

Damaged Defective Car Tracking System (DDCT) for Shop Users

Presenter: Jacob Kriegsman

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

DDCT Overview



- The Damaged and Defective Car Tracking system (DDCT) was implemented January 5, 2011
 - Developed for the electronic transmission of damaged and defective equipment
 - Replaced physical defect card placed on car
- Supports communication between Handling Carriers (HC), Car Mark Owners (CMO), and shops 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
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
 - **Early Warning** - displays equipment related to DDCT incidents on respective Maintenance Advisory (MA) letters
 - **EHMS** - communicates the condition of railroad 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
- 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 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](#) [Contacts ▾](#) [Categories ▾](#) [Relationships ▾](#) [MARKs](#) [Notifications ▾](#) [Expiration/Transfers ▾](#) [Admin ▾](#) [IT Support ▾](#) [Help ▾](#)

Search Contacts

[Quick Search](#) [Advanced Search](#) [Results](#)

Name / Title	Company Name / ID/MARK	Pri. / Sec.	Category Name / Function / Relationship (if appl.)
Product Support, Asset Health - Product Support Specialist [REDACTED]@railinc.com 919 [REDACTED]	RAILINC CORPORATION - TEST AARE	P	Repair Shop • Cleaning • Shop Contact • Tank Car

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

Notification: Disposition provided to your shop

From: <notifservTST@railinc.com>

Date: July 22, 2019 at 2:00:53 PM EDT

To: [REDACTED].com>

Subject: TST: DDCT: Equipment AARE551 has been dispositioned to your shop.

Equipment AARE551 on Incident ID RAIL00294937 has been provided disposition to your shop at SPLC 411657000.

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 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.

Requesting Permission



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 csa@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



ASSET HEALTH (DDCTSHOP)

ACTIVE ▾

Filter...
DDCTS

DDCTS

Provides the North American Rail Industry with an centralized Repository to track/manage Damaged and Defective cars governed by AAR Interchange Rules 1, 106, 95 and 107

Request

- Find the “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



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 1/95/108 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.

☐ Handling Carrier Admin (MARK required)
Handling Carrier Administrator that manages all Incidents including initiate offer settlement process for Rule 107 Incidents.

☐ Handling Carrier Field User (MARK required)
Handling Carrier field users that work remotely and need the capability to create incidents to report damages/defects per AAR Rules 1, 95, 96, 107 and 108.

☐ Handling Carrier RO User (MARK required)
Handling Carrier back office users that only should have read only (view) capabilities. This means the user is unable to update incidents.

☐ HC Damaged Car User (MARK required)
Handling Carrier back office users that need access and update capabilities to work with Rule 95/107 Incidents

☐ HC Defective Car User (MARK required)
Handling Carrier back office users that need access and update capabilities to work with Rule 1/95/108 Incidents

☐ Interchange Bureau User (MARK required)
Interchange Bureau users that need the capability to create ICB records in DDCT. User must be a defined Interchange Bureau by the industry for DDCT.

☒ 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

☐ Apply to all

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

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.

CancelBackContinue

- 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.

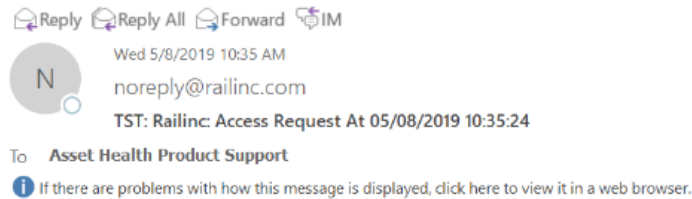
 [Request Additional Permissions](#) [Done](#)

- Click the “Done” button to advance to your launchpad, or click the “request additional permissions” if you require additional access.

Permission Request Notification



- On the left, a notification to your Company Admin



Hello Asset Health,

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

Reference Number	Application	Permission	Company	Comment
14723	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.

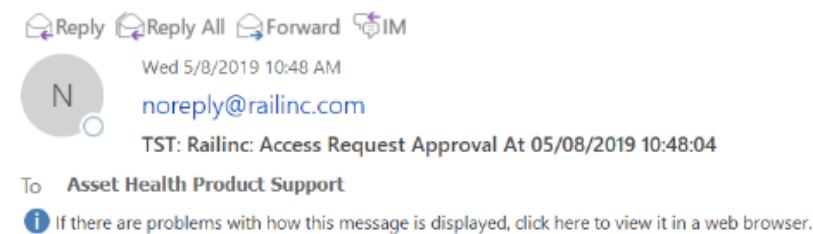
If you did not submit this request, or if you have any questions, please contact the Application Administrator at csc@railinc.com.

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](#)

- On the right, a notification that your permission request was approved



Hello Asset Health,

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
14723	DDCTS	Shop User	AARE - RAILINC CORPORATION - TEST	testing

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](#)

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

DDCT Homepage



Welcome to the Damaged and Defective Car Tracking System. ?

News and Updates

DDCT Release December 11, 2018

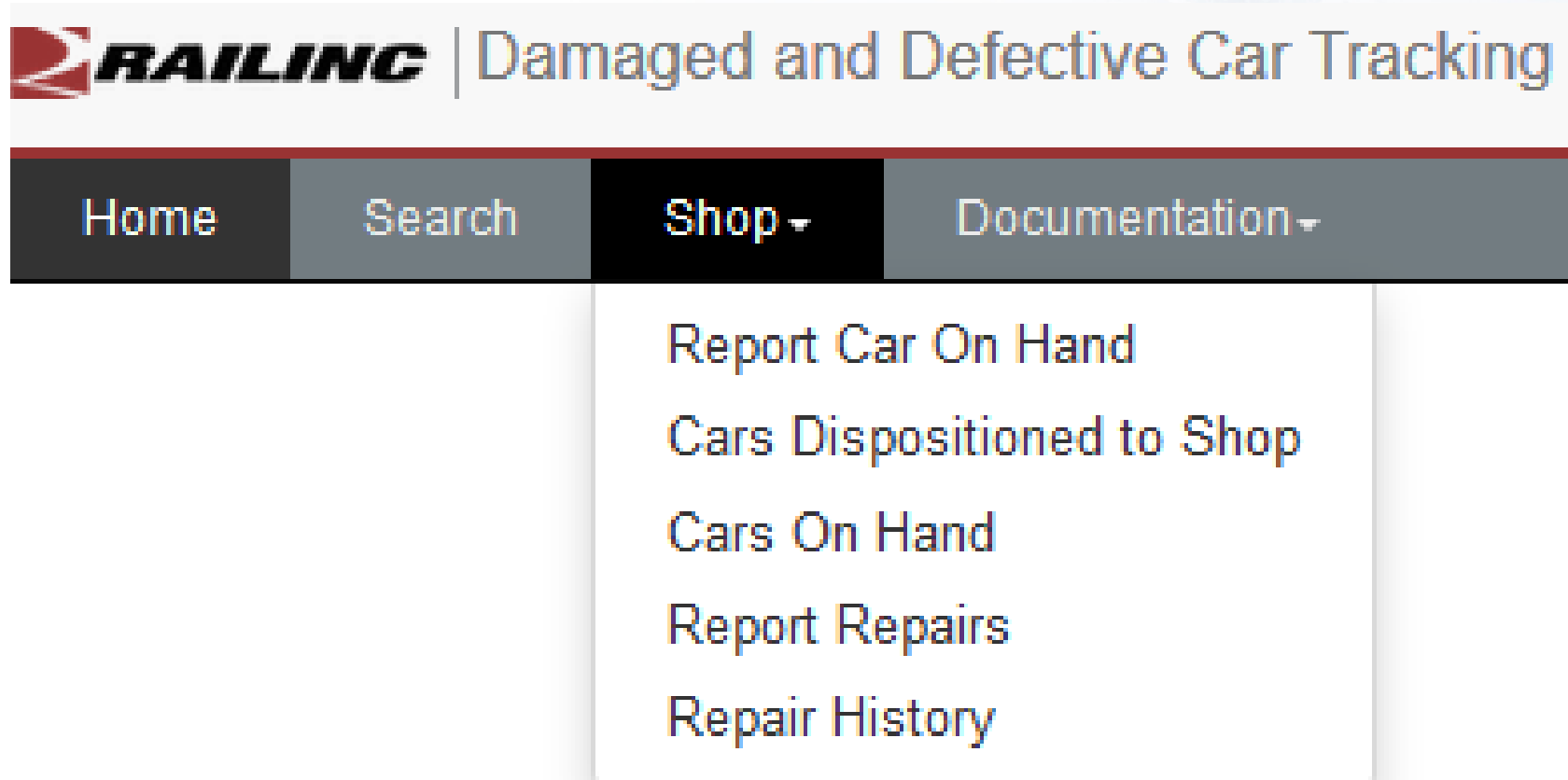
Railinc is pleased to announce the newest release of the Damaged and Defective Car Tracking (DDCT) system that occurred on Tuesday, December 11, 2018 at 14:00EST.

