# Damaged and Defective Car Tracking System for Shop Users

Presenter: Sabrina Knott

September 2023

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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

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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.

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# 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. |

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# DDCT Utilizes Industry Applications

- DDCT interfaces with several industry applications at Railinc such as:
  - **Umler®** - used to verify equipment is registered and capture the stencil mark owner (SMOW)
  - **Industry Reference Files (IRF)** - reference files such as Standard Transportation Commodity Code (STCC) and Standard Point Location Code (SPLC)
  - **Event Repository (ER)** - used to verify HC has possession (TRAIN/EDI messages)
  - **Liability Continuity System (LCS)** - DDCT sends events related to the Car Hire process
  - **FindUs.Rail** - contact information for CMO, HC and Shop couplets to send notifications related to incidents
  - **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

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# DDCT Incident Types

| Damaged Incident<br>Carrier Responsibility | Defective Incident<br>Car Owner Responsibility |
| --- | --- |
| **Rule 107 – Major Damage**<br>• Car Hire Implications<br>• Settlements can be offered<br>• Dispositions made<br>• Defect Cards are created | **Rule 108 – Major Defects**<br>• Car Hire Implications<br>• Dismantle can be authorized<br>• Dispositions made<br>• Load up can be authorized |
| **Rule 95 – Minor Damage**<br>• Defect Cards are created | **Rule 96 – Major Defects**<br>• Dispositions made |
| **Rule 102 – Defect Card**<br>• Stand alone Defect Card | **Rule 1 – Minor Defects**<br>• Car Hire Implications<br>• Dispositions made |

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# 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

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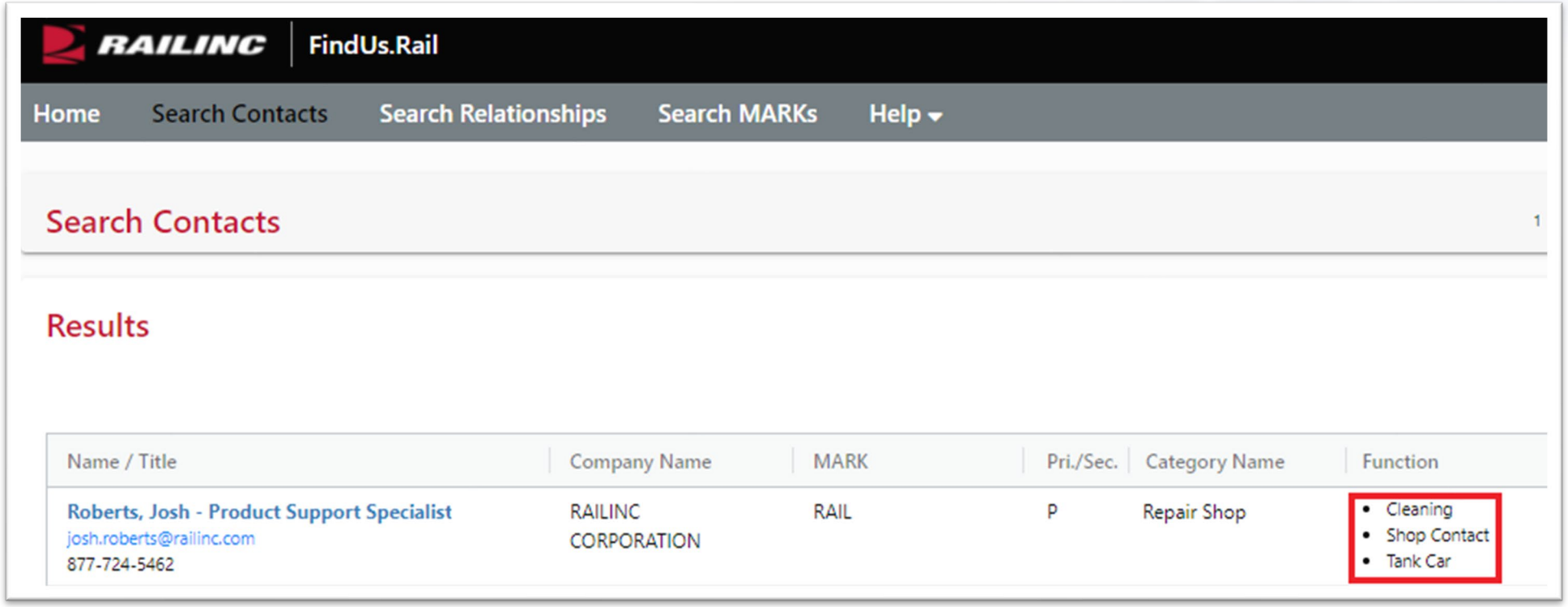
# FindUs.Rail Detail




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

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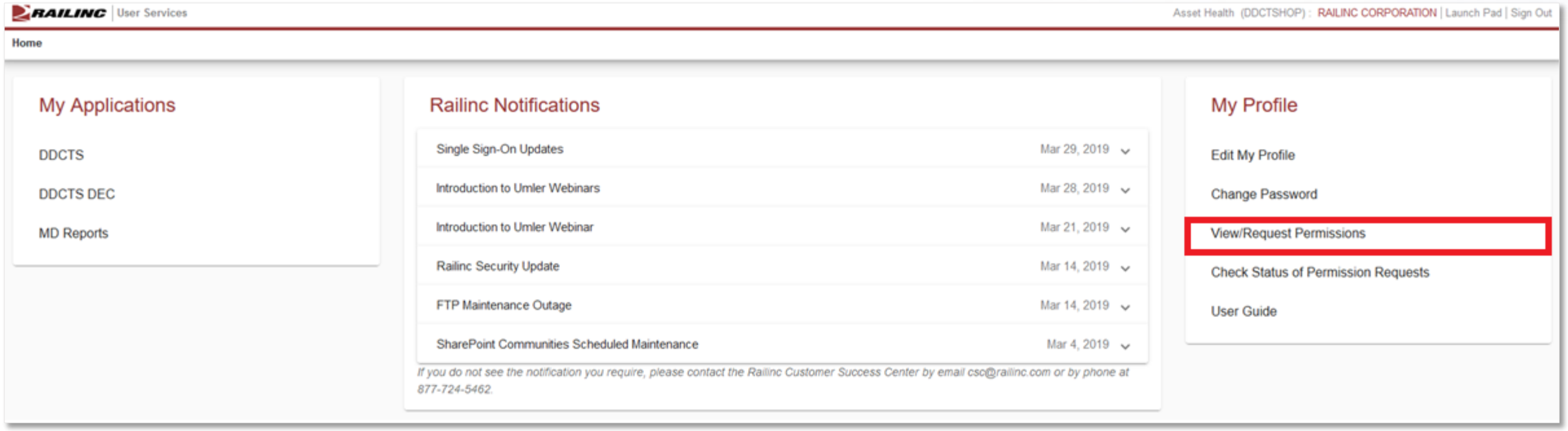
# Requesting Permission




- Permissions can be requested from your Launch Pad.

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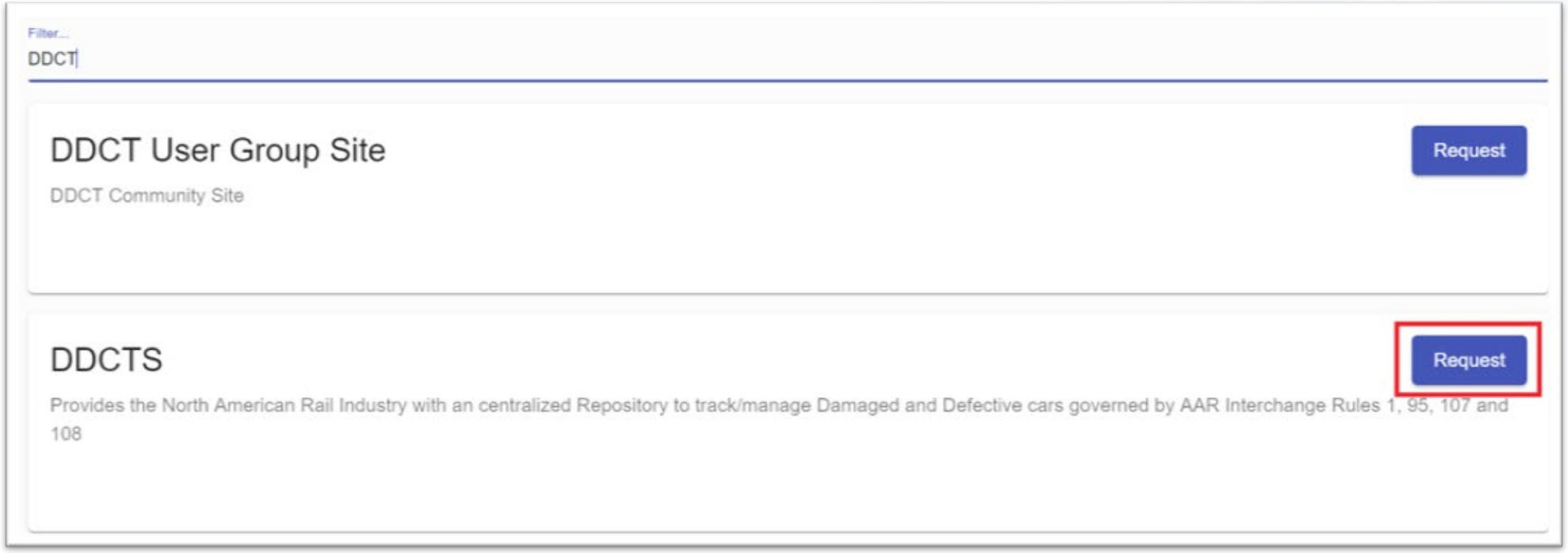
# Requesting Permission




- 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.

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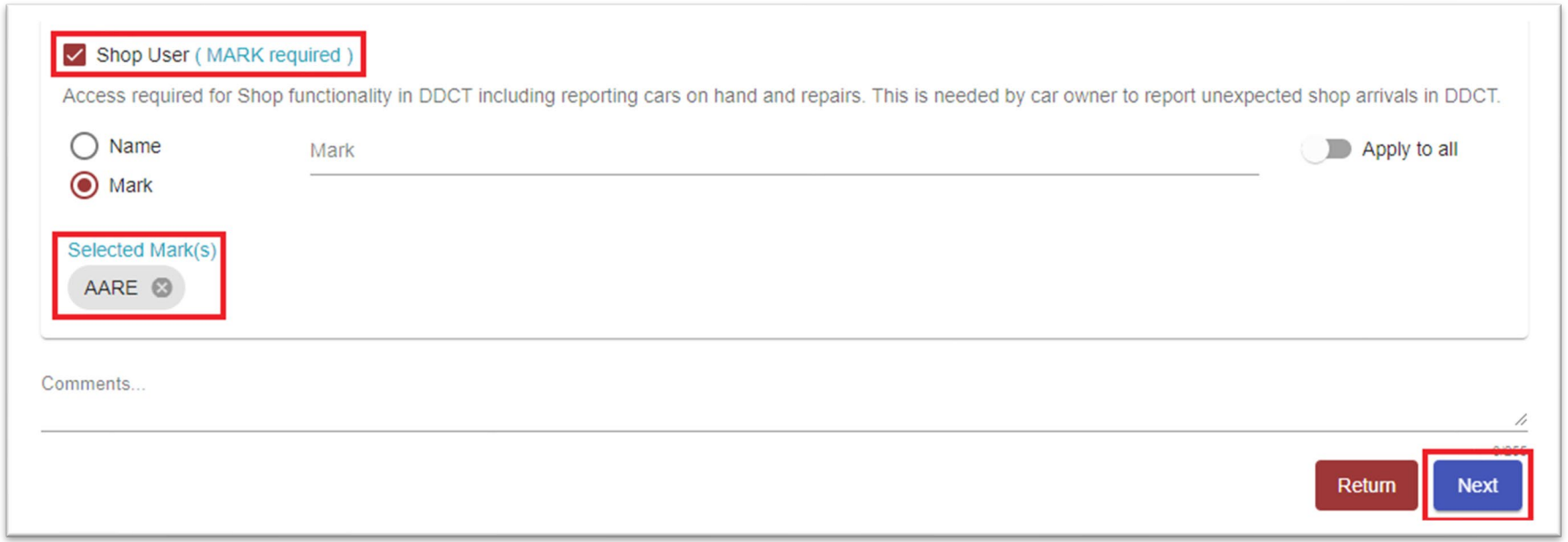
# Selecting a Role

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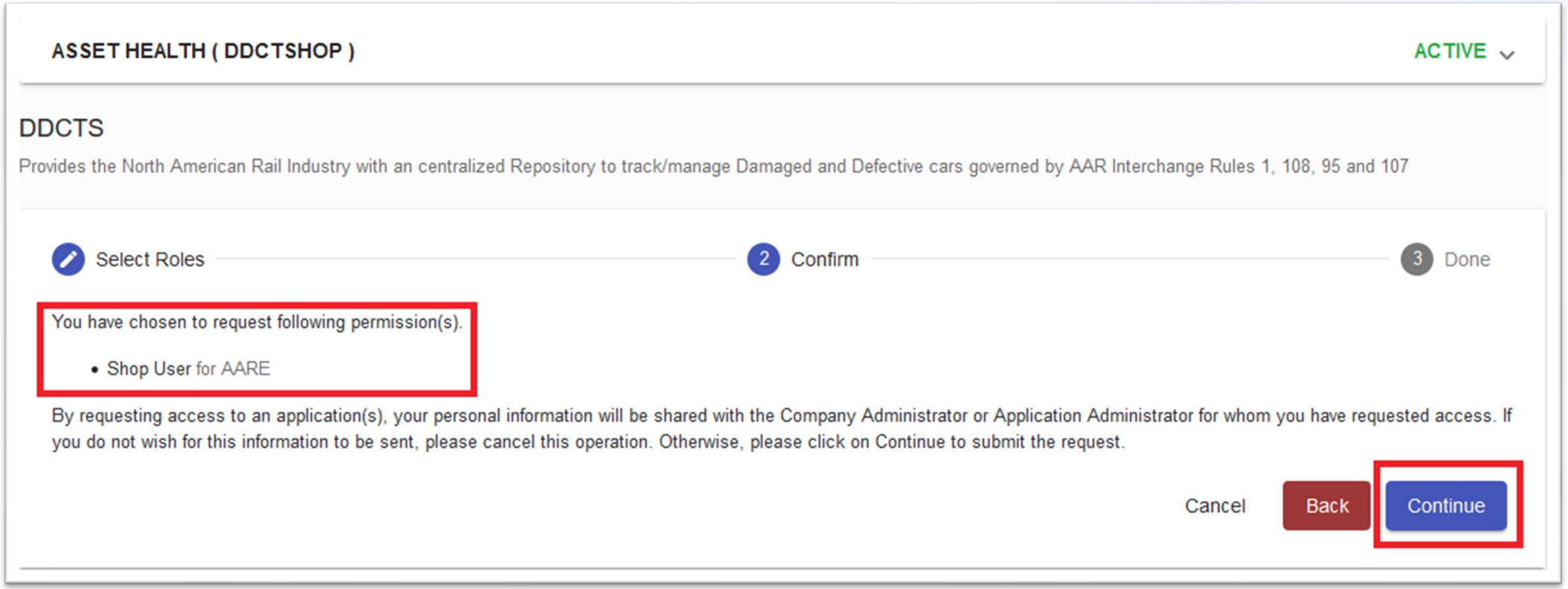
# Role Confirmation




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

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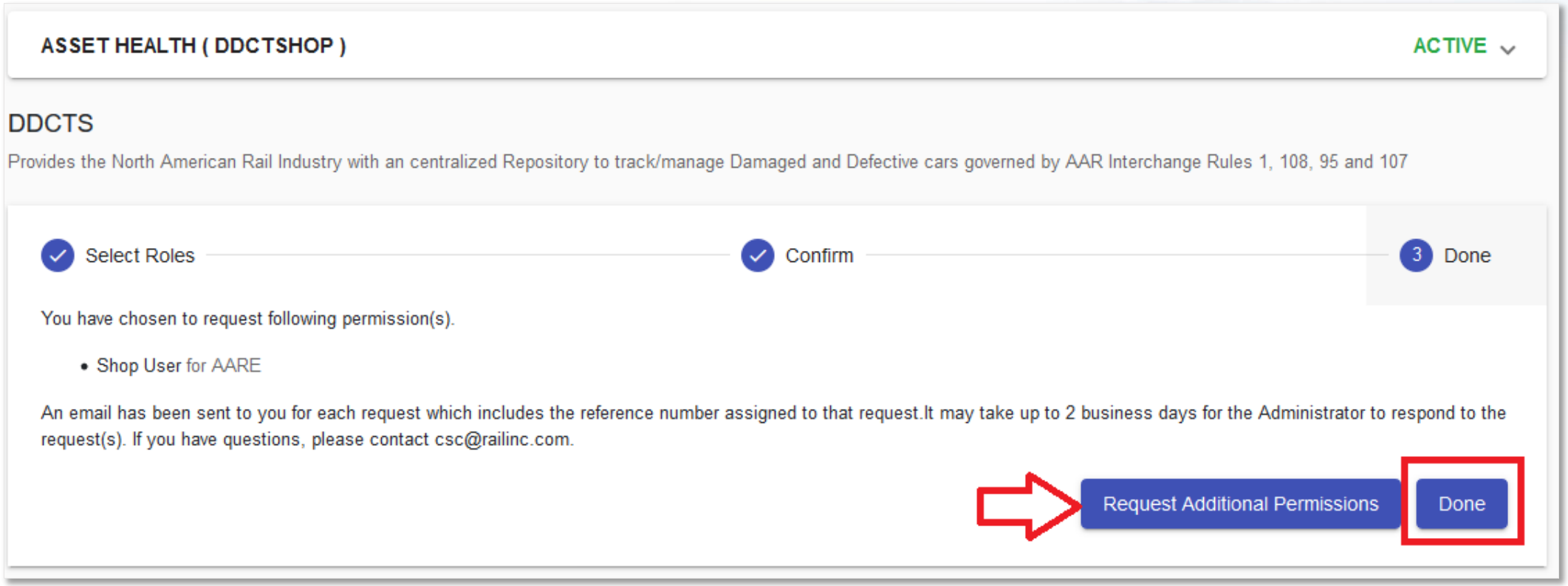
# Success!




