with 'Report Car On Hand' highlighted in a red box. Other menu items include 'Cars Dispositioned to Shop', 'Cars On Hand', 'Report Repairs', and 'Repair History'. The main content area features a 'Welcome to the Damaged and Defective Car Tracking System' message, a 'News and Update' section, and a 'DDCT Release Highlights' section with a bullet point: 'Searches will now default the start date to 1/1/2011, to include all dates'.

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.

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

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 [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					g System	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



A screenshot of the RAILINC web application interface. The top navigation bar includes the RAILINC logo, the title 'Damaged and Defective Car Tracking System', and the user identifier 'DDCTSHOP : AARE'. Below the navigation bar, there are links for 'Home', 'Search', 'Shop', and 'Documentation'. The 'Shop' dropdown menu is open, showing options: 'Report Car On Hand', 'Cars Dispositioned to Shop' (highlighted with a red box), 'Cars On Hand', 'Report Repairs', and 'Repair History'. The main content area contains a welcome message, news updates, and a section titled 'DDCT Release Highlights' with a bullet point: 'Searches will now default the start date to 1/1/2011, to include all dates'.

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

Cars Dispositioned to Shop



Cars Dispositioned to Shop

Search

Shop

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

Disposition Date From Disposition Date To

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.

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 |

<input type="checkbox"/>	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	RAIL00663 424	06-23-2021	RAIL	RAIL	Rule 1	A - Body	Wendell, NC			AARE	411657000	Disposition Provided	09-19-2021
<input checked="" type="checkbox"/>	RAIL101	MISC	AARE00666 321	09-16-2021	AARE	RAIL	Rule 1	A - Body	Millbrook, NC			AARE	411657000	Disposition Provided	09-19-2021

Confirmation



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	Disposition Provided

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

Confirmation required.

10 50 100 250 500 1000

← Back Report car on hand

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
RAIL101	MISC	AARE00666321	09-16-2021	AARE	RAIL	Rule 1	A - Body	Millbrook, NC	Car On Hand

10 50 100 250 500 1000

Report Repairs Function



A screenshot of the RAILINC DDCTSHOP web application. The page title is "Damaged and Defective Car Tracking System" and the user is logged in as "AARE". The navigation bar includes "Home", "Search", "Shop", and "Documentation". The "Shop" dropdown menu is open, showing options: "Report Car On Hand", "Cars Dispositioned to Shop", "Cars On Hand", "Report Repairs" (highlighted with a red box), and "Repair History". The main content area includes a welcome message, news updates, and a section titled "DDCT Release Highlights" with a bullet point: "Searches will now default the start date to 1/1/2011, to include all dates".

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

Report Repairs



Report Repairs

Search

Shop: AARE 411657000

Result List

Search: AARE00666321

Equipment included:

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

Total items: 1

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	A - Body 0%

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 :	AARE00666321	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	Car Mark Owner (RAIL) Contact Information
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
West Hampton, NC 27513 (US)	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

ⓘ 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	Last Shop Location (SPLC) :	
Equipment Group :	MISC	Status :	Car On Hand
Incident ID/Defect Card ID :	AARE00666321	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

Person: [Redacted]
Email: [Redacted]
Phone: [Redacted]
Address: West Hampton, NC 27513 (US)

Car Mark Owner (RAIL) Contact Information

Person: [Redacted]
Email: [Redacted]
Phone: [Redacted]
Address: Cary, NC 27513 (US)

Disposition

Final Shop: AARE - RAILINC CORPORATION - TEST CARY, NC 27513 (US) on 2021-09-16 14:10:23 ET
2021-09-19 14:49:35 ET

Notes

Incident Notes: [Redacted] Commodity/STCC Code: 0113710
Disposition Requested Notes: [Redacted]

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.

Are you sure you want to report repairs as complete? Confirmation required.

No Yes

Cancel Car Inspected-No Defects Found Report Repairs Complete Intermediate Shop Complete

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



A screenshot of the RAILINC website's 'Damaged and Defective Car Tracking System' page. The page has a dark header with the RAILINC logo on the left and 'DDCTSHOP : AARE' on the right. Below the header is a navigation bar with 'Home', 'Search', 'Shop', and 'Documentation' links. The 'Shop' link is active, and a dropdown menu is open, listing 'Report Car On Hand', 'Cars Dispositioned to Shop', 'Cars On Hand', 'Report Repairs', and 'Repair History'. The 'Repair History' option is highlighted with a red rectangular box. The main content area includes a welcome message, a 'News and Update' section, and a 'DDCT Release Highlights' section with a bulleted list of enhancements.