DDCT Release Highlights

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

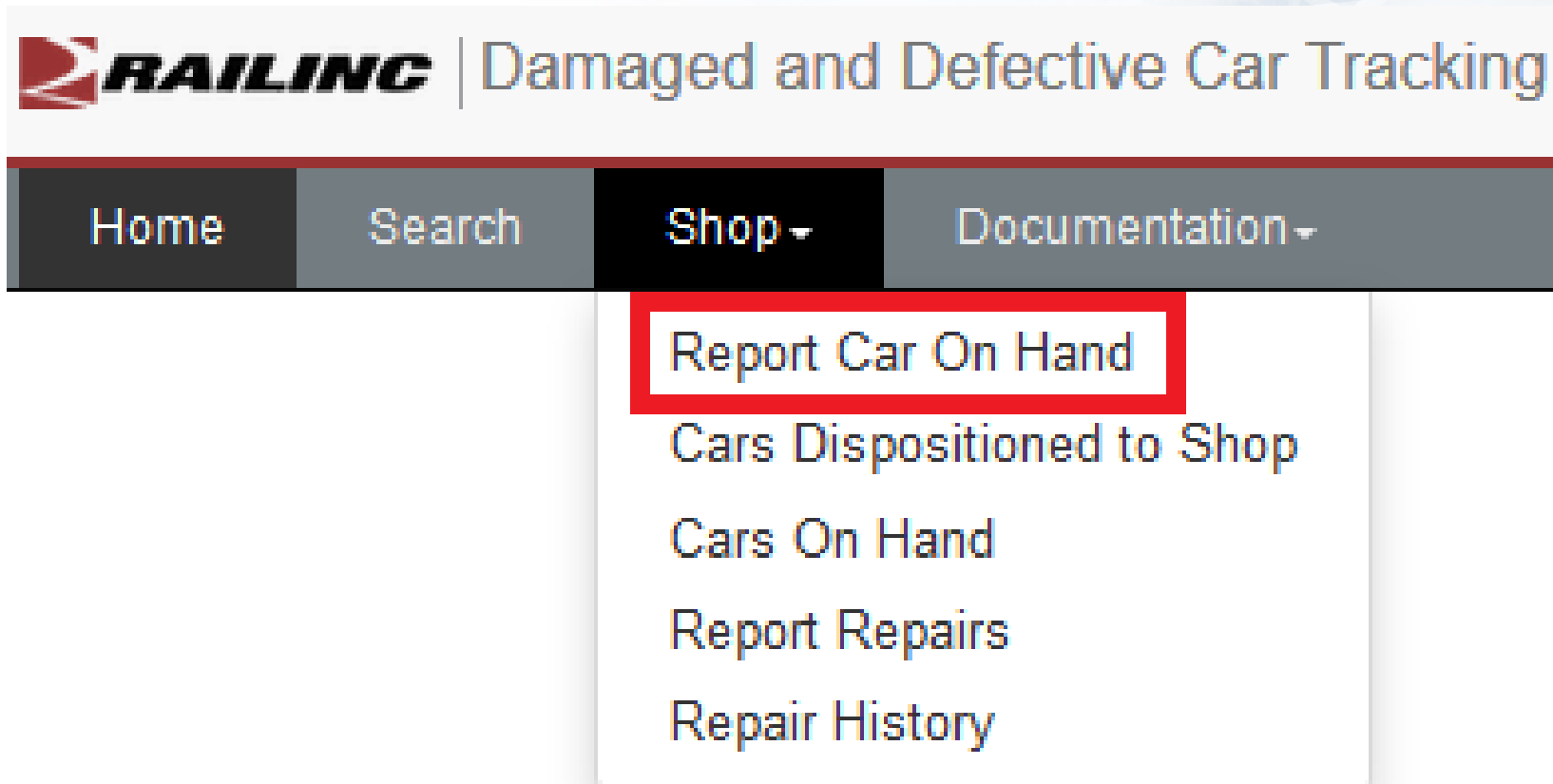
- Users can now create an Incident and Defect Card simultaneously

Shop Tab Overview



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

Report Car on Hand Function



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

Report Car on Hand



 **RAILINC** | Damaged and Defective Car Tracking System

Home

Search

Shop ▾

Documentation ▾

Report Car On Hand

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.

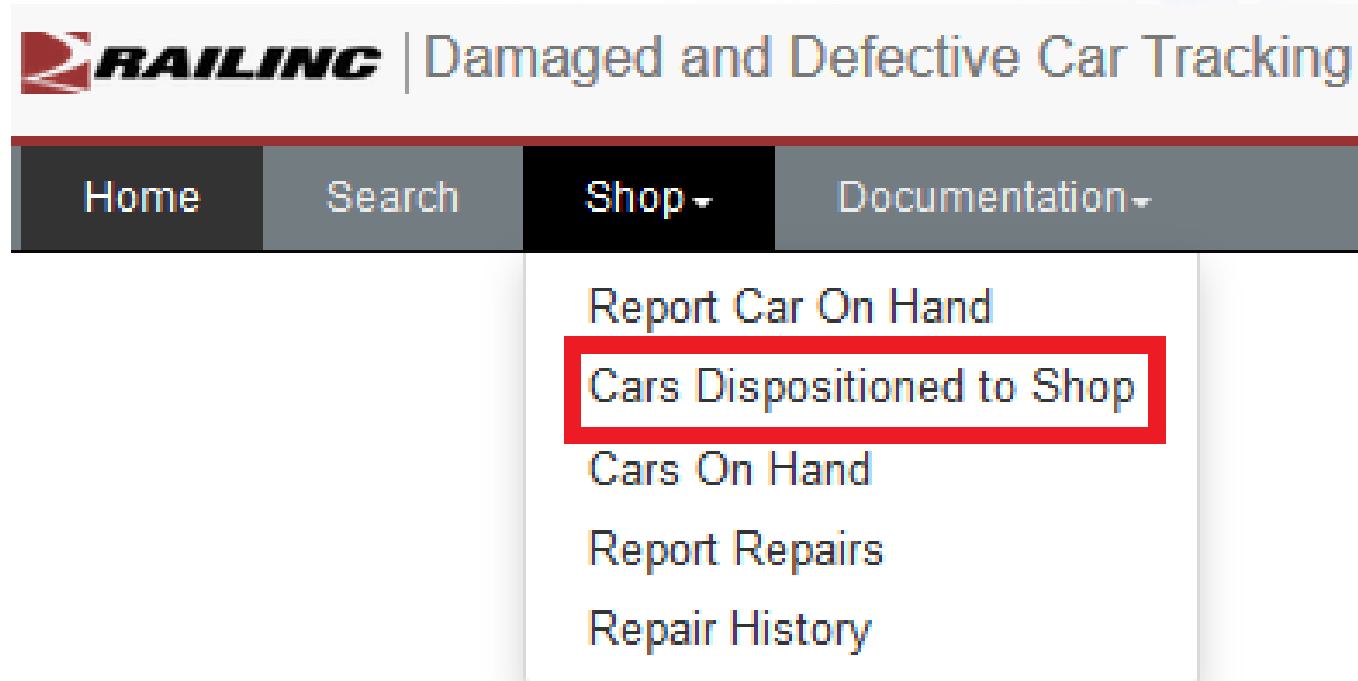
NOTE: Entering cars for reporting car on hand may send a notification to the car owner that you have possession of the equipment.

→ Continue

⬆ Done

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

Cars Dispositioned To Shop Function



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

Cars Dispositioned To Shop



Cars Dispositioned to Shop

Search

Shop :

AARE

411657000

Q

Disposition Date From :

02-08-2019

Disposition Date To :

mm-dd-yyyy

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

Reset Search

Search

Result List

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

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

Total items: 2 | Export CSV

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

Search : Enter Text

☐	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	Dispc Date
☐	AARE21	BOXC	RAIL00329742	04-02-2019	RAIL	AARE	Rule 107	D - Derailment/Accident	Cary, NC			AARE	411657000	Handling Carrier Repair	04-03-
☐	UTLX209403	TANK	RAIL00330980	04-24-2019	RAIL	UTCX	Rule 107	A - Body	Cary, NC			AARE	411657000	Actual DV/Disposition Provided	05-07-

10

50

100

250

500

1000

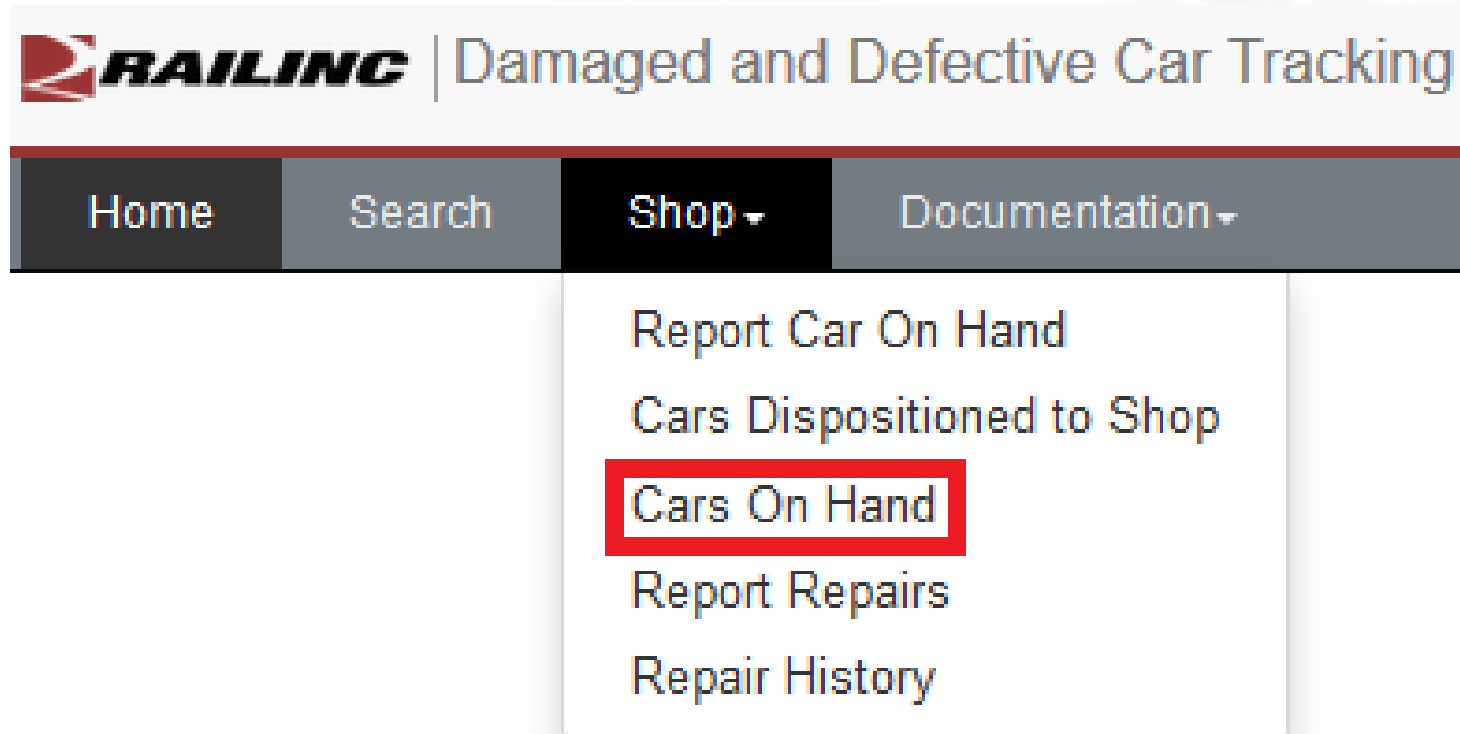
Report Car On Hand

Done

© 2019 Railinc. All Rights Reserved.