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

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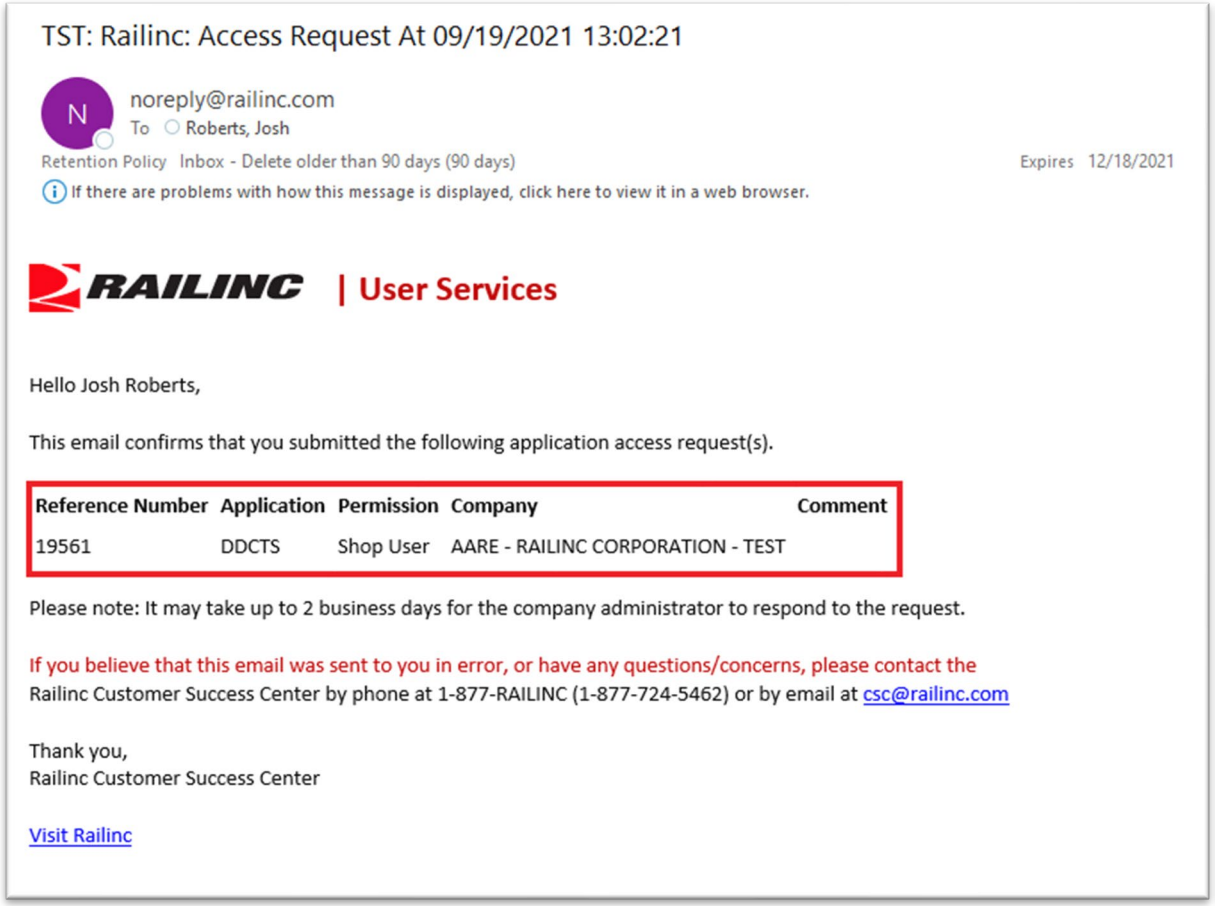
# Permission Request Notification

- 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.

RAILINC | User Services

Hello Josh Roberts,

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

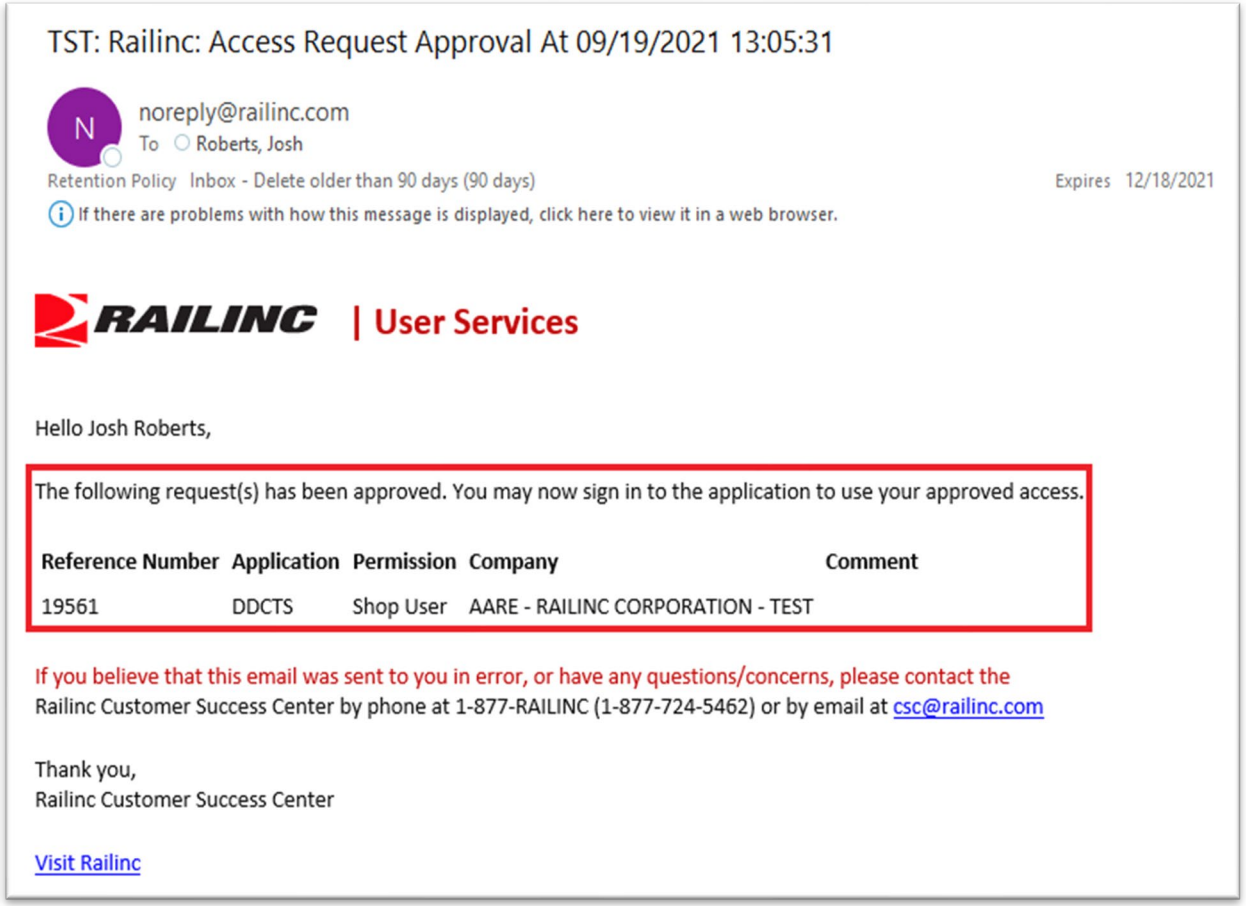
| Reference Number | Application | Permission | Company | Comment |
|---|---|---|---|---|
| 19561 | DDCTS | Shop User | AARE - RAILINC CORPORATION - TEST | |

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.

RAILINC | 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

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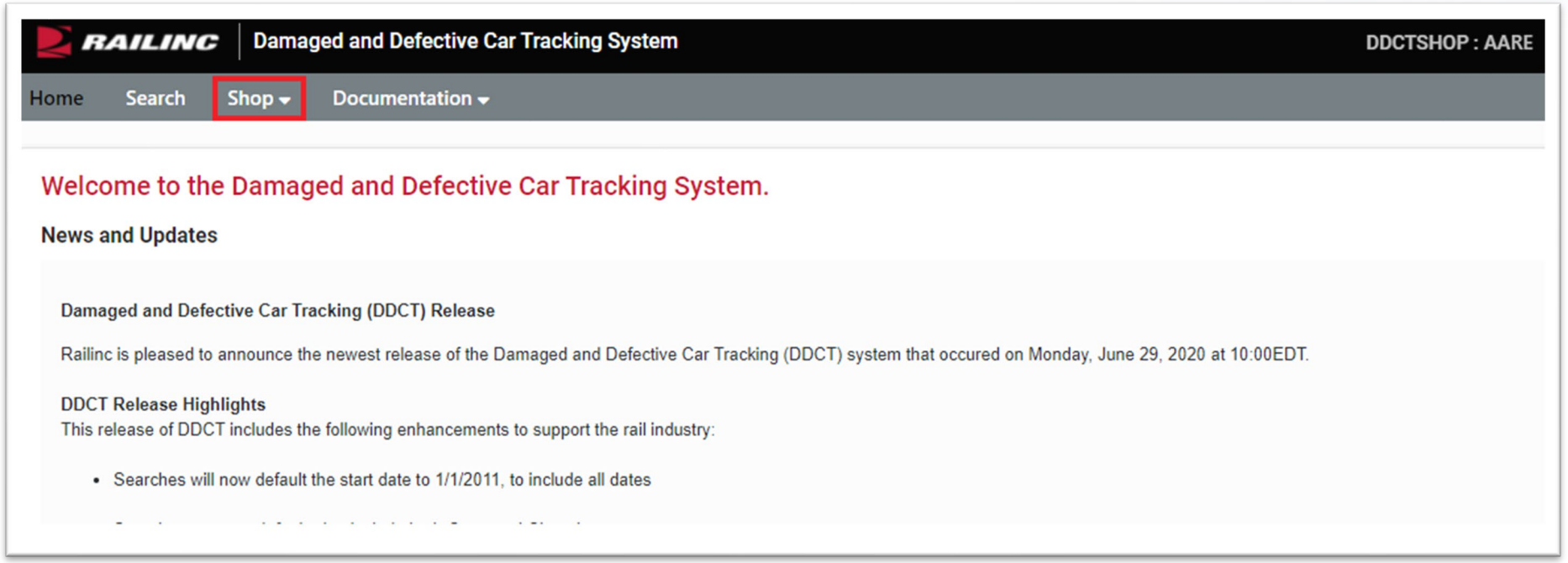
# DDCT Home Page

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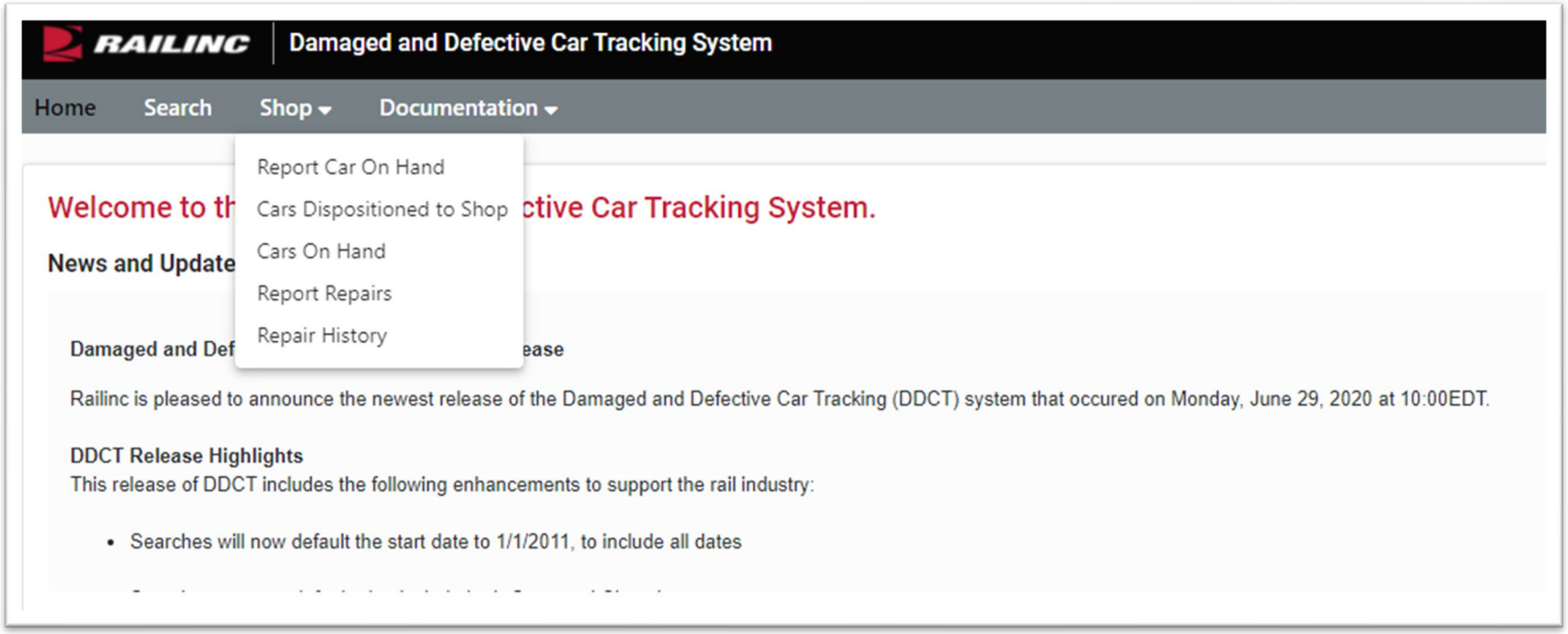
# Shop Tab Overview




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

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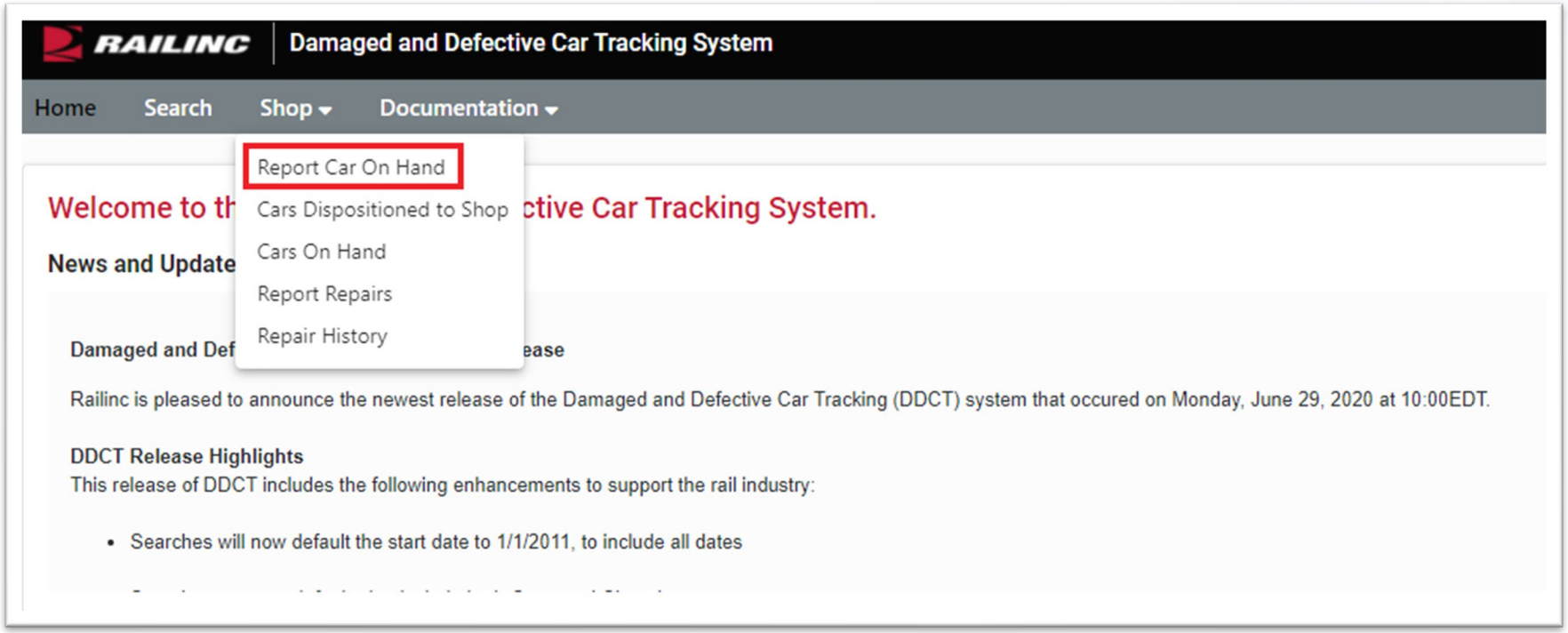
# Report Car on Hand Function