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

Repair History



Repair History

Search

Equipment ID Location SPLC

Date From Date To

Result List

Search Total items: 4

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

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	RAIL00659488	07-19-2021	RAIL	RAIL	AARE	411657000	Cary		Car On Hand		B - Braking System
RAIL101	MISC	RAIL00664475	09-04-2021	RAIL	RAIL	AARE	411657000	Cary		Car On Hand		A - Body
RAIL101	MISC	AARE00666321	09-16-2021	AARE	RAIL	AARE	411657000	Cary	09-19-2021	Car Repairs Completed*	09-19-2021	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

Repairs



Repairs

General Incident Information

Equipment ID :	RAIL11348	Last Shop Location (SPLC) :	RAIL - RAILINC CORPORATION CARY, NC (41165700)
Equipment Group :	TANK	Status :	Car Repairs Completed*
Incident ID/Defect Card ID :	RAIL00751429	Incident Date :	04-21-2025
Incident Status :	Closed*	Incident Location (SPLC) :	Honolulu, AK (809001000)
Interchange Rule :	1	Car Mark Owner :	RAIL
Handling Carrier :	RAIL		

Handling Carrier (RAIL) Contact Information	Car Mark Owner (RAIL) Contact Information

Disposition

Final Shop	RAIL - RAILINC CORPORATION FOREMOST, AB (080058000)	Disposition Requested by BSRGX01 from RAIL on 2025-04-21 09:47:54 ET Disposition Provided by BSRGX01 from RAIL on 2025-04-21 09:58:30 ET
------------	---	---

Notes

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

Incident Defects

Defect Code	Description
D - Derailment/Accident	Accident

Defect Card Repairs

No defect card created for this equipment.

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 or 877-724-5462.

Reporting Equipment Unexpectedly on Hand



The screenshot shows the RAILINC website interface for the 'Damaged and Defective Car Tracking System'. The top navigation bar includes 'Home', 'Search', 'Shop', and 'Documentation'. A dropdown menu is open under 'Shop', with 'Report Car On Hand' highlighted by a red box. Other options in the menu include 'Cars Dispositioned to Shop', 'Cars On Hand', 'Report Repairs', and 'Repair History'. The main content area features a 'Welcome to the' message, a 'News and Update' section, and a 'Damaged and Defective Car Tracking System Release' announcement dated Monday, June 29, 2020. The announcement includes 'DDCT Release Highlights' and a list of enhancements, such as 'Searches will now default the start date to 1/1/2011, to include all dates'.

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.

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
RAIL7761	RACK	RAIL00654863	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
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- **User Guide Walkthrough**
- Tips and Tricks

Documentation Tab

A screenshot of the RAILINC website's navigation menu. The top navigation bar is dark grey with white text. The 'Documentation' tab is highlighted with a red border, and its drop-down menu is open, showing three items: 'Task Demos', 'Webinars', and 'User Guide'. The main content area below the menu shows a welcome message and news updates for the Damaged and Defective Car Tracking (DDCT) system.

RAILINC | Damaged and Defective Car Tracking System

Home Search Incidents ▾ Damaged Cars ▾ Defective Cars ▾ Defect Cards ▾ Shop ▾ Tools ▾ ICB ▾ Admin ▾ **Documentation ▾** IT