22

Cars on Hand Function



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

Cars on Hand



Cars On Hand

List of Equipment On-Hand

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: 9 | [Export CSV](#)

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

Search :

Enter Text

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)
AARE26	BOXC	RAIL00288433	05-25-2017	RAIL	AARE	Rule 95	A - Body	AARE	411657000	Cary, NC	Car On Hand	534
CN404602	BOXC	NOKL00251377	06-29-2015	NOKL	CN	Rule 1	A - Body	AARE	411657000	Cary, NC	Car On Hand	1410
RAIL1	MISC	RAIL00318139	06-13-2018	RAIL	RAIL	Rule 96	A - Body	AARE	411657000	Cary, NC	Car On Hand	225
RAIL1011	TANK	RAIL00327538	03-07-2019	RAIL	RAIL	Rule 1	C - Clean-out	AARE	411657000	Cary, NC	Car On Hand	63
RAIL1011	TANK	RAIL00329769	04-03-2019	RAIL	RAIL	Rule 1	D - Derailment/Accident	AARE	411657000	Cary, NC	Car On Hand	36
RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	RAIL	Rule 107	D - Derailment/Accident	AARE	411657000	Cary, NC	Car On Hand	23
RAIL1011	TANK	UP00330815	05-03-2019	UP	RAIL	Rule 1	A - Body	AARE	411657000	Cary, NC	Car On Hand	6
RAIL34	IFLT	RAIL00322784	09-14-2018	RAIL	RAIL	Rule 108	D - Derailment/Accident	AARE	411657000	Cary, NC	Car On Hand	232
RAIL432	HOPP	RAIL00286898	05-02-2017	RAIL	RAIL	Rule 108	A - Body	AARE	411657000	Cary, NC	Car On Hand	289

10

50

100

250

500

1000

Done

Report Repairs Function



 **RAILINC** | Damaged and Defective Car Tracking :

Home

Search

Shop ▾

Documentation ▾

Report Car On Hand

Cars Dispositioned to Shop

Cars On Hand

Report Repairs

Repair History

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

Report Repairs



Report Repairs ?

Shop:

AARE

411657000

Q

Q Apply Filter

Clear Filter

Result List

Click "Equipment ID" to view or report repairs.

Equipment included:

On-Hand status

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

Total items: 10

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

Search :

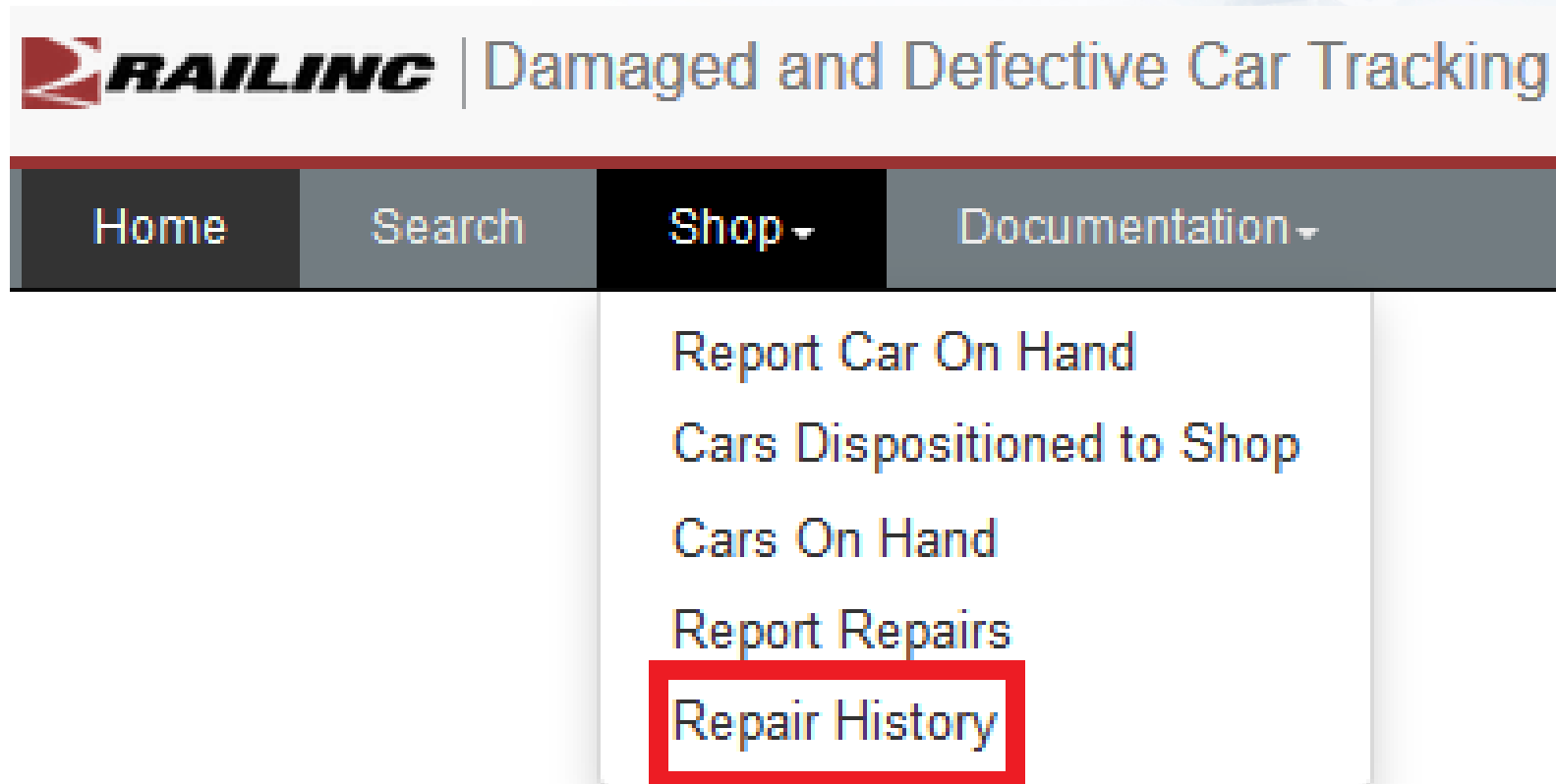
Enter Text

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
RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	RAIL	Rule 107	AARE	411657000	CARY, NC	Car On Hand	D - Derailment/Accident 0%
RAIL1	MISC	RAIL00318139	06-13-2018	RAIL	RAIL	Rule 96	AARE	411657000	CARY, NC	Car On Hand	A - Body, B - Braking System 0%
RAIL1001	TANK	RAIL00263097	02-25-2016	RAIL	RAIL	Rule 1			(unavailable),	Intermediate Shop Complete	B - Braking System 0%

© 2019 Railinc. All Rights Reserved.

26

Repair History Function



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

Repair History



Repair History

Search

Equipment ID

eg UP123456

Location SPLC

Nine-digits

Q

Date From

02-07-2019

Date To

05-08-2019

Q Search

Result List

Total items: 10

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

Search :

Enter Text

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
AARE26	BOXC	RAIL00288434	05-25-2017	RAIL	AARE	AARE	411657000	Cary	04-10-2019	Car Repairs Completed*	04-10-2019	M - Trucks, N - Underframe
RAIL1001	TANK	RAIL00263097	02-25-2016	RAIL	RAIL	AARE	411657000	Cary	05-07-2019	Intermediate Shop Complete		B - Braking System
RAIL1001	TANK	RAIL00263097	02-25-2016	RAIL	RAIL	AARE	411657000	Cary	05-07-2019	Intermediate Shop Complete		B - Braking System
RAIL1011	TANK	RAIL00327538	03-07-2019	RAIL	RAIL	AARE	411657000	Cary	03-07-2019	Car On Hand		C - Clean-out
RAIL1011	TANK	RAIL00330718	04-25-2019	RAIL	RAIL	AARE	411657000	Cary	04-25-2019	Car Repairs Completed*		Y - Defect Card

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

Reporting a Car On Hand



From: <notifservTST@railinc.com>

Date: July 22, 2019 at 2:00:53 PM EDT

To: [REDACTED]@[.com](mailto:)>

Subject: TST: DDCT: Equipment AARE551 has been dispositioned to your shop.