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

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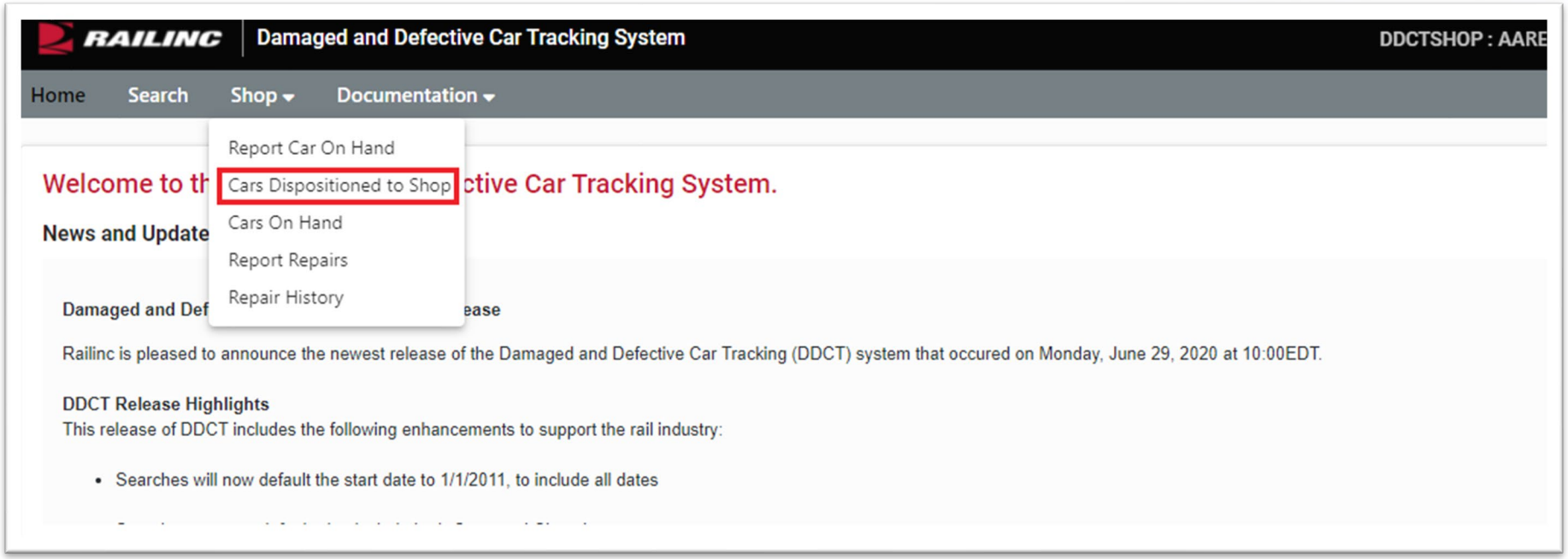
# Cars Dispositioned to Shop Function




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

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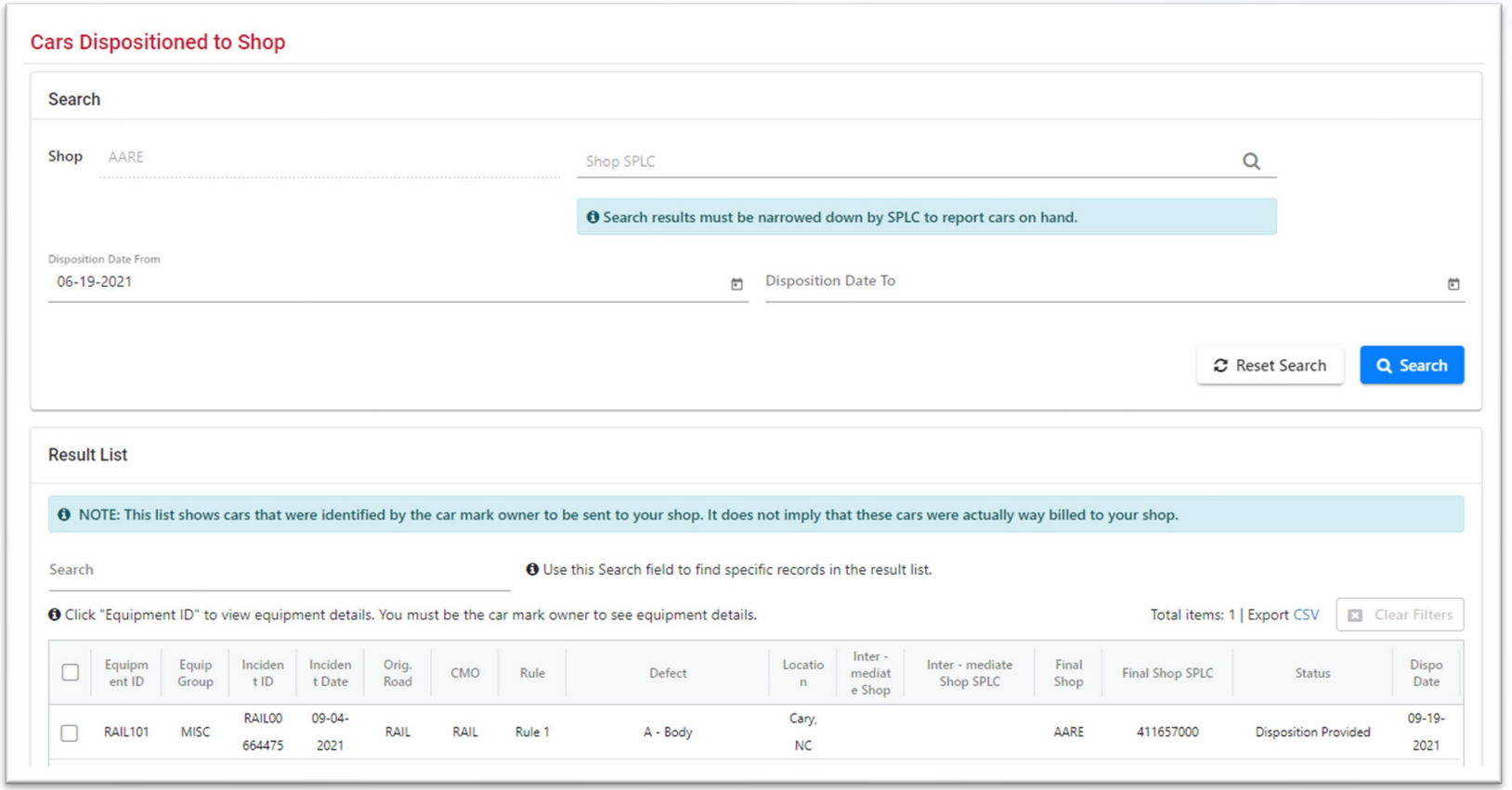
# Cars Dispositioned to Shop

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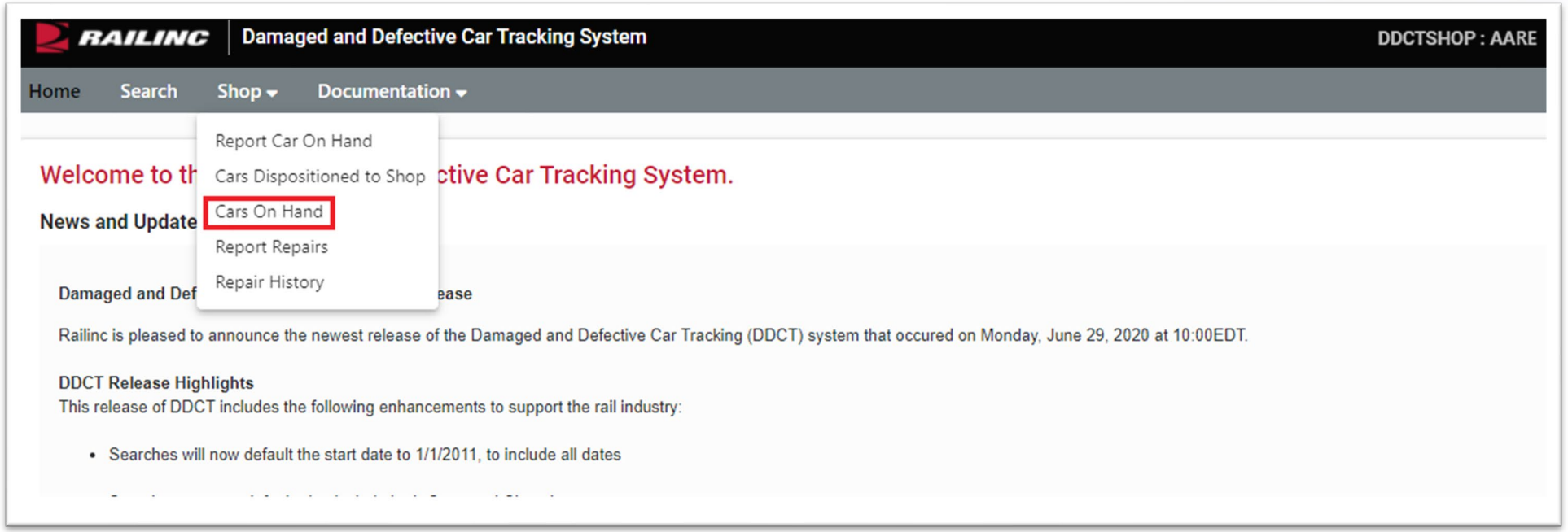
# Cars on Hand Function




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

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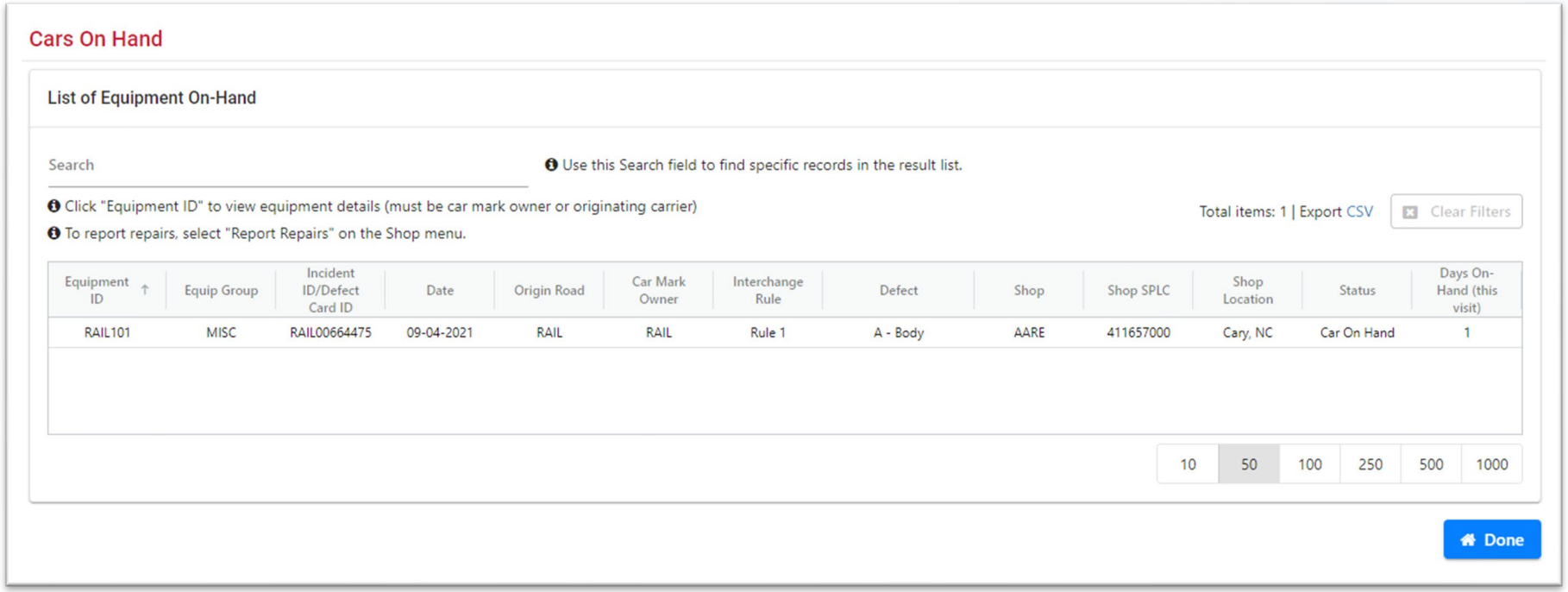
# Cars on Hand

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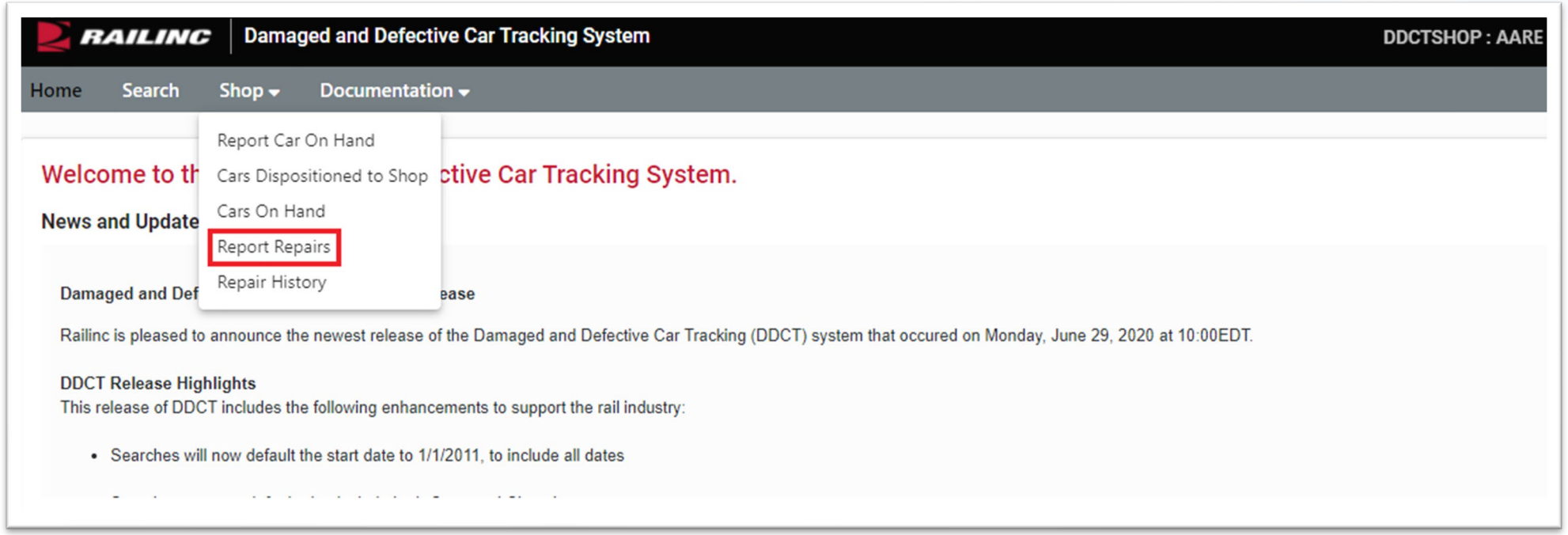
# Report Repairs Function




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

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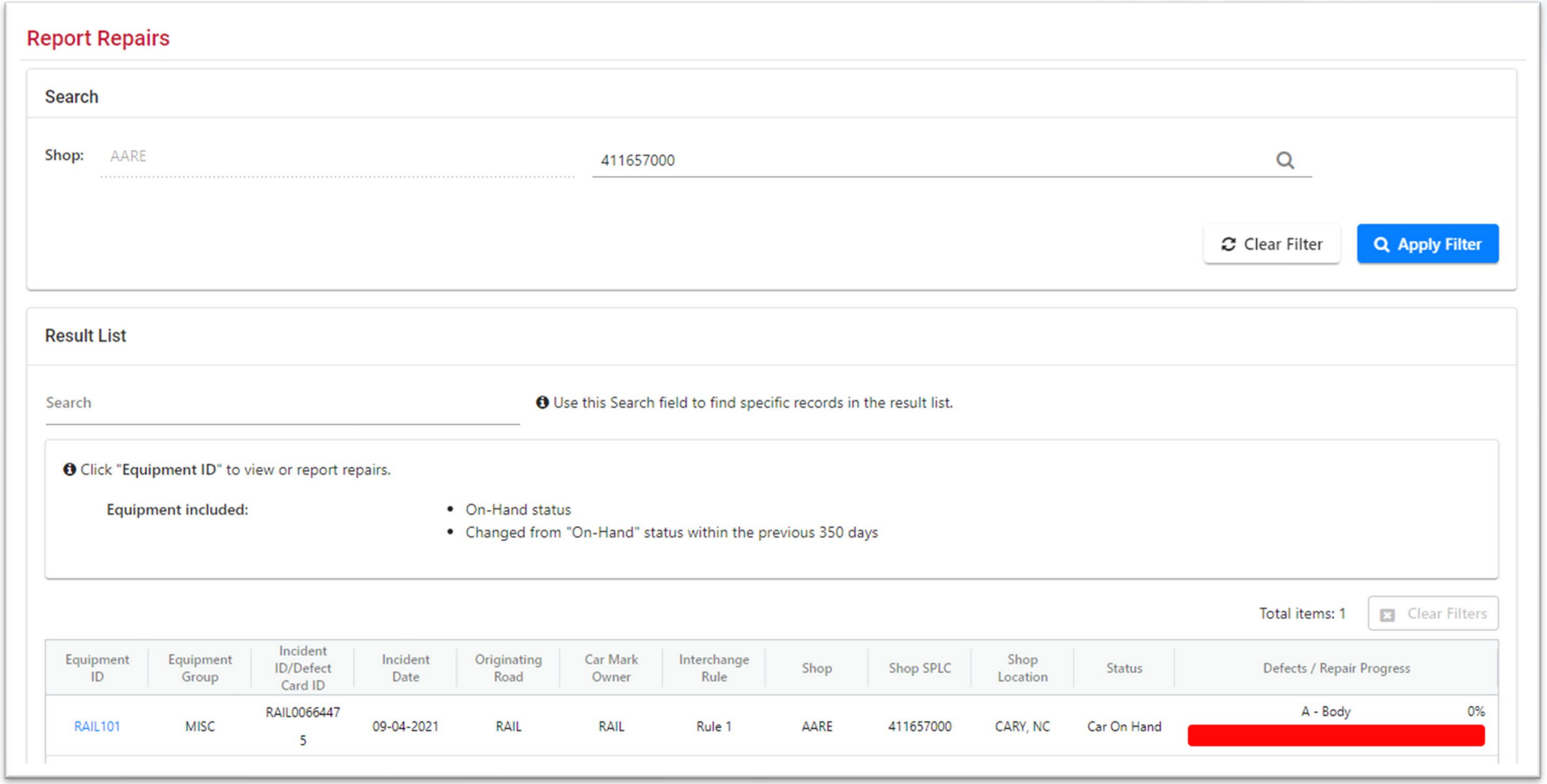
# Report Repairs