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

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

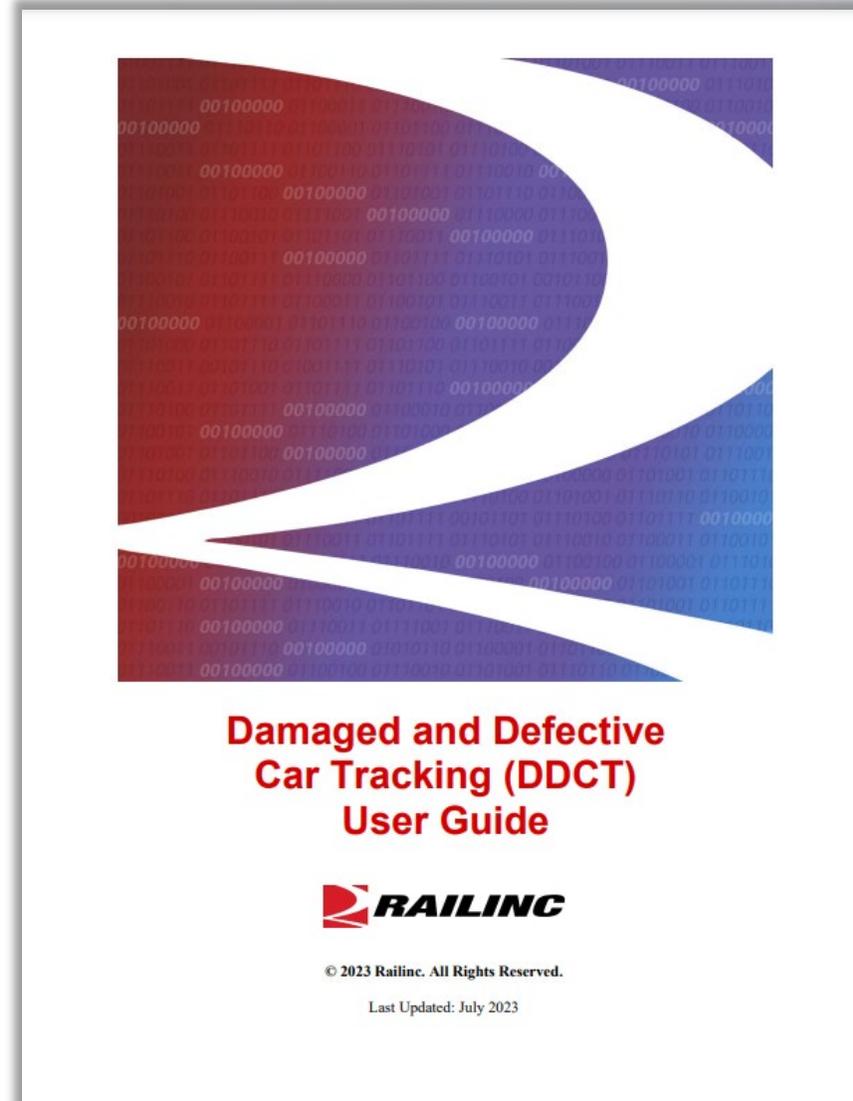


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DDCT User Guide

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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, Scrapper, 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.