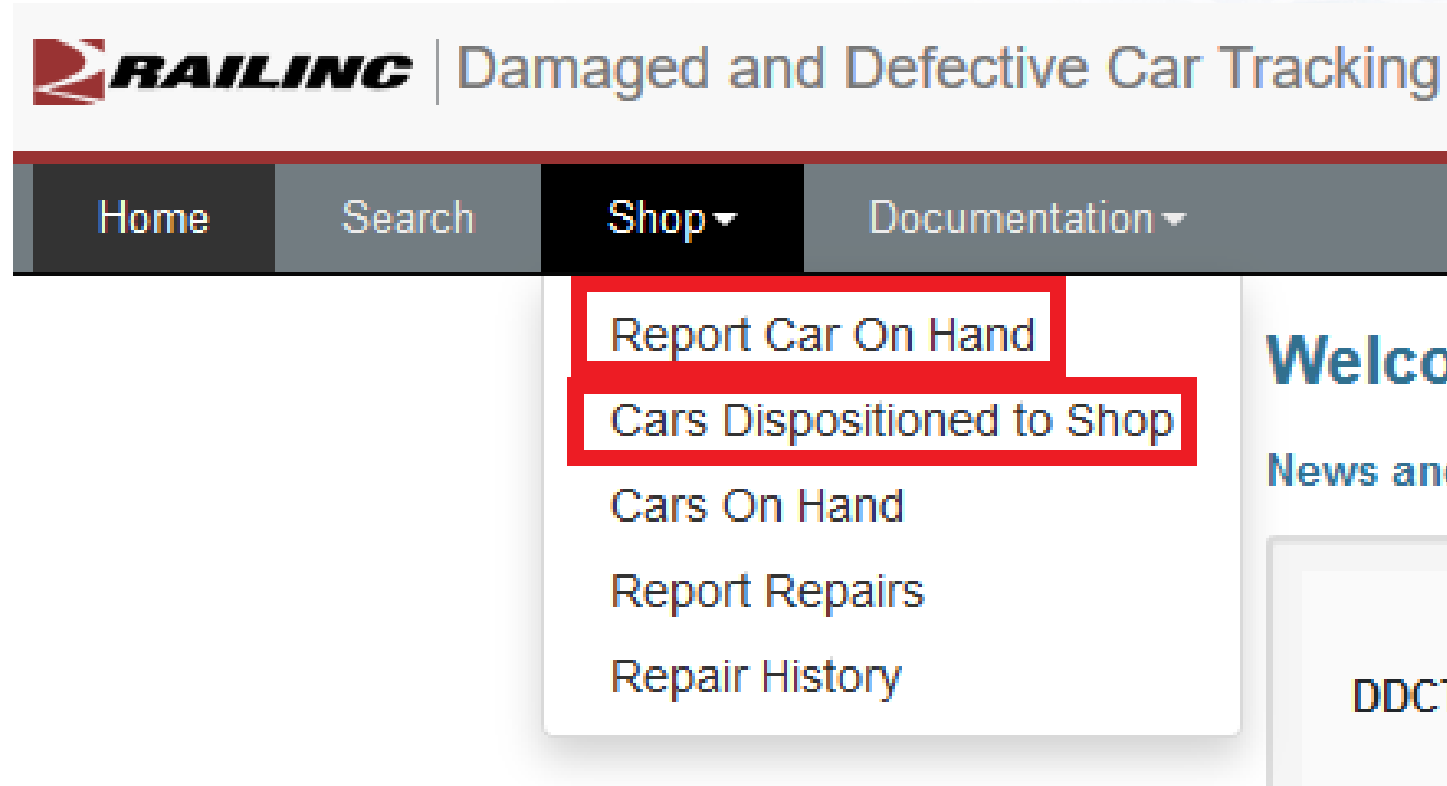
Equipment AARE551 on Incident ID RAIL00294937 has been provided disposition to your shop at SPLC 411657000.

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.

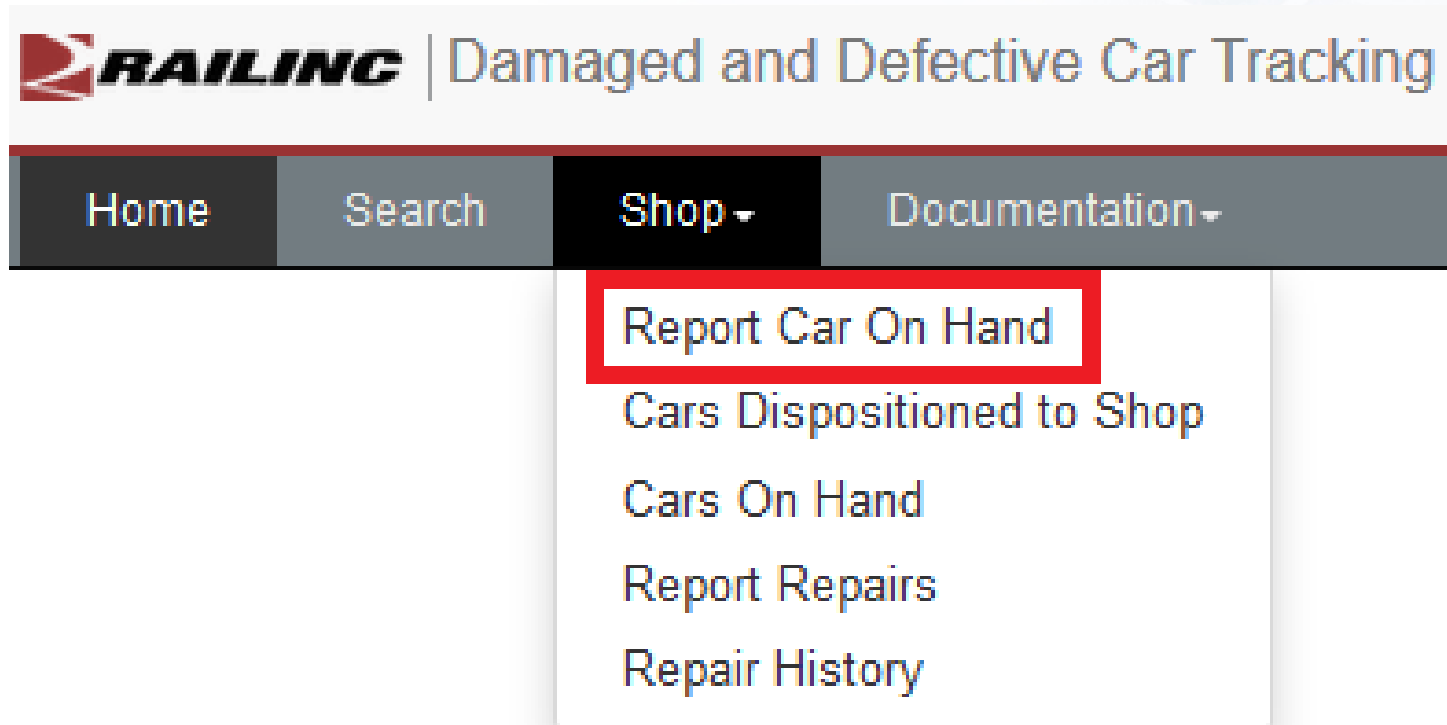
Please contact Railinc Customer Support at csc@railinc.com or 1-877-724-5462 if you have any other questions.

- When a Car Owner provides disposition to your shop, the shop 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

Shop: AARE 411657000 Q

* Equipment: RAIL1011

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

→ Continue ⌂ Done

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:	AARE	Company Name:	
Category:		Location Name:	
SPLC:		State/Province:	

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](#)

i This is a list of open incidents for this action on the specified equipment. Total items: 107

☐	Equipment ID ▾	Equipment Group ▾	Incident ID/DefectCard ID ▾	Date ▾	Originating Road ▾	Car Mark Owner ▾	Interchange Rule ▾	Defect	Location ▾	Status ▾
☒	RAIL1011	TANK	UP00330984	05-08-2019	UP	RAIL	Rule 1	A - Body	Cary, NC	Disposition Provided
☐	RAIL1011	TANK	UP00330815	05-03-2019	UP	RAIL	Rule 1	A - Body	Cary, NC	Car On Hand
☐	RAIL1011	TANK	RAIL00330204	04-23-2019	RAIL	RAIL	Rule 107	A - Body	Cary, NC	New
☐	RAIL1011	TANK	RAIL00329769	04-03-2019	RAIL	RAIL	Rule 1	D - Derailment/Accident	Cary, NC	Car On Hand
☐	RAIL1011	TANK	RAIL00329719	04-01-2019	RAIL	RAIL	Rule 107	D - Derailment/Accident	Cary, NC	Car On Hand
☐	RAIL1011	TANK	RAIL00327538	03-07-2019	RAIL	RAIL	Rule 1	C - Clean-out	Wilmington, NC	Car On Hand
☐	RAIL1011	TANK	RAIL00327475	02-27-2019	RAIL	RAIL	Defect Card	Y - Defect Card	N/A	New
☐	RAIL1011	TANK	RAIL00327366	02-15-2019	RAIL	RAIL	Defect Card	Y - Defect Card	N/A	New
☐	RAIL1011	TANK	RAIL00327368	02-15-2019	RAIL	RAIL	Rule 95	A - Body	Cary, NC	New
☐	RAIL1011	TANK	RAIL00327369	02-15-2019	RAIL	RAIL	Rule 96	A - Body	Cary, NC	New

« 1 2 3 4 5 6 7 ... 11 »

[Report Car On Hand](#)

Report Car 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	UP00330984	05-08-2019	UP	RAIL	Rule 1	A - Body	Cary, NC	Disposition Provided

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

Confirmation



TECHNICAL

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

Confirmation required.

Success!



Equipment successfully reported on hand.