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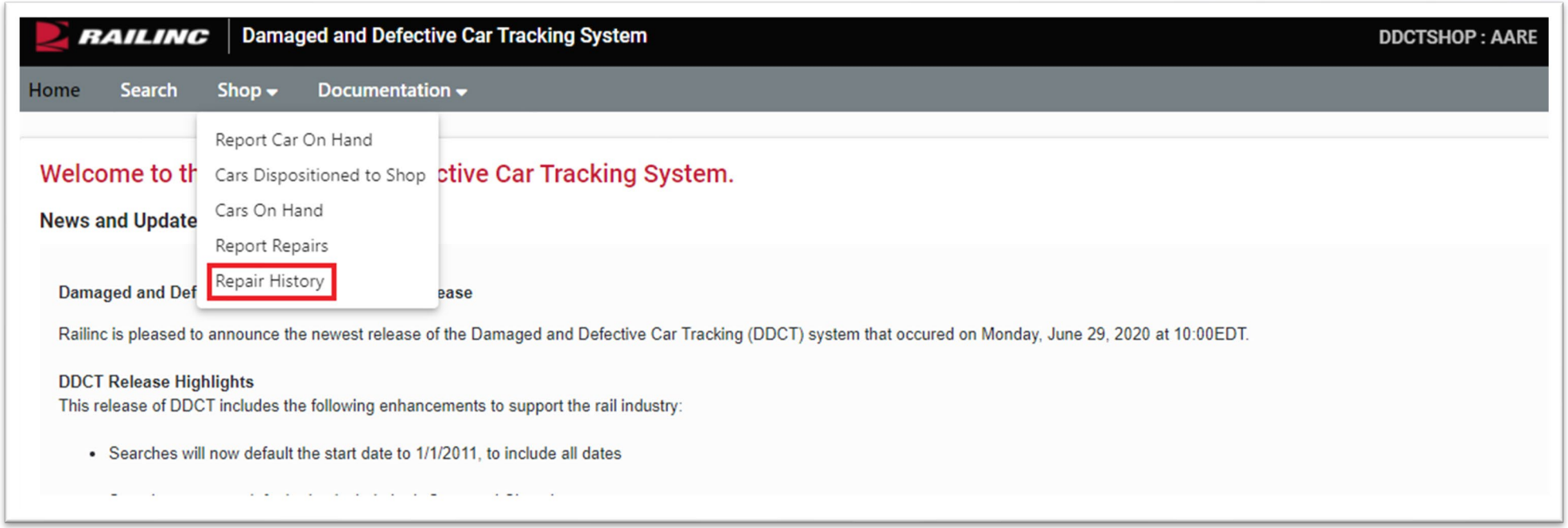
# Repair History Function




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

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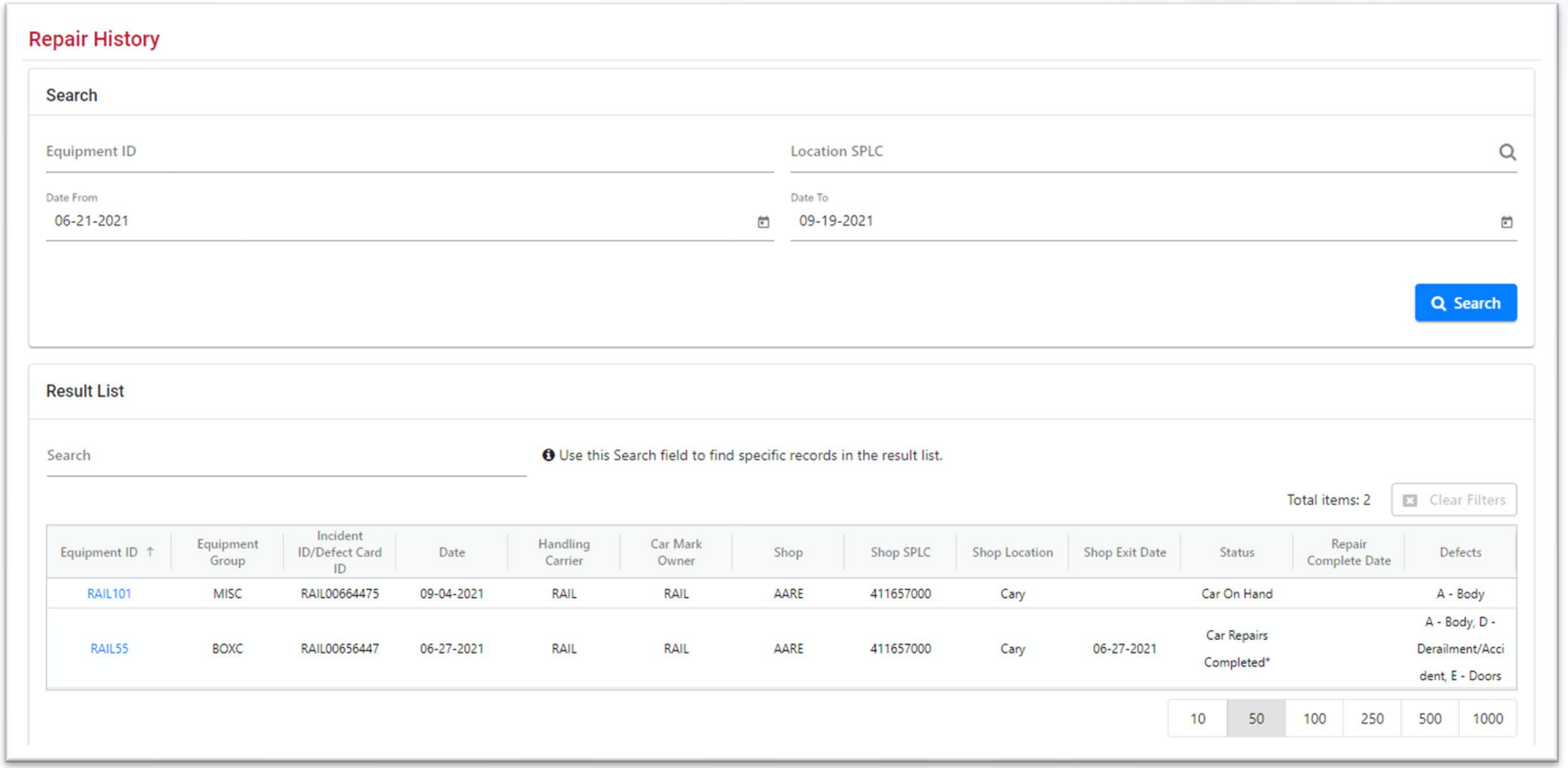
# Repair History

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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.

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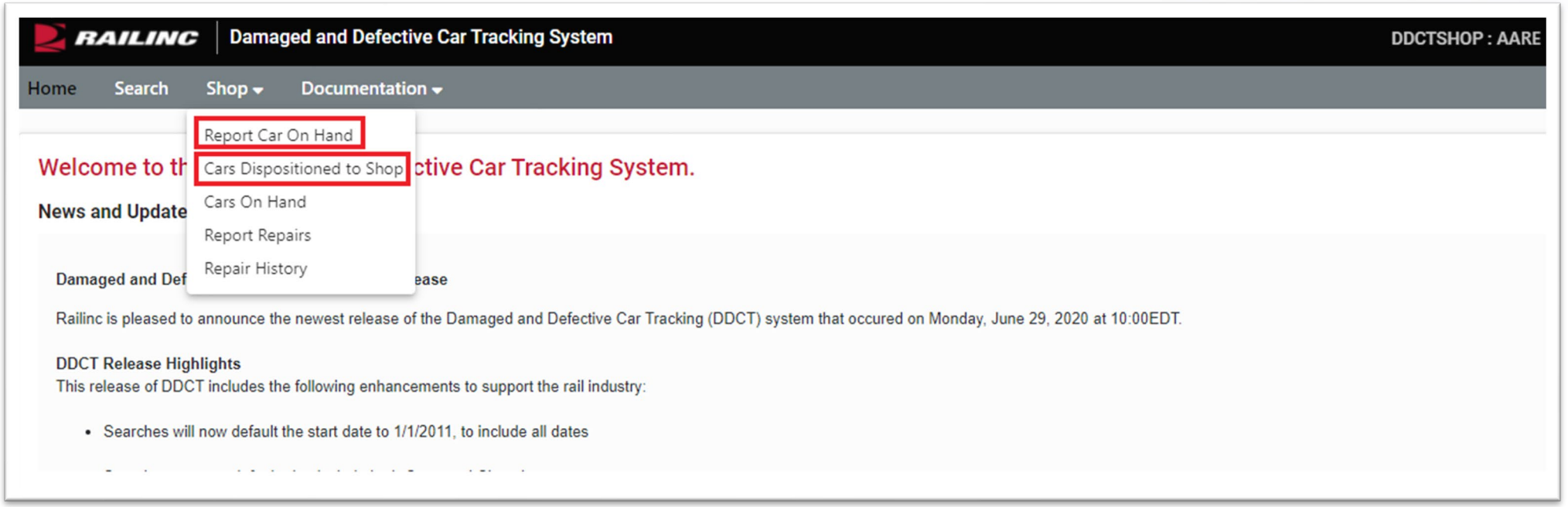
# Two Ways to Report a Car on Hand

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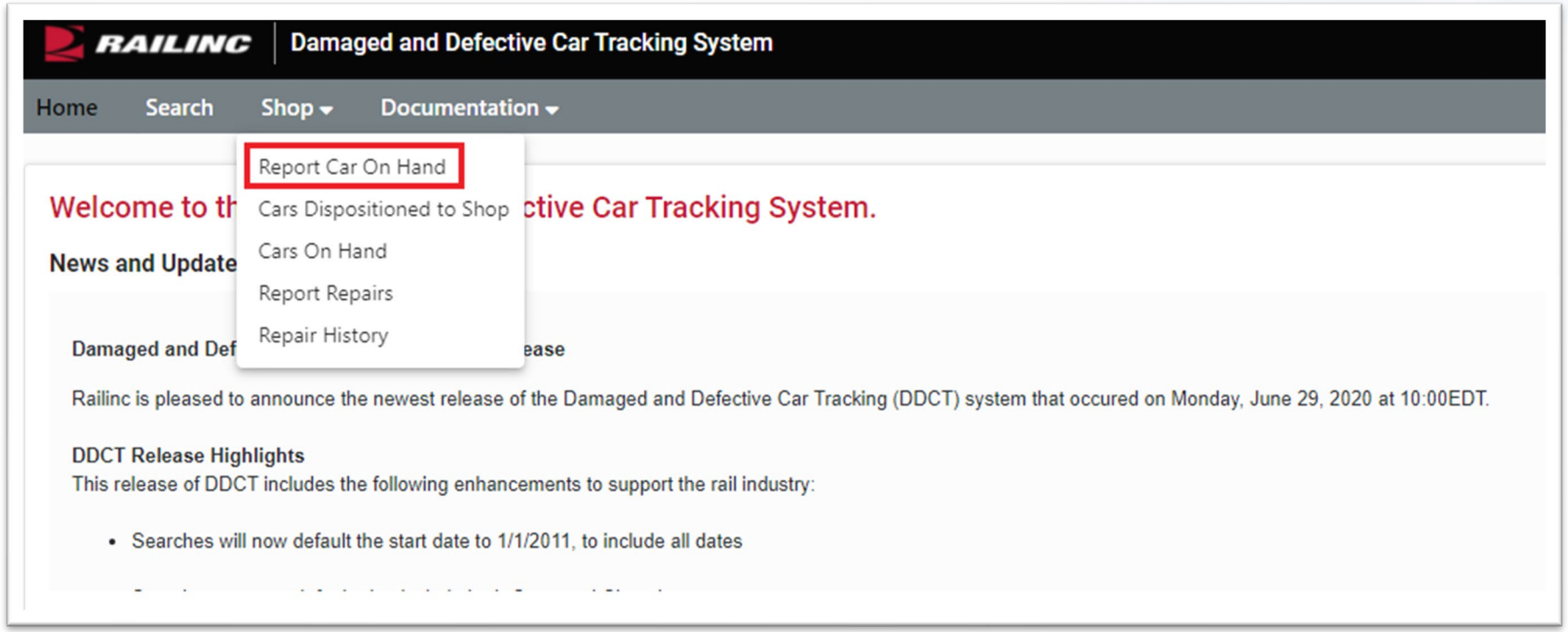
# Report Car on Hand Function

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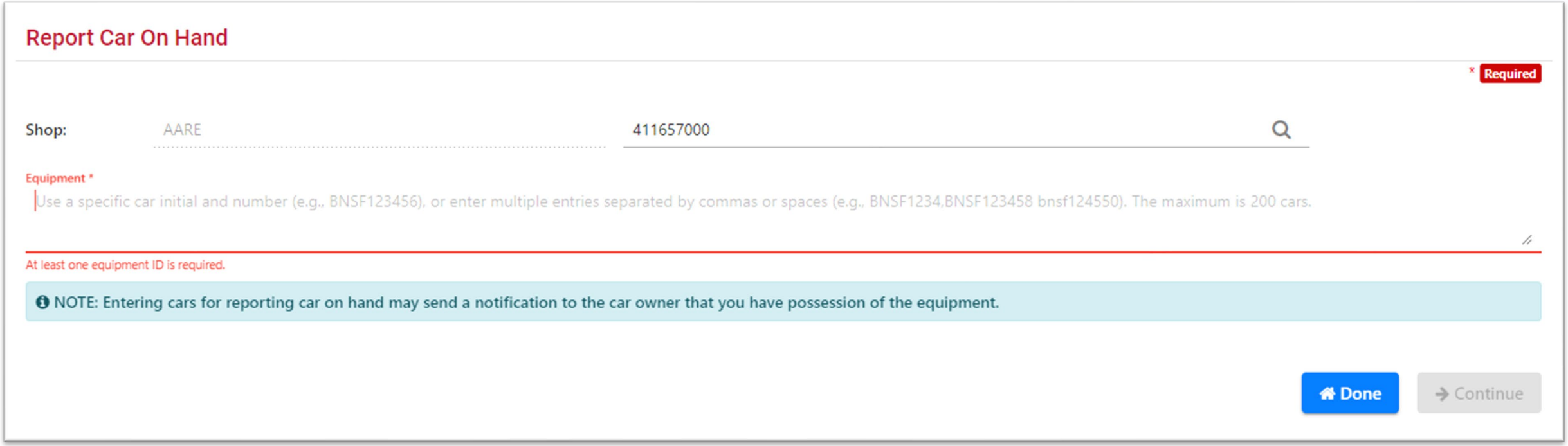
# Report Car on Hand




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

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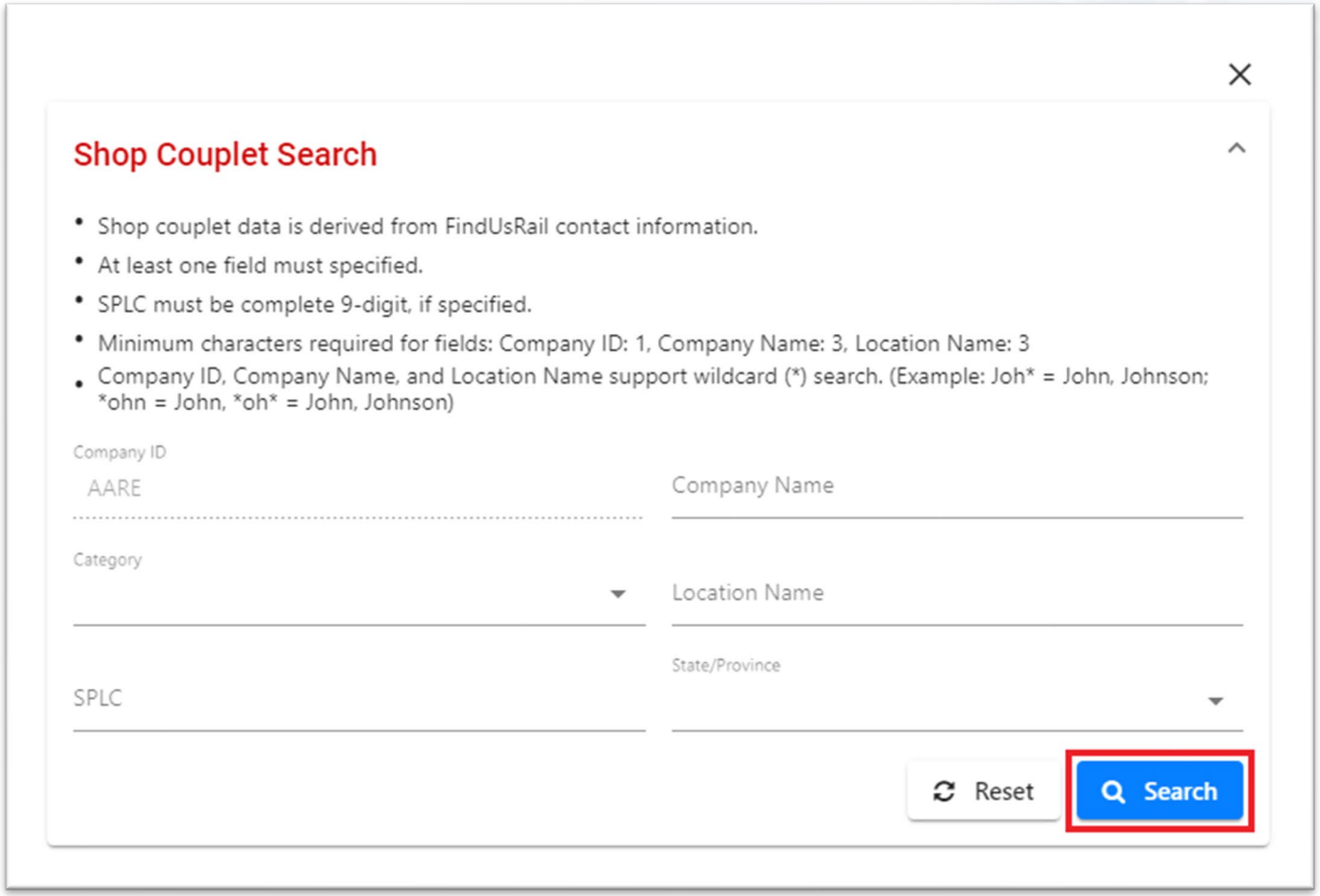
# Shop Couplet Search