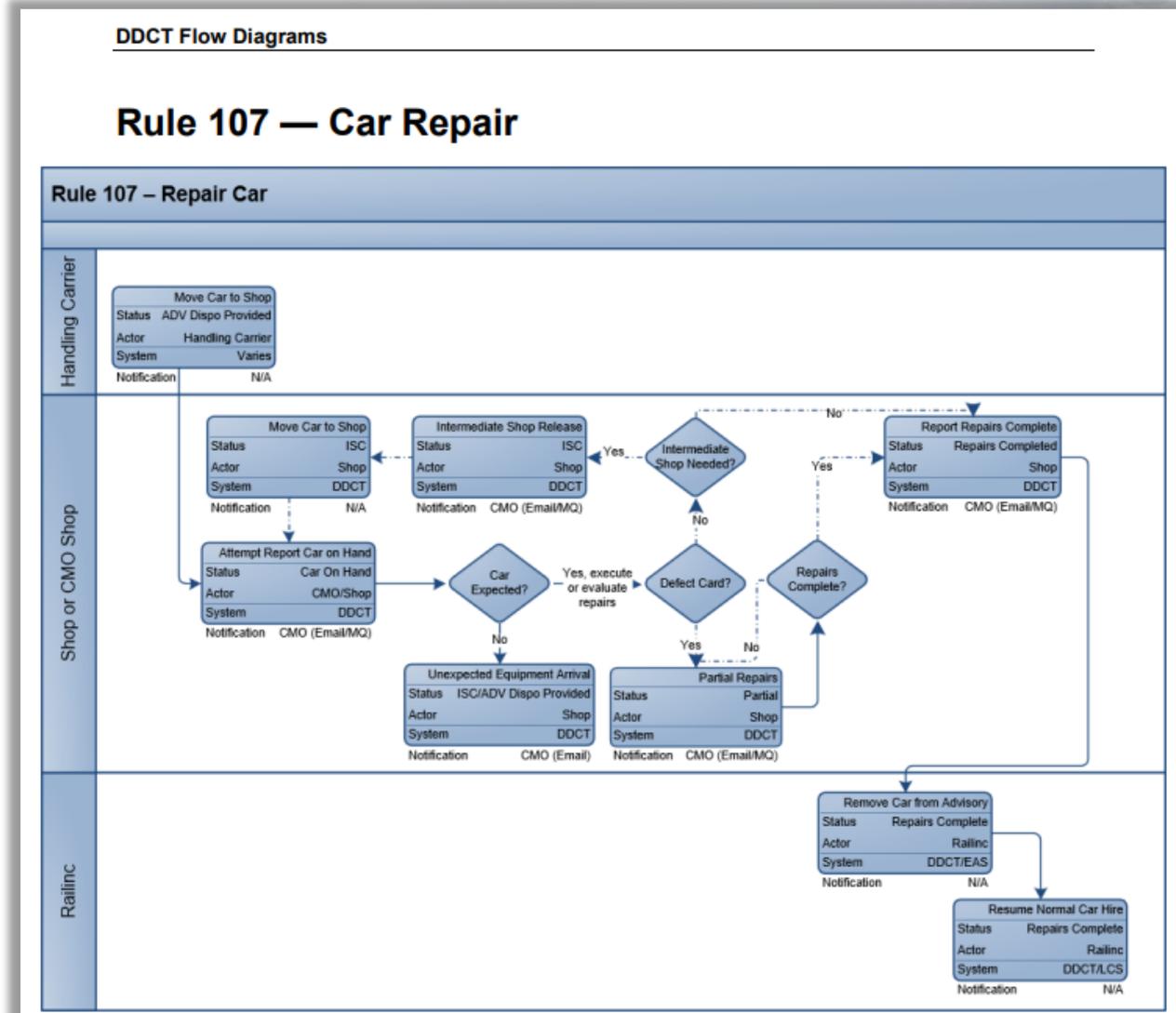
DDCT User Guide: Shop Section



DDCT User Guide

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Flow Diagrams



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- **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

To Date

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

Search As: HC CMO Both

Rule/Defect Card/Record: Toggle all

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

Status: Open Closed

Equipment Status: Note: Statuses marked with an asterisk (*) are in DDCT end state.

Toggle all

- New
- Actual DV/Disposition Requested
- Actual DV/Disposition Provided
- Disposition Requested
- Disposition Provided
- Salvage Value Provided

Toggle In Progress States

- Settlement Offered
- Settlement Rejected
- Handling Carrier Repair
- Car On Hand
- Intermediate Shop Complete

Toggle End States

- Settlement Accepted*
- Car Repairs Completed*
- Dismantled*
- Removed*

Reset Search

Railinc.com Product Training



The screenshot shows the Railinc website's navigation bar with the 'Products & Services' menu item highlighted in a red box. Below the navigation bar is a breadcrumb trail: 'Home > Products & Services > Damaged and Defective Car Tracking'. The main heading is 'Damaged and Defective Car Tracking'. The text below describes the DDCT system's capabilities and its adherence to AAR Interchange Rules 107, 1, 96, and 108. It also mentions that demos and webinars are available for the most recent 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.

Upcoming Survey

• May 19th – June 2nd



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 System.

DDCT Release Highlights

This DDCT system release will enhance the functionality of the application with features such as:

- Add a requirement to provide an overriding reason on a Rule 107 when changing a vehicle's status.
- Add hover-over feature to provide definitions of each override reason on Settlements.
- Provide a default weight value for a low-level flat/rack and a standard flat/rack for a vehicle.
- Provide the values for Estimated Depreciation Value once the Actual Depreciation is calculated.

Damaged and Defective Car Tracking System (DDCT) Customer Satisfaction Survey

We value your feedback, Railinc will donate \$1 to St. Jude's Children's Research Hospital for every survey we receive.

* means required

Question 1*

How satisfied are you with the usability of DDCT?



Very Satisfied



Satisfied



Neither Satisfied nor Dissatisfied



Dissatisfied



Very Dissatisfied

Question 2*

How satisfied are you with the reliability of DDCT?



Railinc Keeps You Moving.

Jennifer Collins

Phone: 877-RAILINC

Email: csc@railinc.com