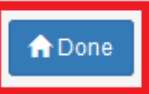


Confirm Car On Hand

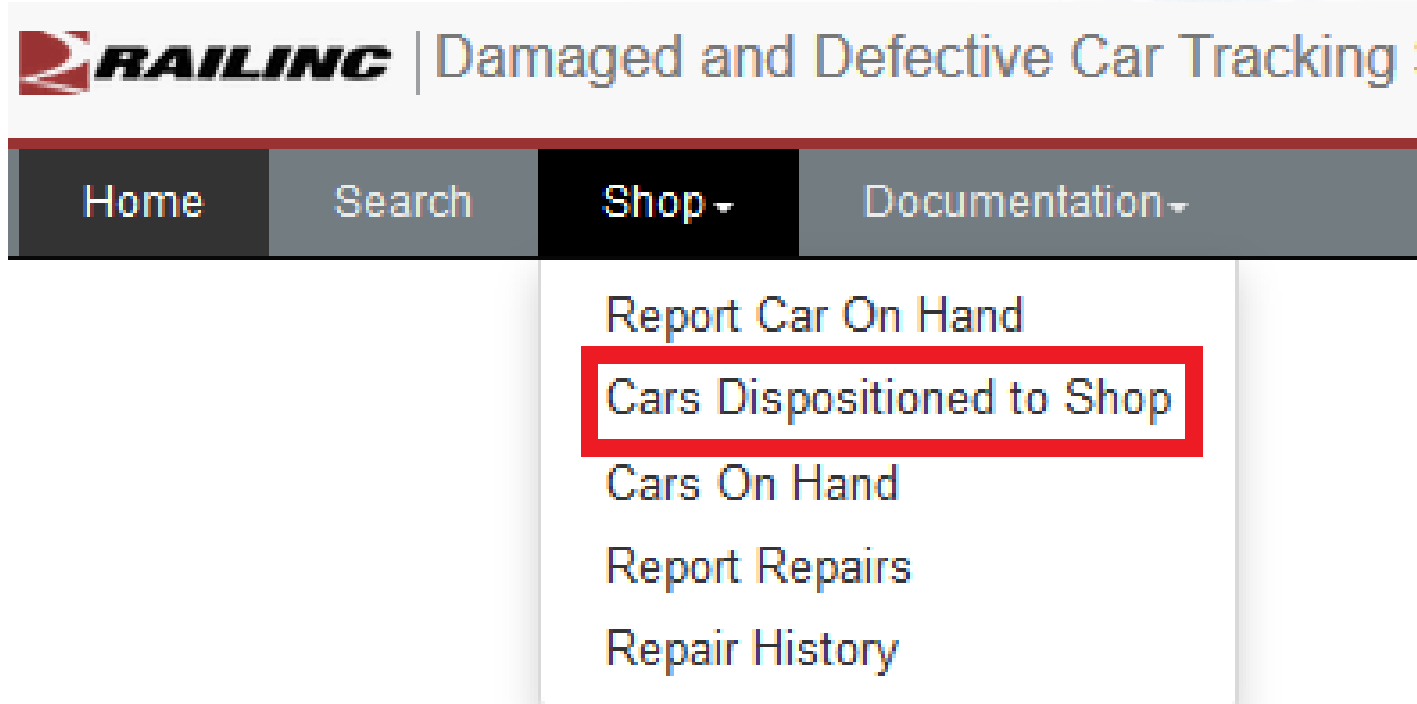
Shop: AARE-411657000 - CARY, NC

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	UP00330984	05-08-2019	UP	RAIL	Rule 1	A - Body	Cary, NC	Car On Hand



Report Car On Hand – Second Way



Cars Dispositioned to Shop



Cars Dispositioned to Shop

Search

Shop :
Disposition Date From :
Disposition Date To :

AARE411657000

02-09-2019mm-dd-yyyy

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

Reset Search

Search

Result List

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

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

Total items: 2 | Export CSV

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

Search : RAIL1011

	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
☒	RAIL1011	TANK	UP00330984	05-08-2019	UP	RAIL	Rule 1	A - Body	Cary, NC			AARE	411657000	Disposition Provided	05-08-2019
☐	RAIL1011	TANK	UP00330986	05-08-2019	UP	RAIL	Rule 107	A - Body	Cary, NC			AARE	411657000	Actual DV/Disposition Provided	05-08-2019

10501002505001000

Report Car On Hand

Done

© 2019 Railinc. All Rights Reserved.

40

Confirmation



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

Confirmation required.

Yes No

Success!



Equipment successfully reported on hand.



Confirm Car On Hand

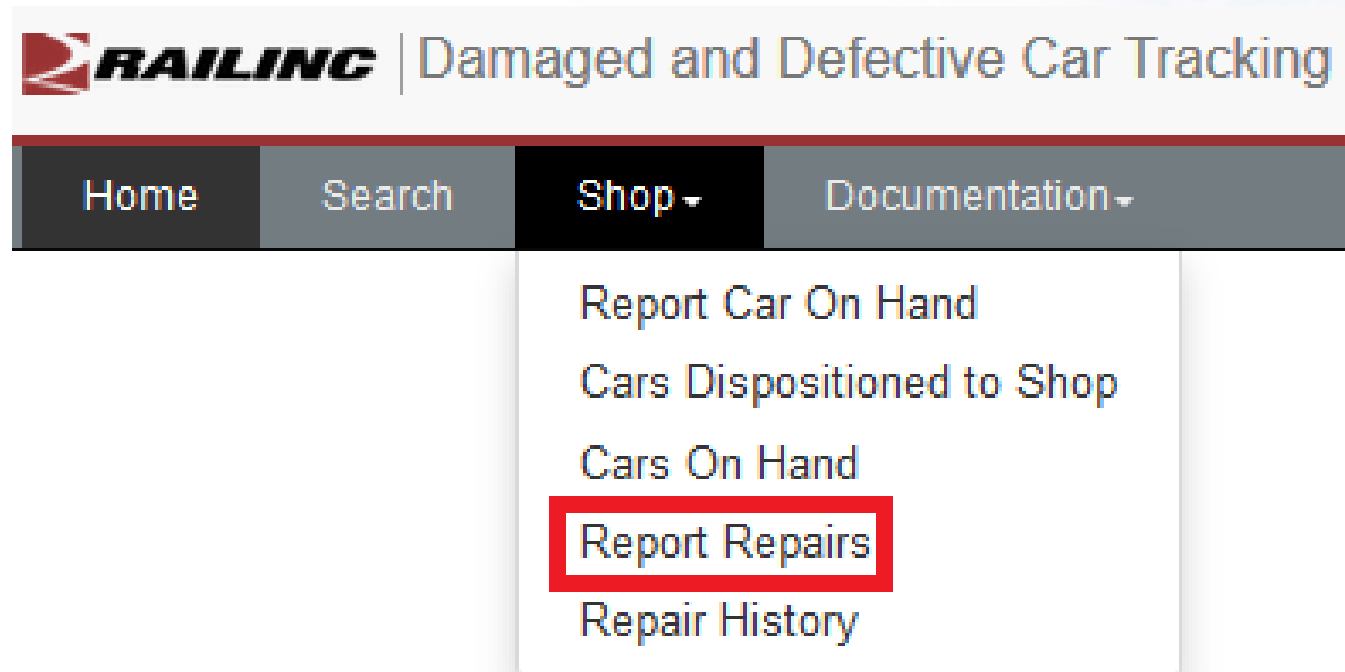
Shop: AARE-411657000 - CARY, NC

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	UP00330984	05-08-2019	UP	RAIL	Rule 1	A - Body	Cary, NC	Car On Hand

Done

Reporting Repairs



Report Repairs



Report Repairs ?

Shop:

AARE

411657000



Apply Filter

Clear Filter

Result List

Click "Equipment ID" to view or report repairs.

Equipment included:

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

Total items: 11

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

Search :

Enter Text

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
RAIL1011	TANK	UP00330984	05-08-2019	UP	RAIL	Rule 1	AARE	411657000	CARY, NC	Car On Hand	A - Body 0%

Repairs Screen



Repairs

General Incident Information

Equipment ID :

RAIL1011

Equipment Group :

TANK

Incident ID/Defect Card ID :

UP00330984

Incident Status :

Open

Interchange Rule :

1

Handling Carrier :

UP

Last Shop Location (SPLC) :

Status :
Car On Hand

Incident Date :
05-08-2019

Incident Location (SPLC) :
Cary, NC (411657000)

Car Mark Owner :
RAIL

Handling Carrier (UP) Contact Information

@railinc.com

+1.919

Cary, NC 27513 (US)

Car Mark Owner (RAIL) Contact Information

@railinc.com

919

Cary, NC 27513 (US)

Disposition

Final Shop

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

Disposition Requested by DDCTHC from UP on 2019-05-08 11:56:06 ET
Disposition Provided by DDCTCMO from RAIL on 2019-05-08 11:58:35 ET

Notes

Incident Notes:

Disposition Requested Notes:

Commodity/STCC Code:

2092335

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.

Car Inspected-No Defects Found

Report Repairs Complete

Intermediate Shop Complete

Cancel

Confirmation



☒ Are you sure you want to report repairs as complete?

Confirmation required.

Success!



Repairs successfully reported as complete.