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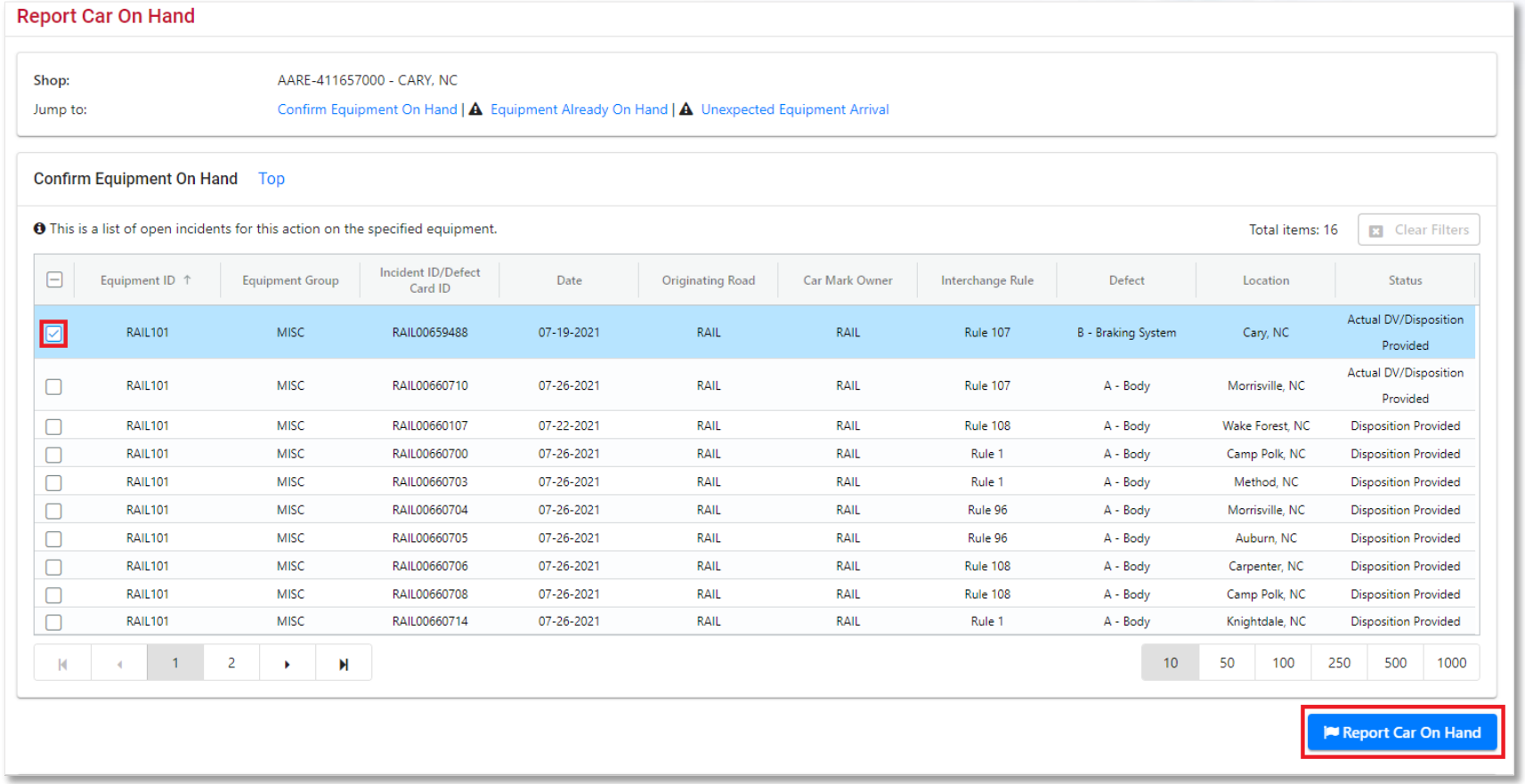
# Report Car on Hand

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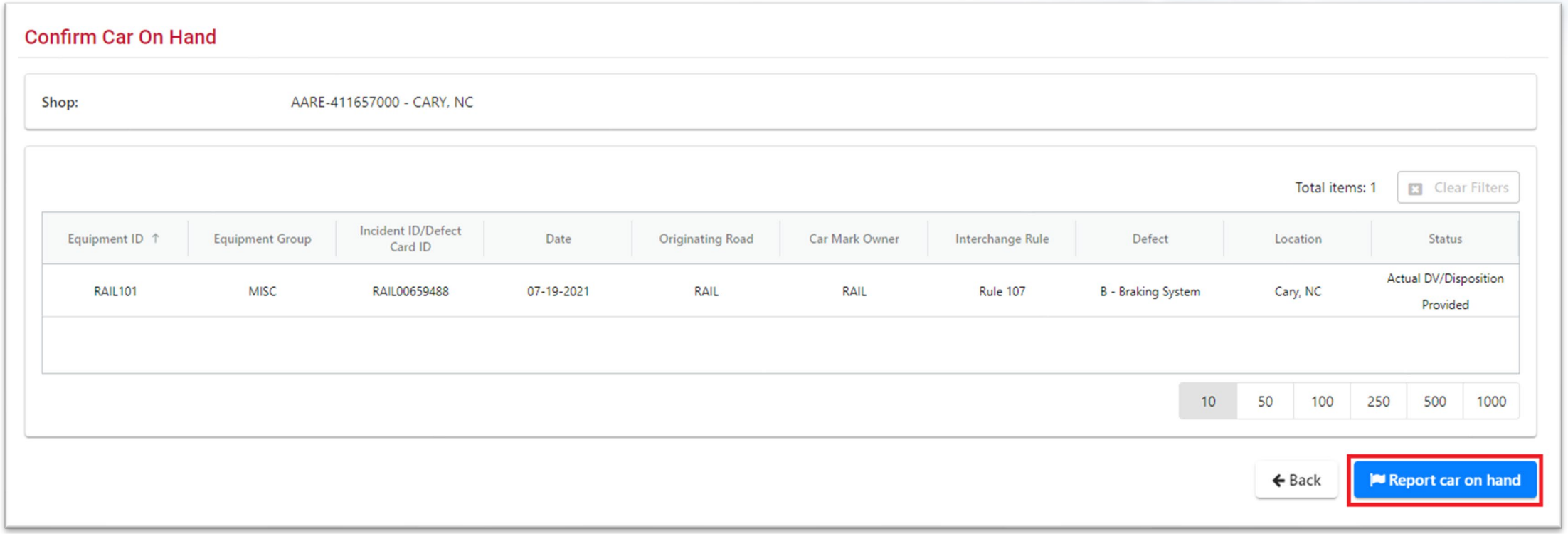
# Report Car on Hand

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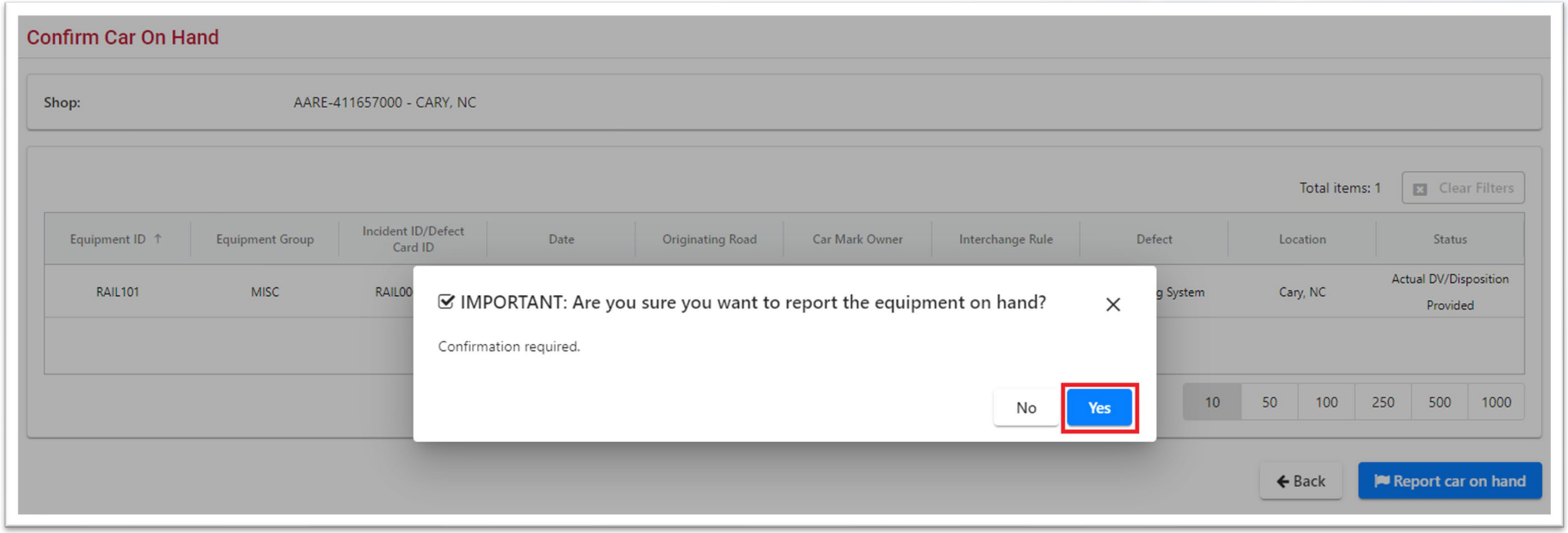
# Confirmation

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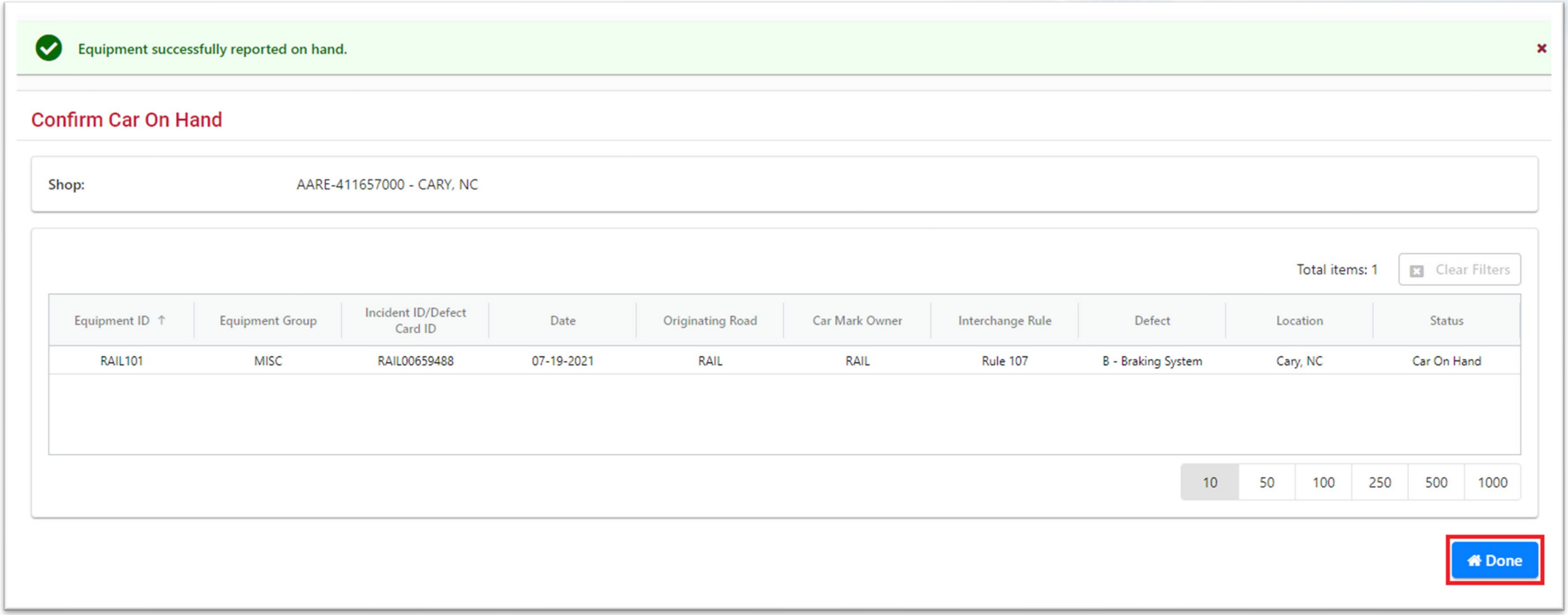
# Success!

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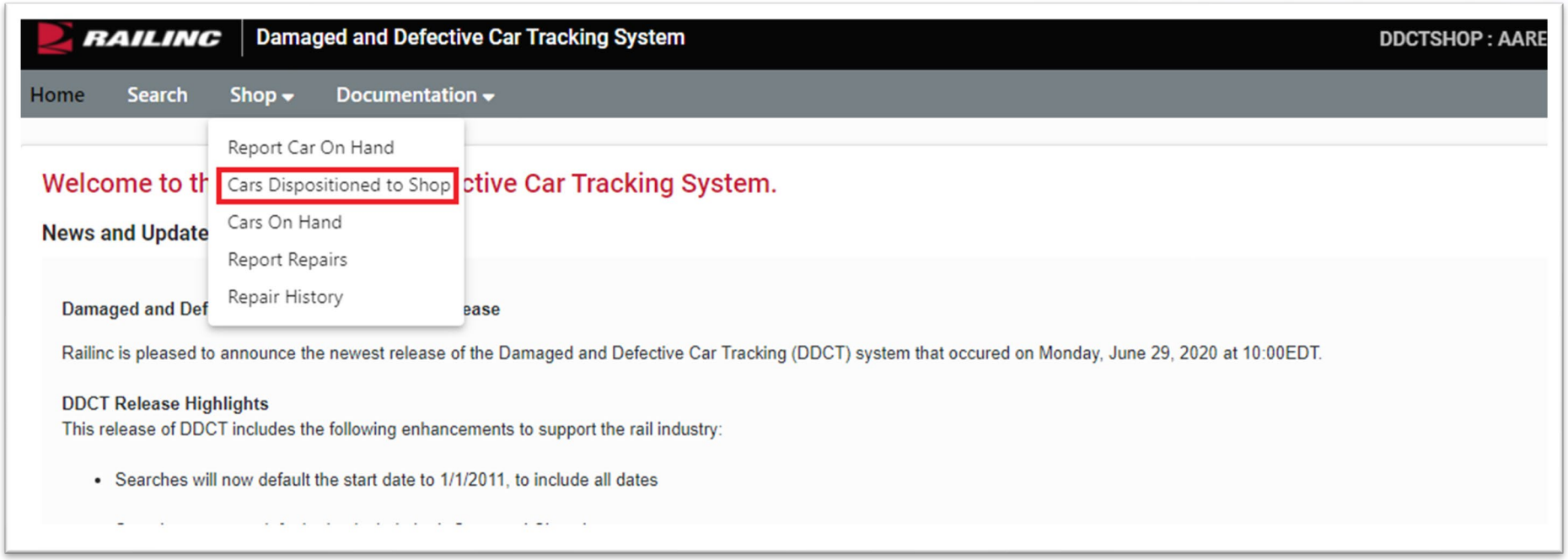
# Cars Dispositioned to Shop Function




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

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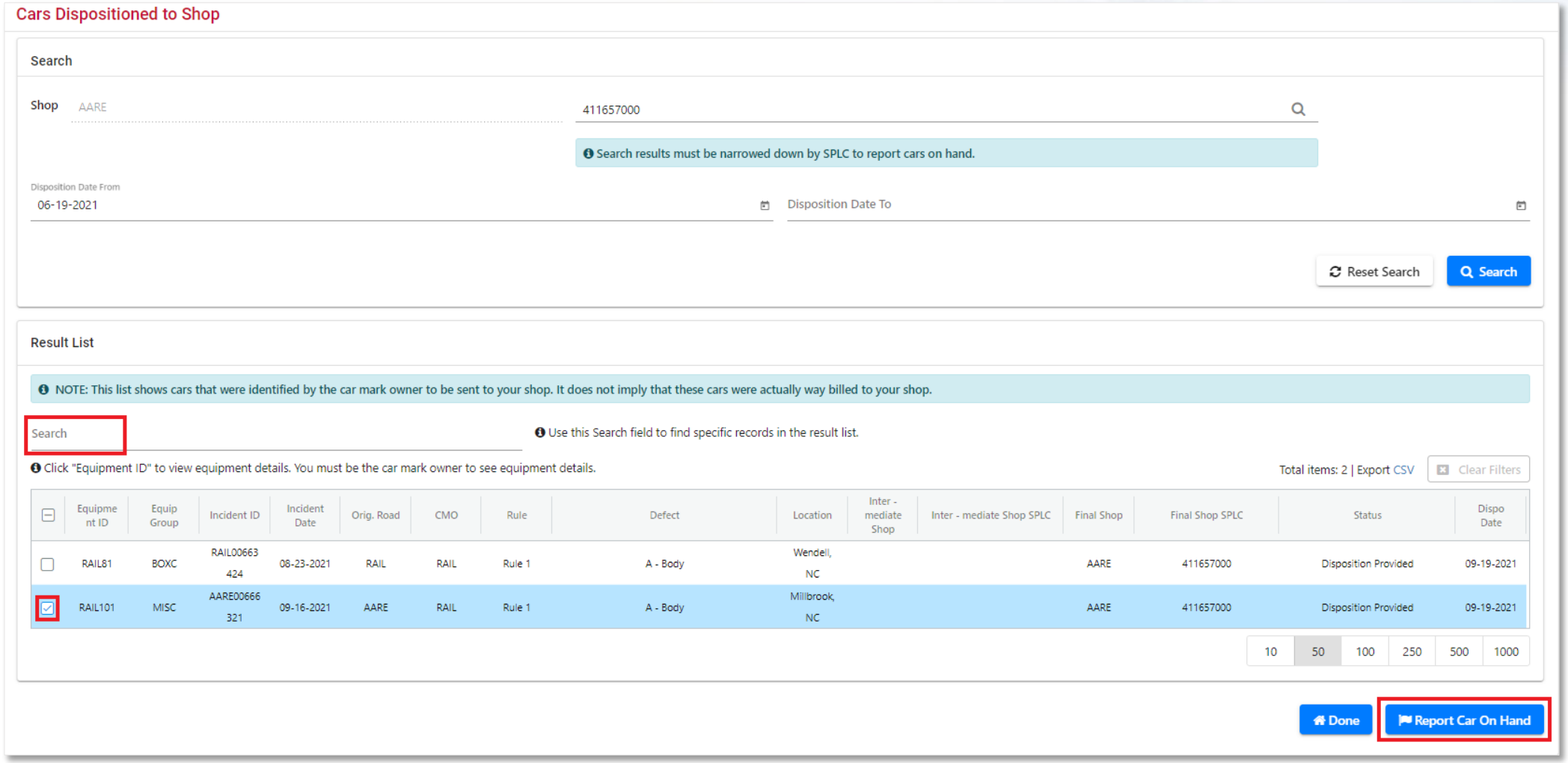
# Cars Dispositioned to Shop