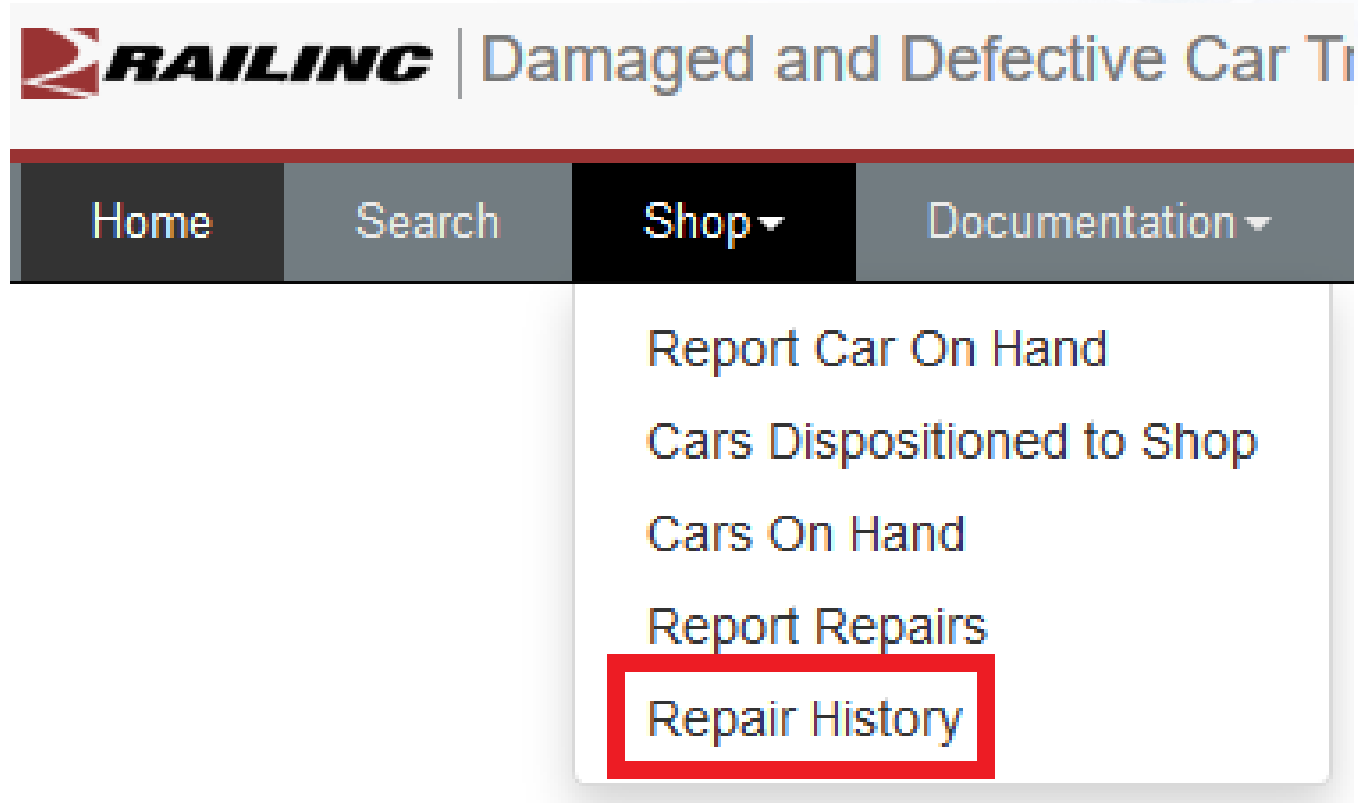


Repairs

General Incident Information

Equipment ID :	RAIL1011	Last Shop Location (SPLC) :	AARE - RAILINC CORPORATION - TEST CARY, NC (411657000)
Equipment Group :	TANK	Status :	Car Repairs Completed*
Incident ID/Defect Card ID :	UP00330984	Incident Date :	05-08-2019
Incident Status :	Closed*	Incident Location (SPLC) :	Cary, NC (411657000)
Interchange Rule :	1	Car Mark Owner :	RAIL
Handling Carrier :	UP		

Repair History



- The Repair History option from the Shop drop-down menu displays historical repair data

Repair History



Repair History

Search

Equipment ID

eg UP123456

Location SPLC

Nine-digits

Q

Date From

02-28-2019

Date To

05-29-2019

Q Search

Result List

Total items: 11

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

Search :

Enter Text

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
AARE26	BOXC	RAIL00288434	05-25-2017	RAIL	AARE	AARE	411657000	Cary	04-10-2019	Car Repairs Completed*	04-10-2019	M - Trucks, N - Underframe
RAIL1001	TANK	RAIL00263097	02-25-2016	RAIL	RAIL	AARE	411657000	Cary	05-07-2019	Intermediate Shop Complete		B - Braking System
RAIL1001	TANK	RAIL00263097	02-25-2016	RAIL	RAIL	AARE	411657000	Cary	05-07-2019	Intermediate Shop Complete		B - Braking System

© 2019 Railinc. All Rights Reserved.

49

Repairs



Repairs

General Incident Information

Equipment ID :

AARE26

Equipment Group :

BOXC

Incident ID/Defect Card ID :

RAIL00288434

Incident Status :

Closed*

Interchange Rule :

96

Handling Carrier :

RAIL

Last Shop Location (SPLC) :

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

Incident Type :

Cars shifting off center

Status :

Car Repairs Completed*

Incident Date :

05-25-2017

Incident Location (SPLC) :

Cary, KY (291617000)

Car Mark Owner :

AARE

Handling Carrier (RAIL) Contact Information

@railinc.com

919.

Cary, NC 27513 (US)

Car Mark Owner (AARE) Contact Information

@railinc.com

919.

Cary, NC 27513 (US)

Notes

Incident Notes:

Disposition Requested Notes:

Commodity/STCC Code:

Incident Defects

Defect Code	Description
M - Trucks	
N - Underframe	

Defect Card Repairs

No defect card created for this equipment.

Done

© 2019 Railinc. All Rights Reserved.

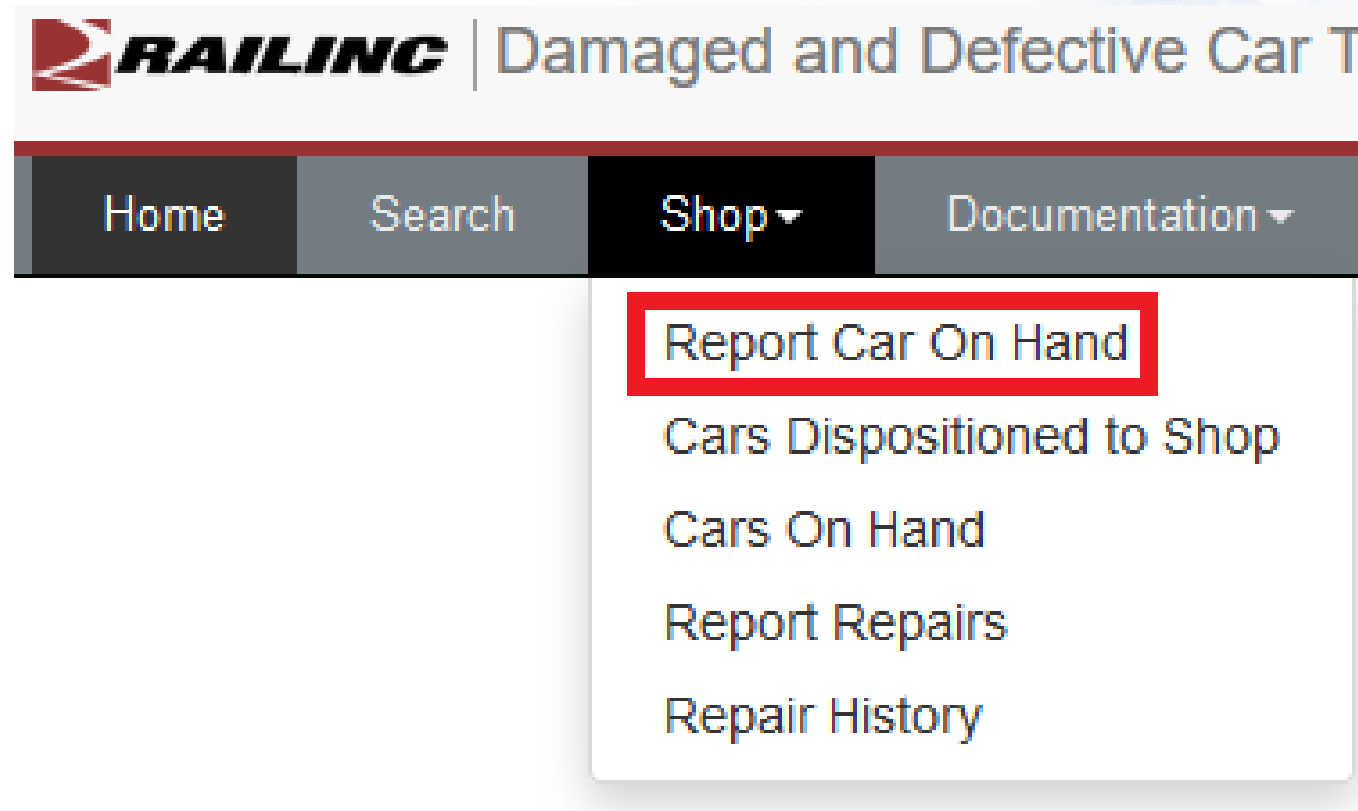
50

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

Reporting Equipment Unexpectedly On Hand



The first step to report an equipment unexpectedly on hand is to click the “Shop” tab from the grey menu bar and then click the “Report Car On Hand” Option from the drop-down menu.

Report Car On Hand



Report Car On Hand

Shop:

C006

Shop SPLC



* 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.