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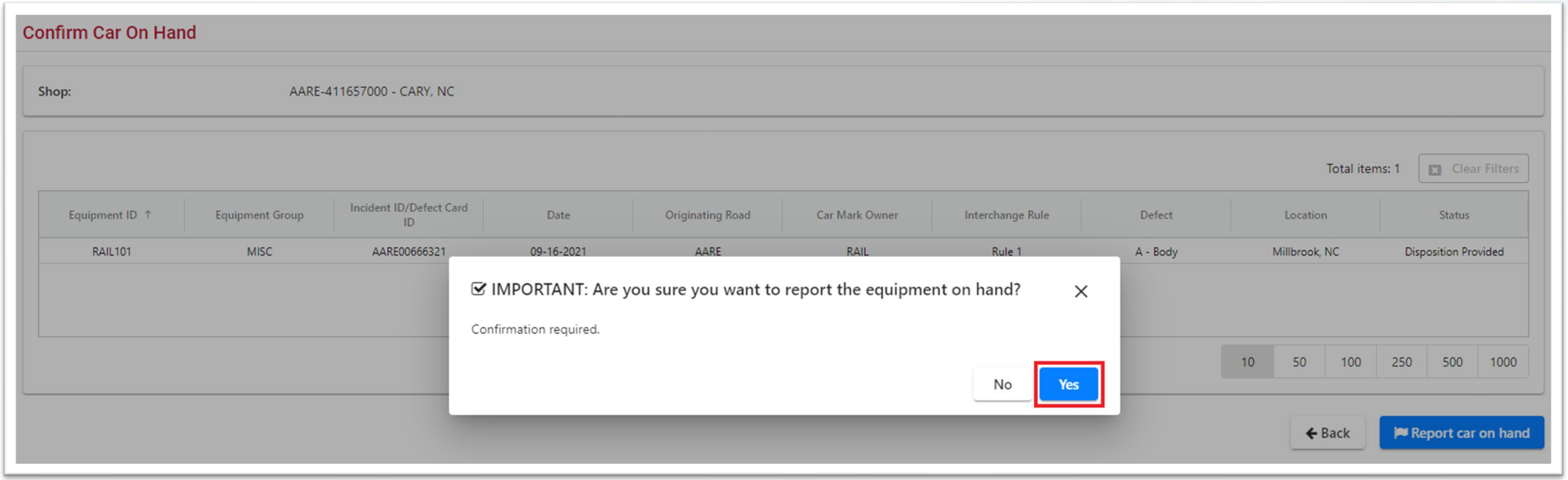
# Confirmation

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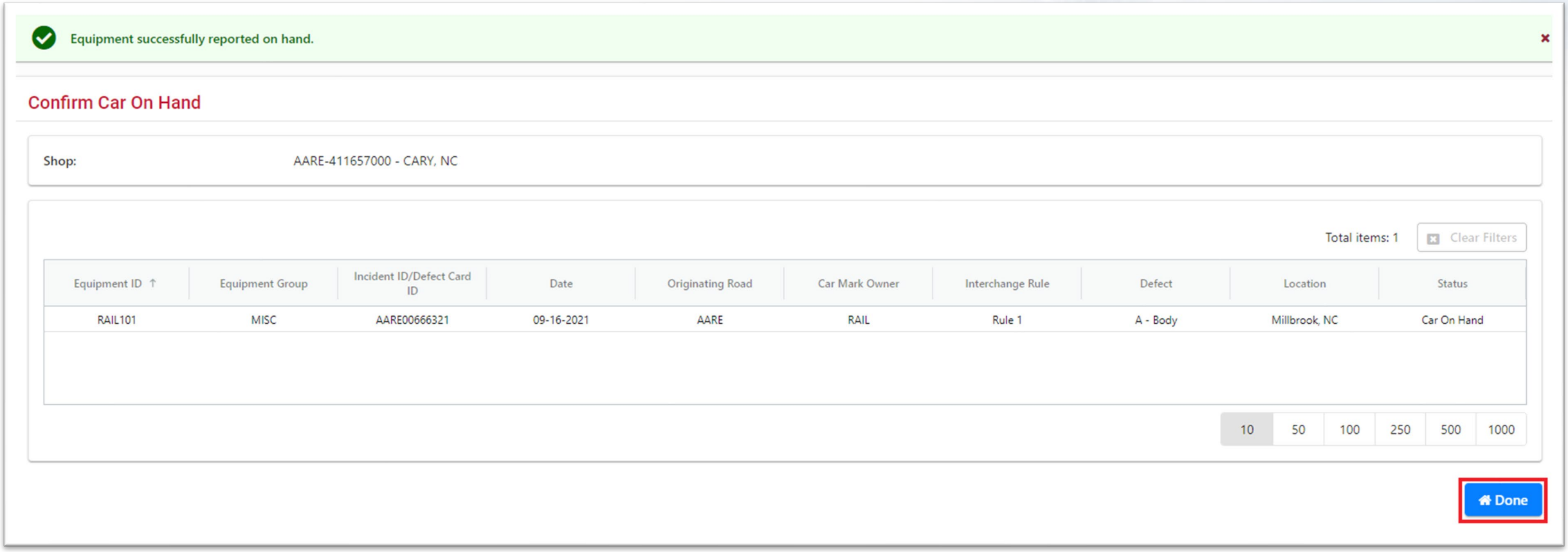
# Success!

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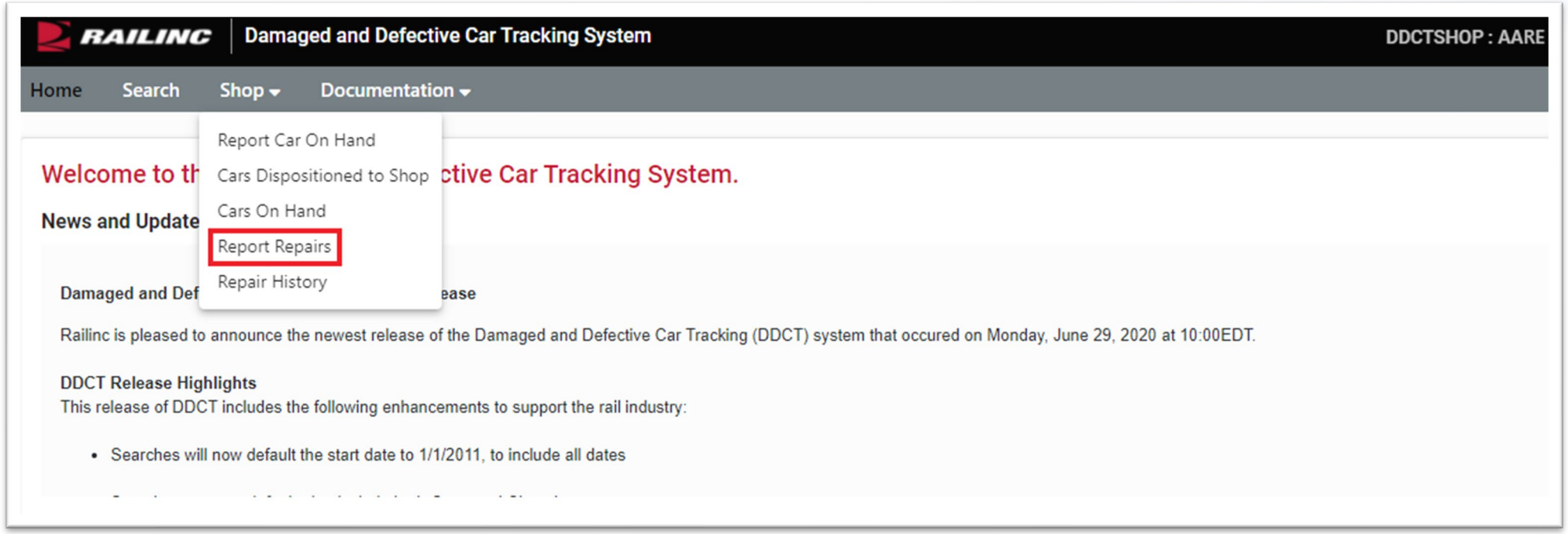
# Report Repairs Function




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

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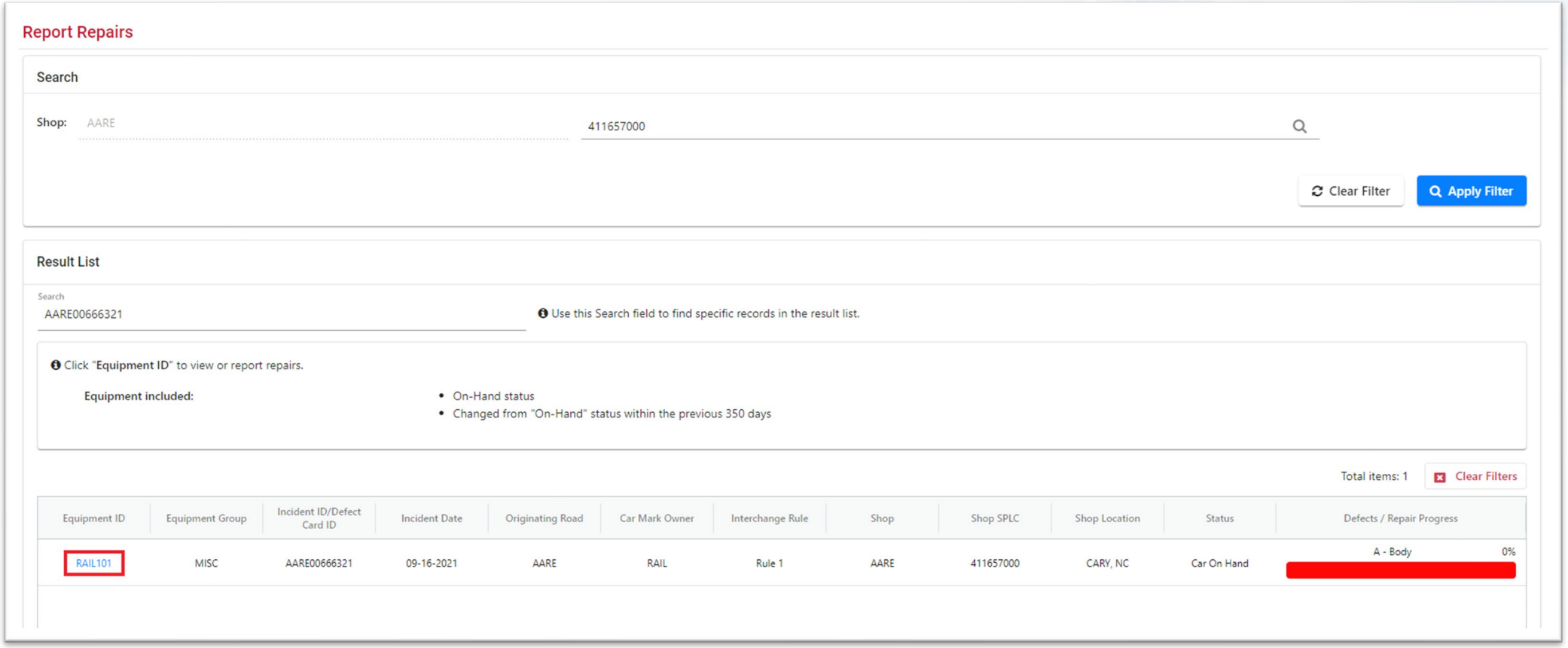
# Report Repairs

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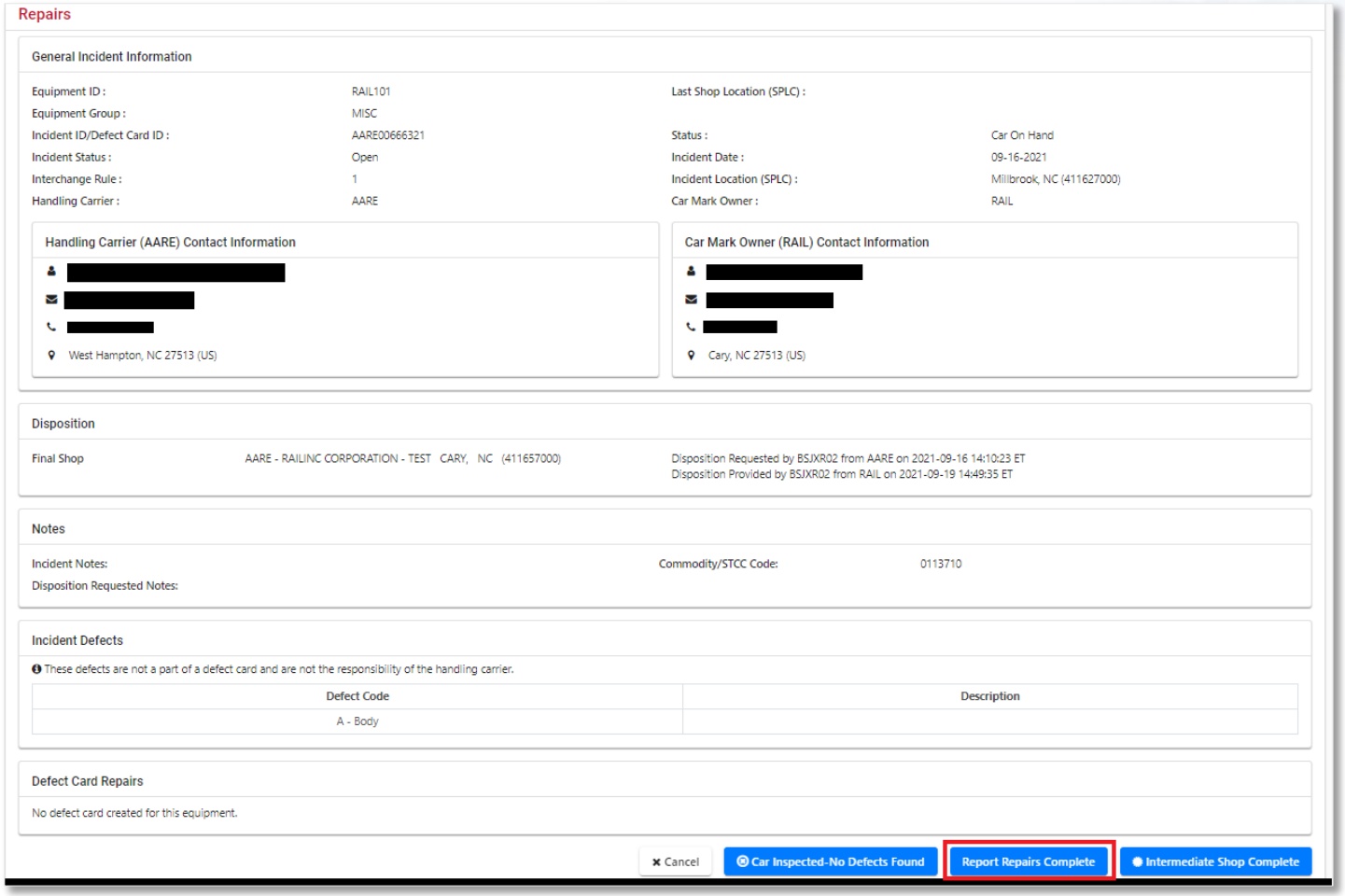
# Repairs Screen

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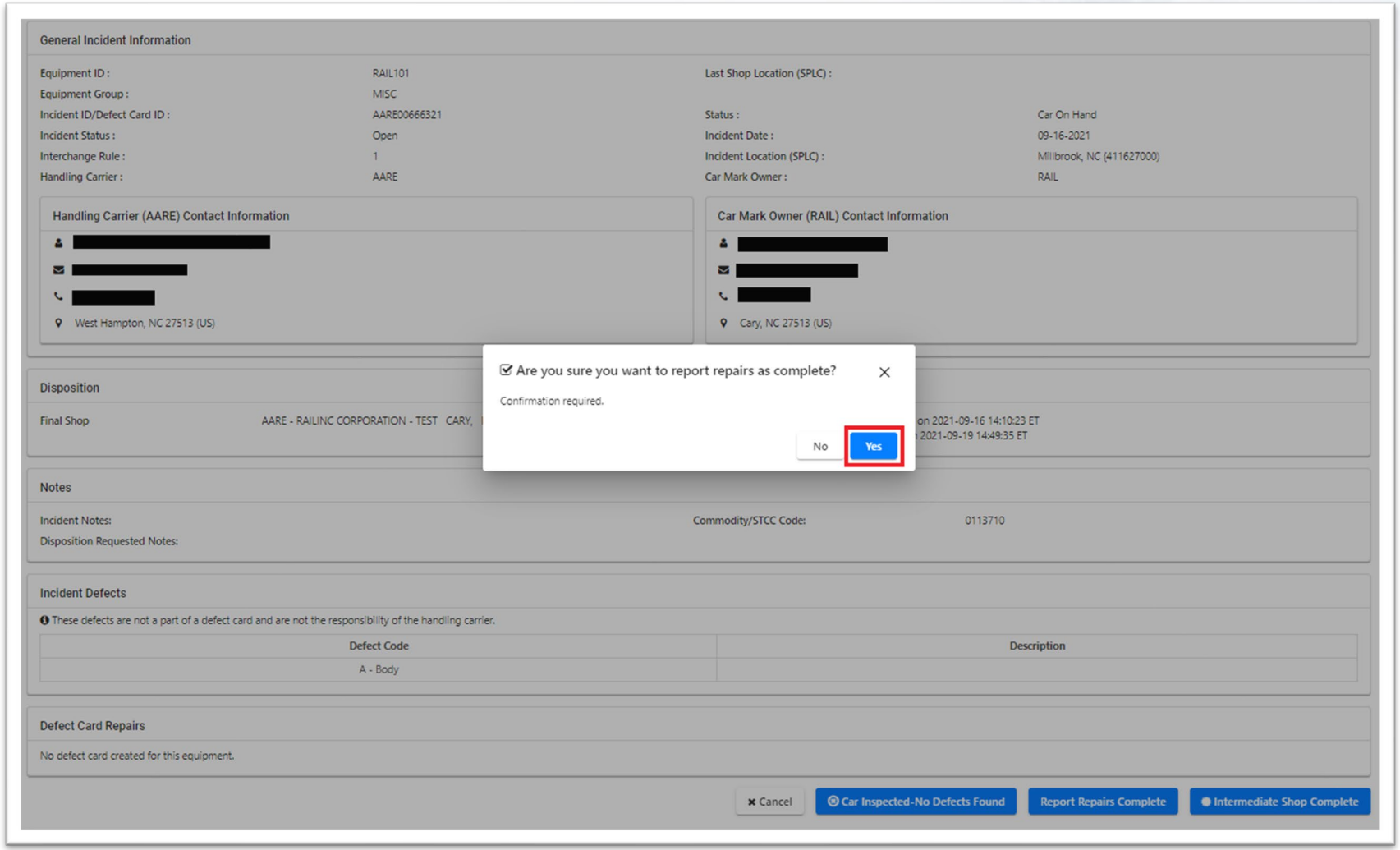
# Confirmation

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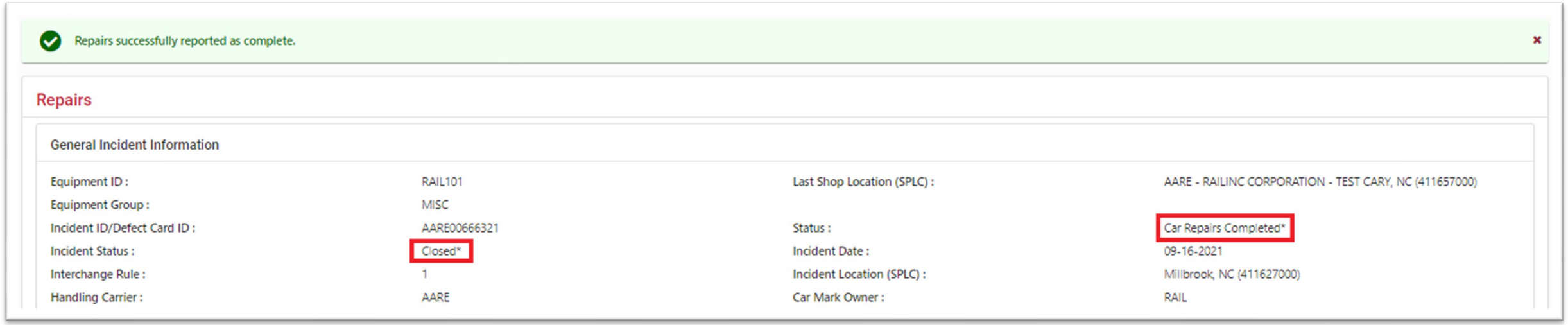
# Success!

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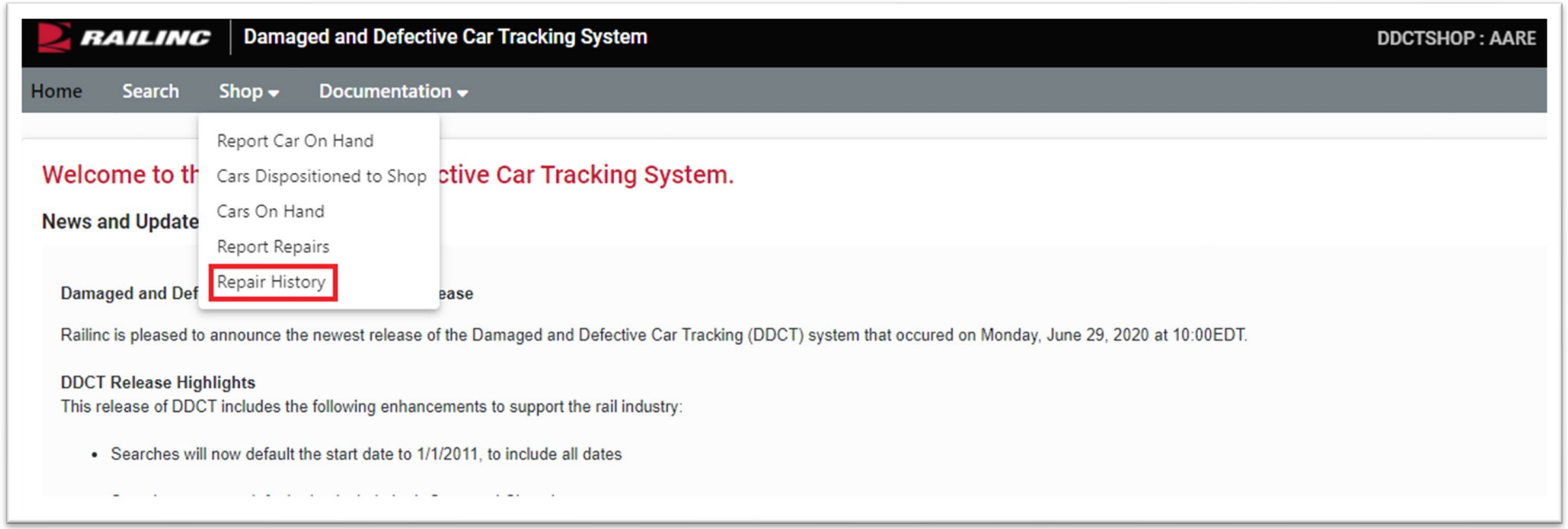
# Repair History Function




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

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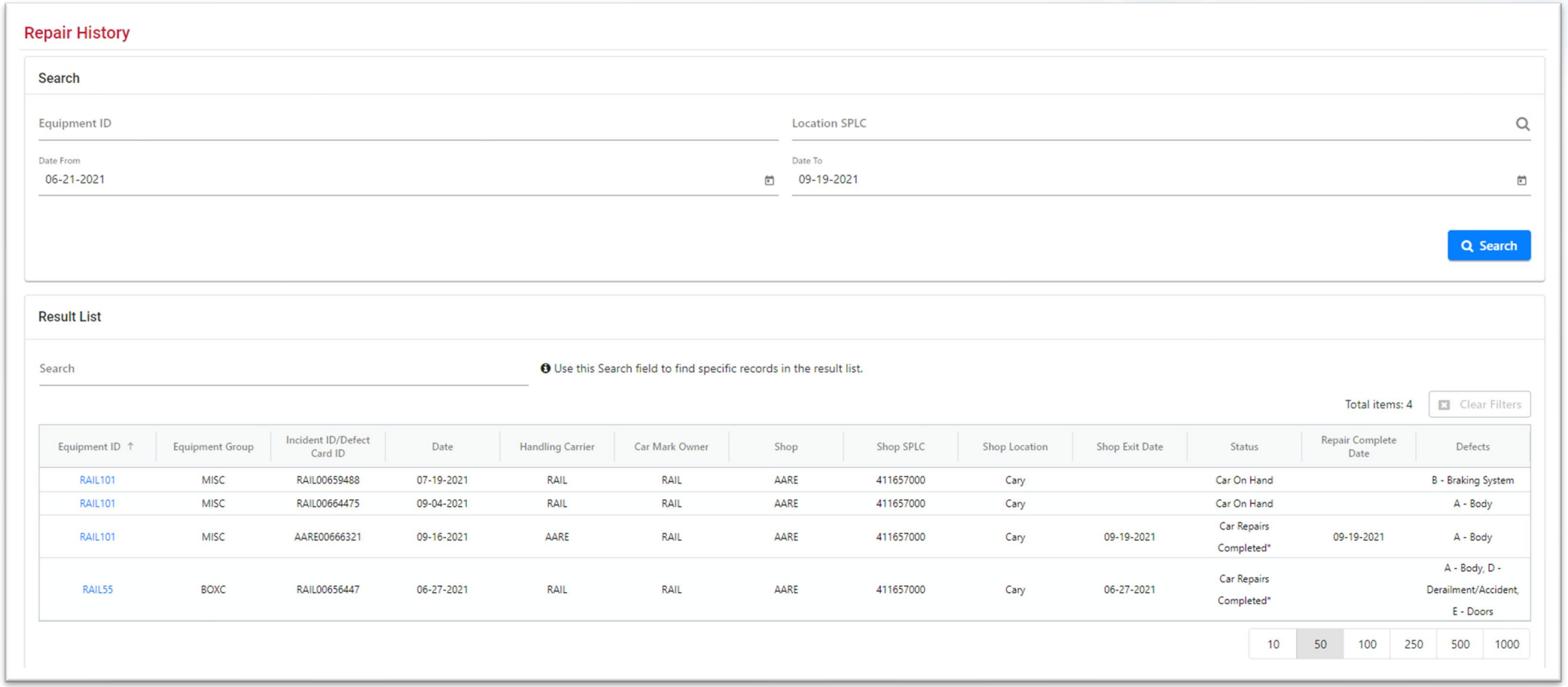
# Repair History

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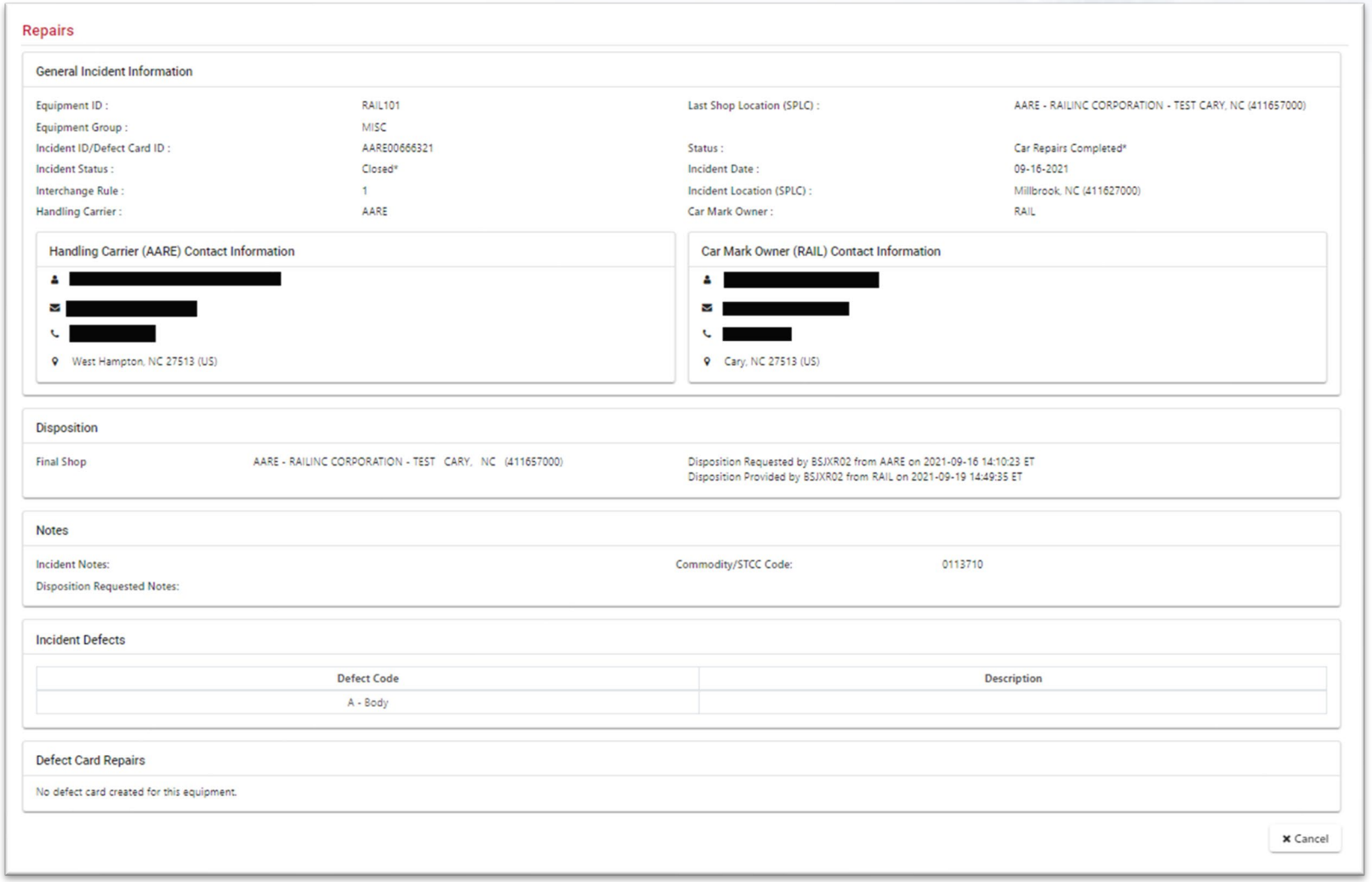
# Repairs



Repairs

General Incident Information

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

Handling Carrier (AARE) Contact Information

[redacted]

West Hampton, NC 27513 (US)

Car Mark Owner (RAIL) Contact Information

[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<br>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
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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

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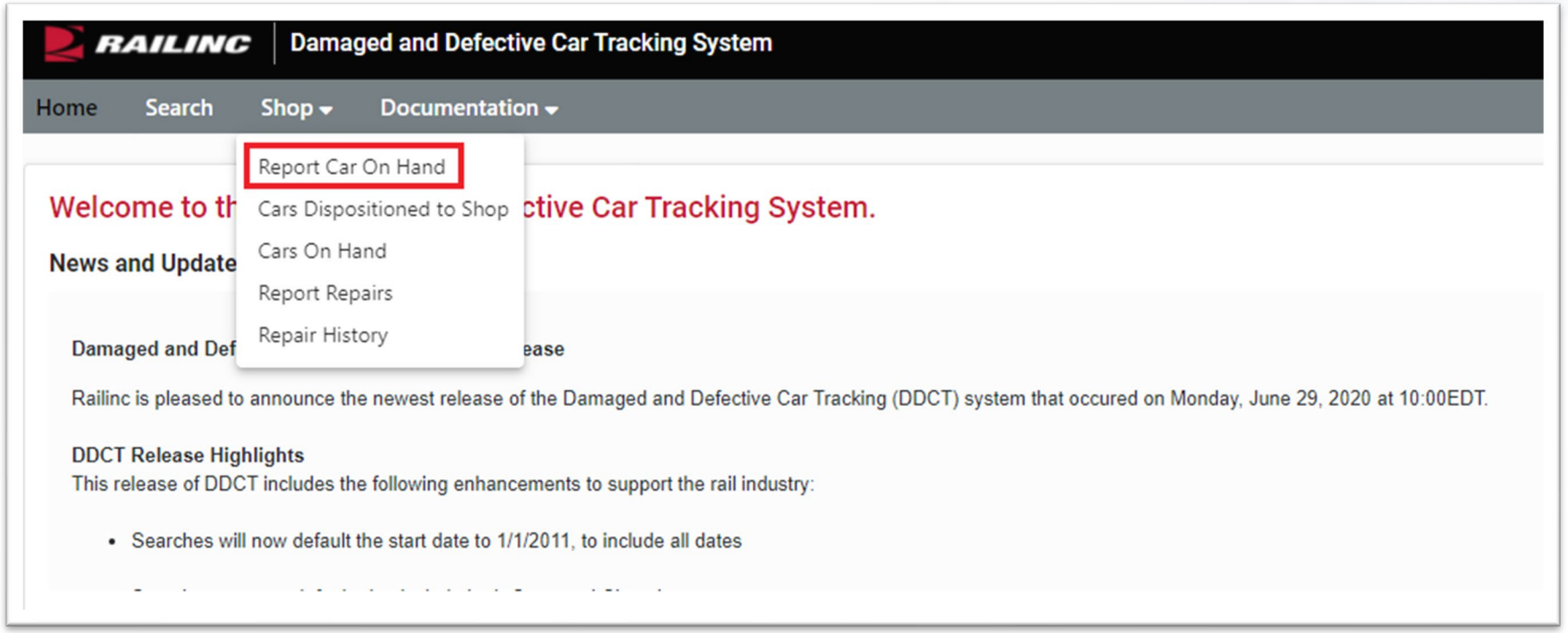
# Reporting Equipment Unexpectedly on Hand