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



→ Continue

⬆ Done

Report Car On Hand: Unexpected Arrival



Report Car On Hand

Shop: C006-411657000 - CARY, NC

Jump to: Unexpected Equipment 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

Equipment ID ▲	Equipment Group ▼	Incident ID/DefectCard ID ▼	Date ▼	Originating Road ▼	Car Mark Owner ▼	Interchange Rule ▼	Defect	Location ▼	Status ▼
RAIL14419	BOXC	CSXT00330952	05-07-2019	CSXT	RAIL	Rule 107	A - Body	Nashville, TN	Actual DV/Disposition Provided

← Previous

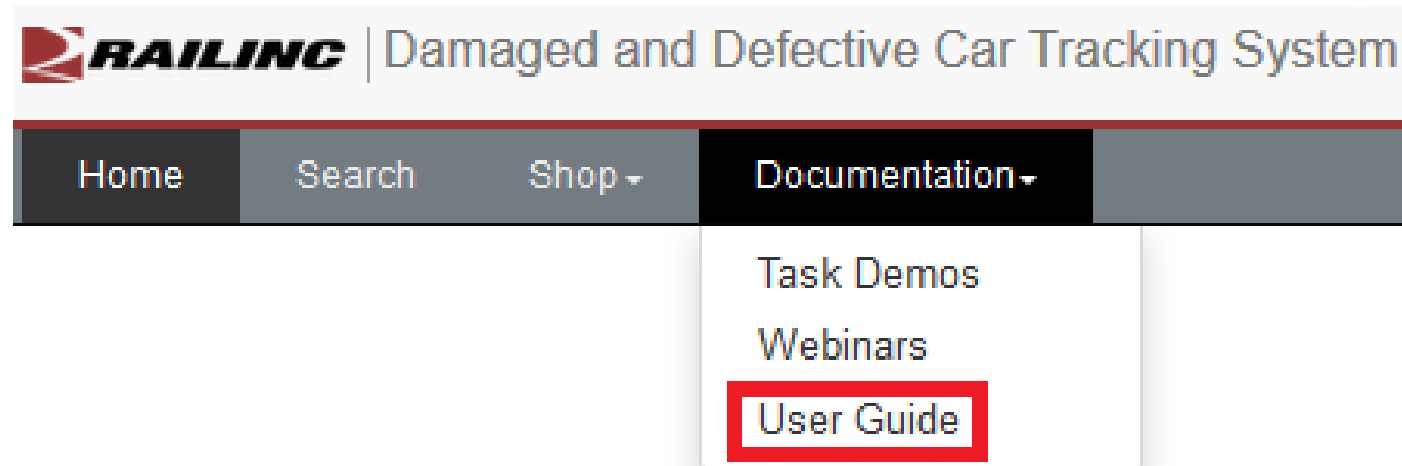
✕ Cancel

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

DDCT User Guide



- The User Guide can be found from the Documentation tab.

DDCT User Guide



Damaged and Defective Car Tracking (DDCT) User Guide



7001 Weston Parkway, Suite 200
Cary, North Carolina 27513

© 2018 Railinc Incorporated. All Rights Reserved.

Last Updated: August 2018

Table of Contents



DDCT User Guide

Table of Contents

Learning about DDCT	1
Annotation Terminology	2
General User Interface and System Requirements	3
Accessing the Railinc Customer Success Center	3
Getting Started	4
Register to Use Railinc SSO	4
Role-Based Application	4
Requesting DDCT Access	5
DDCT and FindUs.Rail Requirements	6
Logging in to DDCT	9
Search	11
Viewing Search Results	14
Viewing Incident Car Details	15
Viewing Defect Card Details	17
Viewing ICB Records	17
Exporting Search Results	18
Incidents	19
Create Incident	19
Creating Rule 1 and 108 Incidents	28
VFLT Incident Details Processing	30
Adding/Removing/Viewing Attachments	33
Saving a Draft Incident	37
Viewing Incident Drafts	38
Printing Car Details	40
Equipment Restenciled via Umler/DDCT Rules	41
Remove From Incident	42
Re-Add Car (Rule 96 and Rule 107 only)	43
Truck Hunting (THD) and Early Warning (EW) and Maintenance Advisory (MA)	44
Audit Log	47
Update Incidents	49
Third Party Requests	50
Assigning to Third Party	50
Accepting/Rejecting Third Party Requests	53
Autocloses	55
Autoclose Rule 1 Incident – 3 Loaded Trips	55
Autoclose Rule 95, 107 Incidents and Defect Cards	56
Damaged Cars	57
Request Actual DV/Disposition	58
Provide Actual DV/Disposition	61
Handling Carrier Provides Disposition	71
Offer Settlement/Handling Carrier Repair	72
Offer Settlement	74

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.

Use the following procedure to add contact information in FindUs.Rail:

1. As described in the [FindUs.Rail User Guide](#), go to the Railinc portal at <http://www.railinc.com>, enter your SSO User ID and password, and select the FindUs.Rail application.
2. Select **Contacts > Add Contact** to display the Add Contact page.
3. Complete the available contact information input fields.
4. Select a Category:
 - a. Shop users should select **Repair Shop** (and then Cleaning, Shop Contact, or Tank Car), **Scraper, Pre-Trip Location**, or **Storage Facility** ([Exhibit 3](#)) and then proceed to Step 5.
 - b. Handling Carrier and Car Mark Owner users should select **Damaged Defective Car Tracking** ([Exhibit 3](#)) and then proceed to Step 6.
 - c. Interchange Bureaus should select **Interchange Bureau** ([Exhibit 3](#)) and then proceed to Step 7.

DDCT User Guide: Shop Section



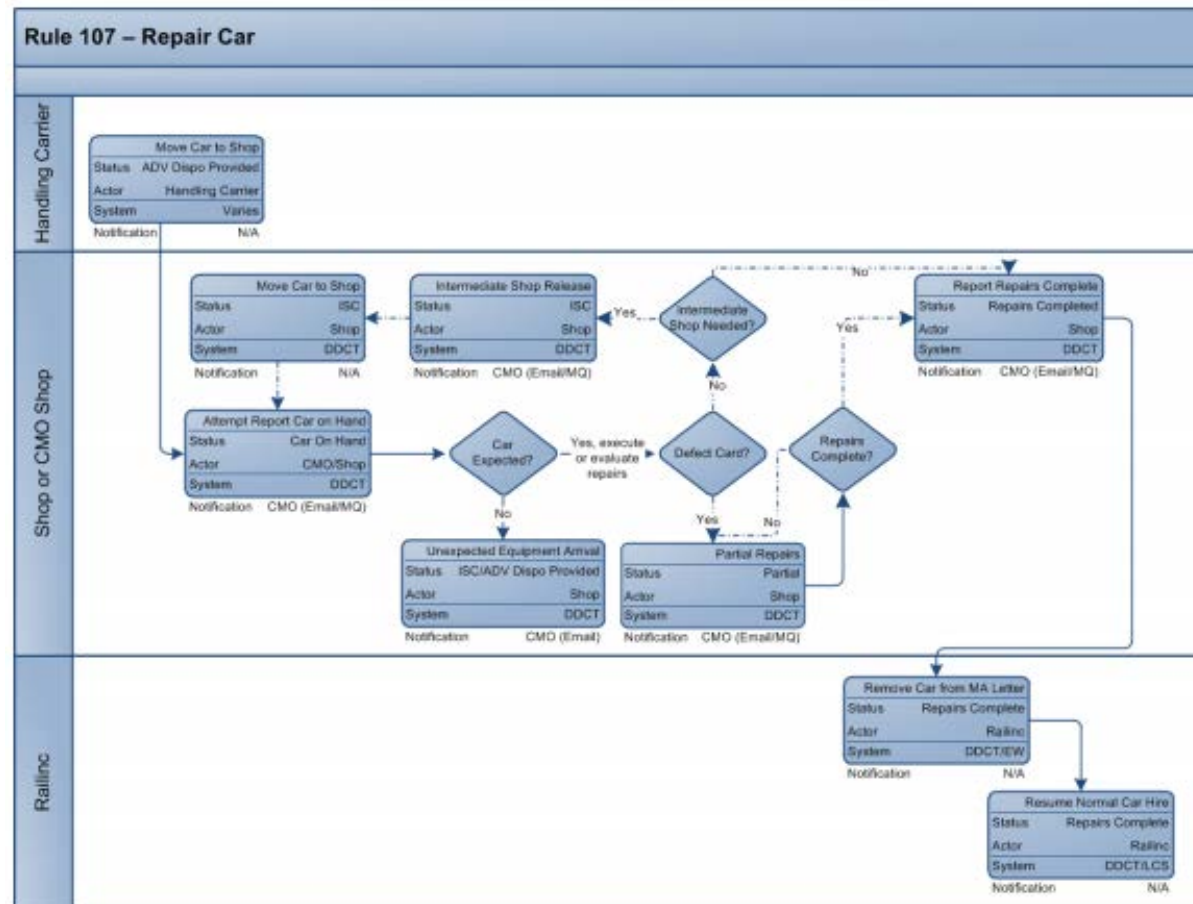
DDCT User Guide

Accept/Reject Salvage Value	92
Car Dismantling Procedure for Incidents Created Prior to February 21, 2017.....	93
Defect Cards	96
Create Defect Card.....	97
Creating a Defect Card that is Not Associated with an Incident.....	97
Creating a Defect Card that is Associated with an Incident	99
Saving a Defect Card	103
Saving a Defect Card as a Draft.....	104
Report Defect Card Repairs.....	105
View Defect Card Drafts.....	106
Shop.....	108
Report Car On Hand.....	109
Reporting Unexpected Cars On Hand	114
Cars Dispositioned to Shop	114
Cars On Hand	116
Report Repairs	117
Intermediate Shop Complete	120
Repair History.....	121

Flow Diagrams

DDCT Flow Diagrams

Rule 107 — Car Repair



Ctrl + F Search



Launch Pad - Railinc skillport Advanced Query Permissions Product Training Edit User Profile FindUs.Rail | We shop| 1/236

Accept/Reject Settlement	79
Defective Cars	81
Request Disposition	81
Provide Disposition	84
Provide Salvage Value	87

DDCT User Guide | Revised August 2018

DDCT User Guide

Accept/Reject Salvage Value	92
Car Dismantling Procedure for Incidents Created Prior to February 21, 2017	93
Defect Cards	96
Create Defect Card	97
Creating a Defect Card that is Not Associated with an Incident	97
Creating a Defect Card that is Associated with an Incident	99
Saving a Defect Card	103
Saving a Defect Card as a Draft	104
Report Defect Card Repairs	105
View Defect Card Drafts	106
Shop	108
Report Car On Hand	109
Reporting Unexpected Cars On Hand	114
Cars Dispositioned to Shop	114
Cars On Hand	116
Report Repairs	117
Intermediate Shop Complete	120
Repair History	121

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**

Understanding the Search Screen



RAILINC | Damaged and Defective Car Tracking System

Home Search Shop Documentation

Search Incident, Defect Card, and ICB Record

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

Equipment ID: Equipment ID supports wildcard (*) search. (ex. BN*, BNSF*, BNSF123456). Single Equipment Search will return all open incidents for the intermediate carrier. Input the specific equipment initial and number (e.g., BNSF123456). Use commas, or space to separate multiple entries (e.g., BNSF1234, BNSF123456 bnsf124550). A maximum of 200 equipment units can be entered.

☐ Include Third Party Requests

Incident ID/Defect Card ID: eg MARK00123456

From Date: 06-27-2018

To Date: 06-27-2019

Search As: ☐ HC ☐ CMO ☒ Both

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

Status: ☒ Open ☐ Closed

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	

ICB ID: eg 123

Disposition Shop Mark: 2 - 4 ALPHA [Q](#)

Shop Couplet SPLC: Nine-digits [Q](#)

Equipment Group: All

Location SPLC: Nine-digits [Q](#)

Incident Type: All

Defect Type: All

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.

Deleting Cookies and Cache Ctrl + Shift + Del



Google Chrome

Clear browsing data

Basic Advanced

Time range: Last hour

- ☒ **Browsing history**
Clears history and autocompletions in the address bar.
- ☒ **Cookies and other site data**
Signs you out of most sites.
- ☒ **Cached images and files**
Frees up less than 319 MB. Some sites may load more slowly on your next visit.

Cancel Clear data

Internet Explorer

Delete Browsing History

☐ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☒ **Temporary Internet files and website files**
Copies of webpages, images, and media that are saved for faster viewing.

☒ **Cookies and website data**
Files or databases stored on your computer by websites to save preferences or improve website performance.

☒ **History**
List of websites you have visited.

☐ **Download History**
List of files you have downloaded.

☐ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☒ **Tracking Protection, ActiveX Filtering and Do Not Track d**
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

About deleting browsing history Delete Cancel

Mozilla Firefox

Clear Recent History

Time range to clear: Today

History

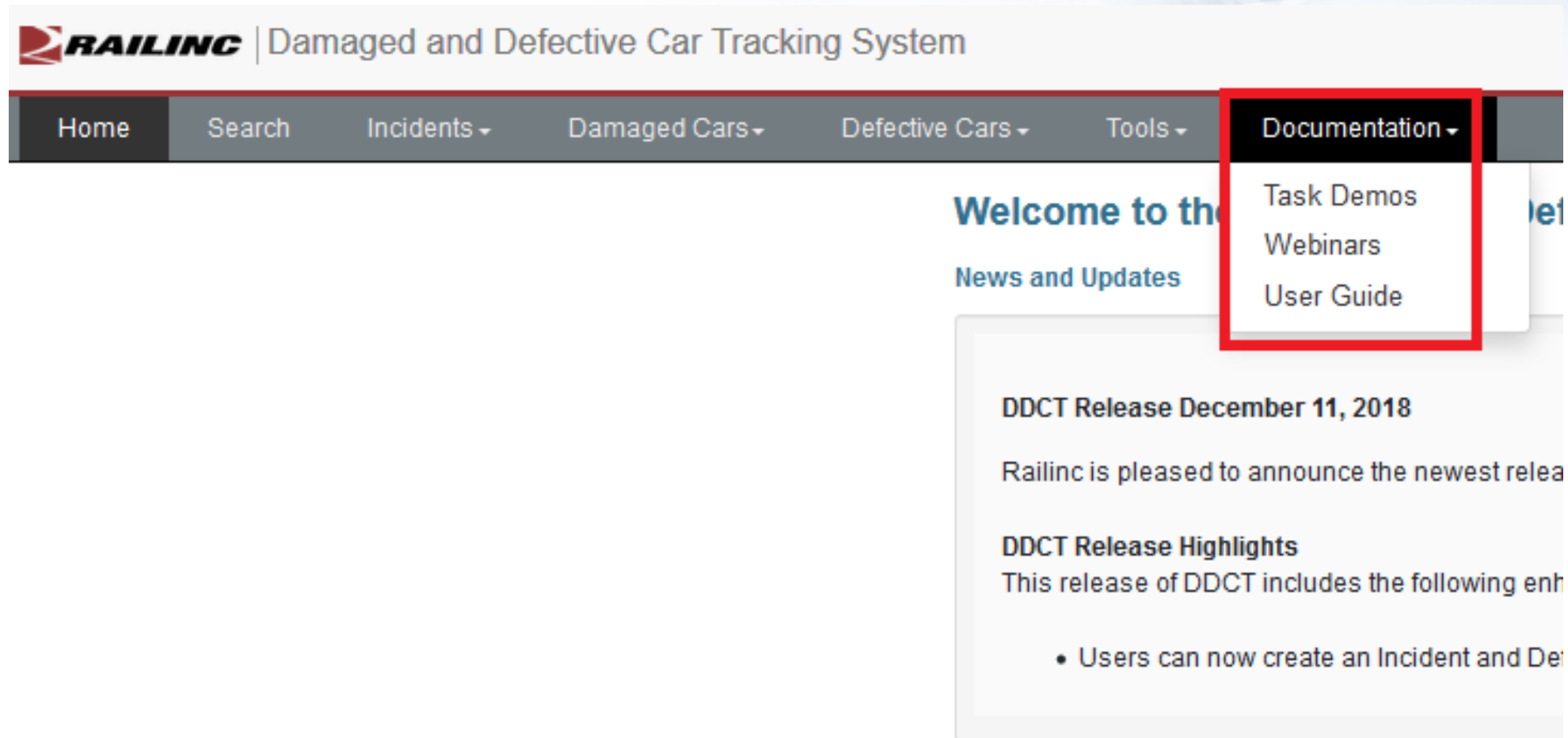
- ☒ **Browsing & Download History**
- ☒ **Active Logins**
- ☒ **Form & Search History**
- ☒ **Cookies**
- ☒ **Cache**

Data

- ☐ **Site Preferences**
- ☐ **Offline Website Data**

Clear Now Cancel

Documentation Tab



- Clicking the “Documentation” option 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

Railinc.com Product Training



The screenshot shows the Railinc.com website. At the top is a black header with the Railinc logo. Below it is a grey navigation bar with links: About Us, Working With Railinc, Products & Services, Careers, and Contact Us. The 'Products & Services' dropdown menu is open, showing options: All Products, Products by Customer Type, Products by Theme, and Product Training (which is highlighted with a red box). The main banner features a landscape with mountains and a train, with the text 'Railinc Keeps You Moving'. On the right is a red sidebar for 'Customer Login' with fields for User ID and Password, and a LOGIN button. Below the banner are four columns: RECENT NEWS (with a link to a 2019 North American Railcar and Locomotive Review Q&A), BUSINESS SOLUTIONS (with a link to Find an industry contact), FINDUS.RAIL (with a link to FIND CONTACTS NOW), and CUSTOMER CENTER (with contact information and a link to Get answers to common customer requests).

RAILINC

About Us ▾ Working With Railinc ▾ Products & Services ▾ Careers ▾ Contact Us ▾

All Products
Products by Customer Type
Products by Theme
Product Training

Railinc Keeps You Moving

Customer Login >

User ID
Forgot User ID?

Password
Forgot Password?

LOGIN

Need to Register?

RECENT NEWS

2019 North American Railcar and Locomotive Review Q&A

April 8 - Railinc's senior data scientist

BUSINESS SOLUTIONS

Railinc supports railroads, equipment owners, shippers and suppliers across the supply chain. Get started here:

- Find an industry contact

FINDUS.RAIL

Use FindUs.Rail to quickly find contacts from across the North American freight rail industry.

> FIND CONTACTS NOW

CUSTOMER CENTER

1-877-RAILINC |
csc@railinc.com

Get answers to common customer requests:

DDCT Task Demos





[About Us](#) [Working With Railinc](#) [Products & Services](#) [Careers](#) [Contact Us](#) [Customer Login](#)

[Railinc](#) // [Products & Services](#) // [All Products](#) // [Industry Products](#) // [Damaged and Defective Car Tracking](#) // [DDCT Training](#) // [DDCT Task Demos](#)

> Industry Products

[AskRail](#)
[Asset Health Data Summaries](#)
[Asset Health Strategic Initiative](#)
[Car Hire](#)
[Car Repair Billing](#)
[Clear Path System](#)
[Component Tracking](#)
[Damaged and Defective Car Tracking](#)
[DDCT Capabilities](#)
[DDCT Training](#)
[DDCT Task Demos](#)
[DDCT Webinars](#)
[Get Started with DDCT](#)
[Early Warning](#)
[Embargoes](#)
[Equipment Health Management System](#)
[Equipment Health View](#)
[Equipment Quality Reporting](#)
[Forward and Store](#)
[Freight Loss Data Exchange](#)
[ISA Repository](#)

DDCT Task Demos

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.

Getting Started with DDCT

Users are required to perform a number of steps before using the DDCT system. These actions require a Railinc User ID and password. This demo covers the following topics:

- Registering in Single Sign-On (SSO)
- Requesting access to DDCT
- Overview of DDCT Application Rules

[View the Getting Started with DDCT demo now.](#)

Rule 1 - Care of Freight Cars, Inspections, Repairs to Foreign Cars . . . (et al)

Rule 1 covers the care of freight cars, inspections, repairs to foreign cars, disposition for unacceptable cars, gages and publications required, and car classification. This demo covers the following topics:

- Creating a Rule 1 incident
- Creating a defect card
- Requesting disposition
- Providing disposition

[View the Rule 1 demo now.](#)

Railinc Keeps You Moving.

Jacob Kriegsman

Phone: 877-RAILINC

Email: CSC@Railinc.com