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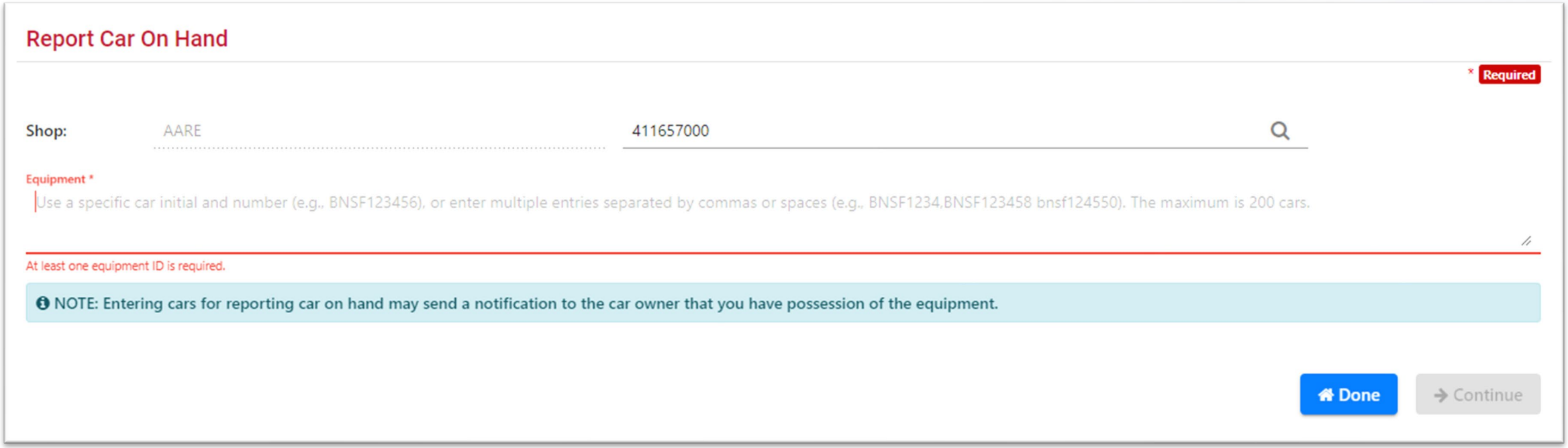
# Report Car on Hand

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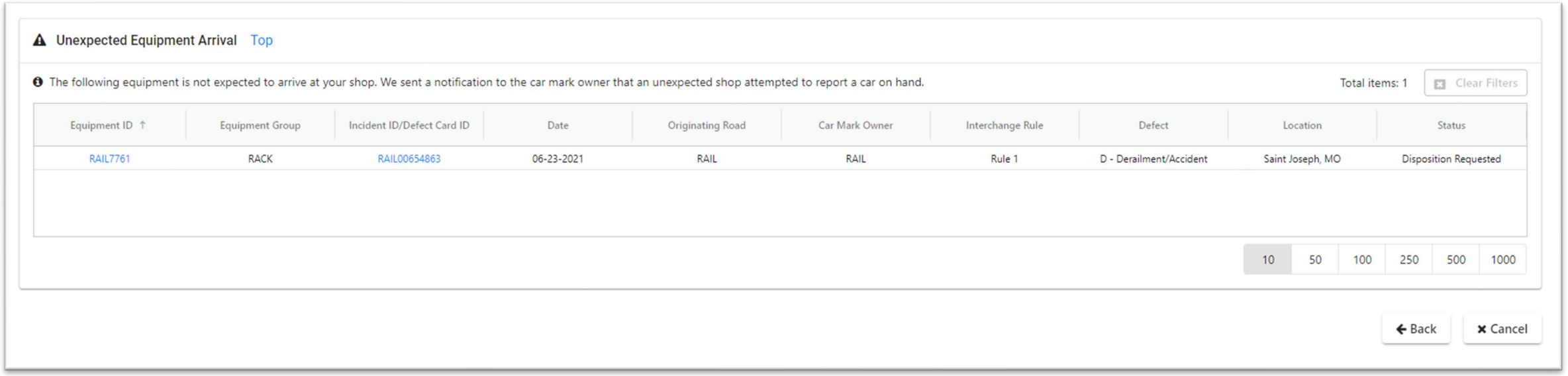
# Report Car on Hand: Unexpected Arrival

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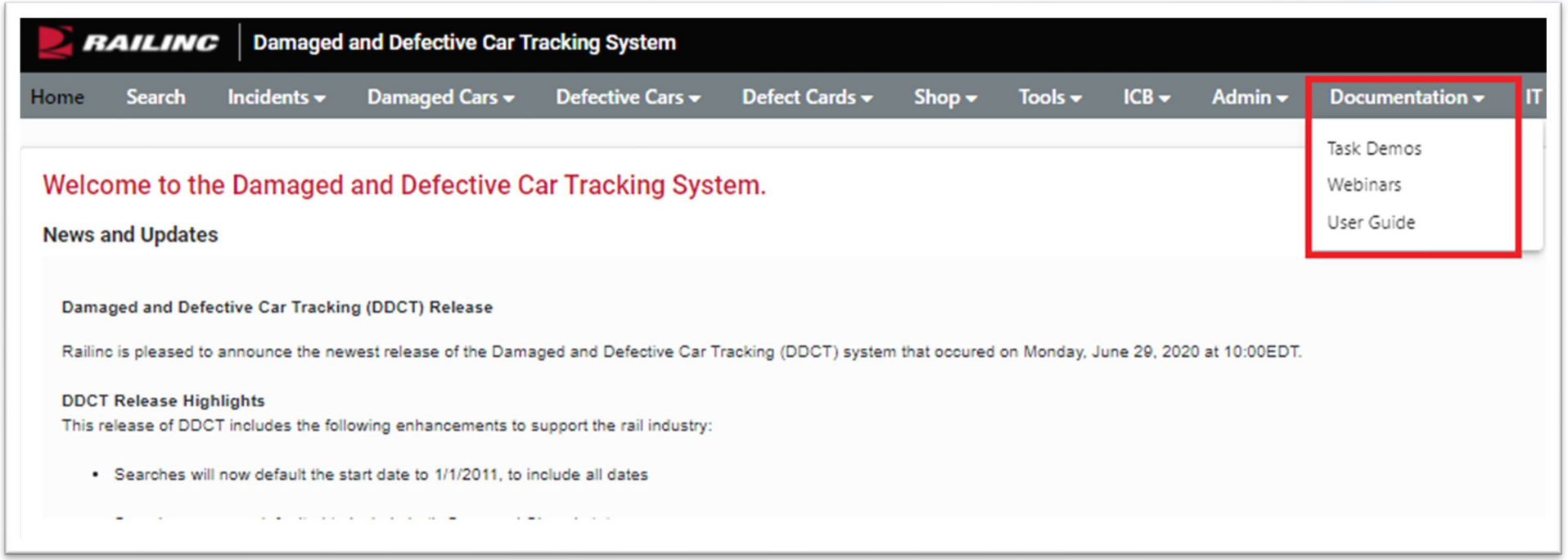
# Documentation Tab




- 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.

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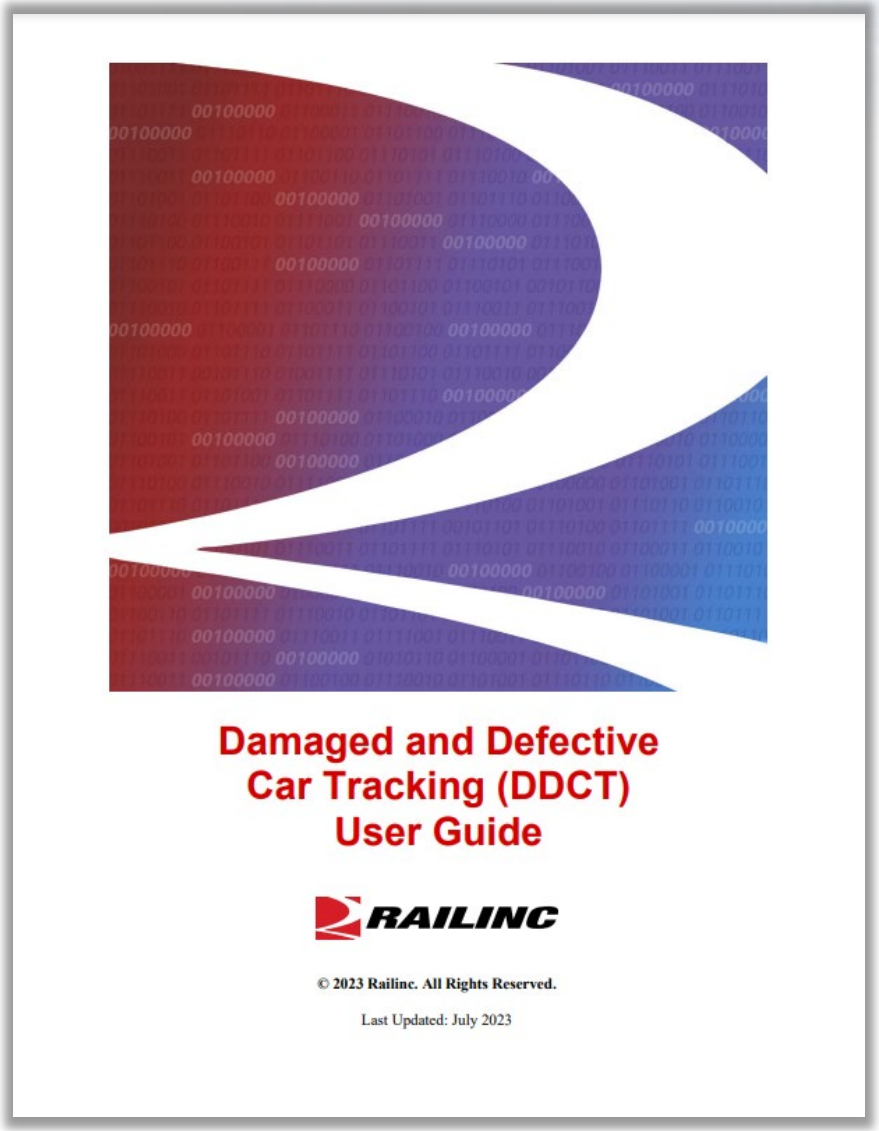
# DDCT User Guide

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## 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.

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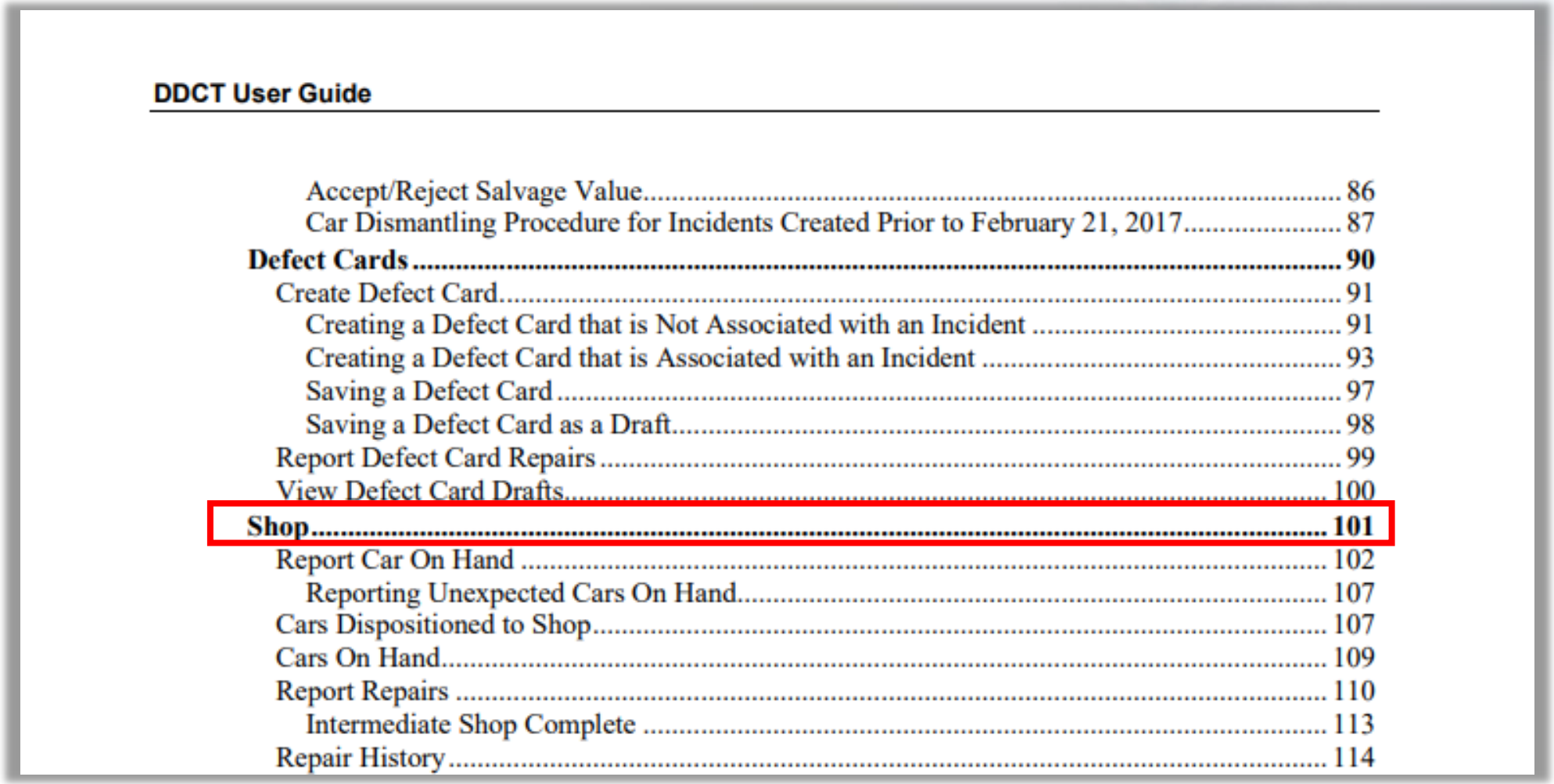
# DDCT User Guide: Shop Section



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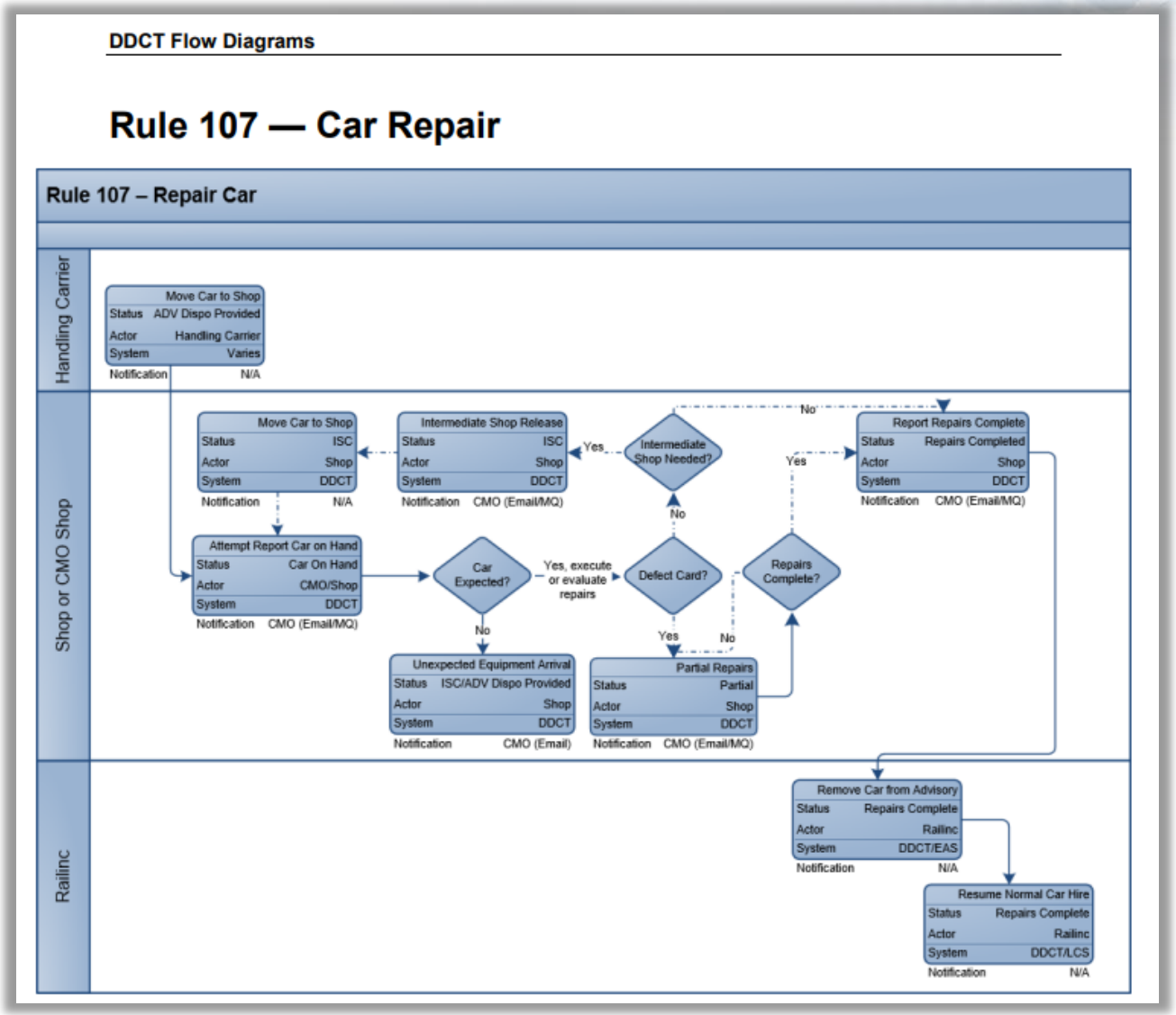
# Flow Diagrams

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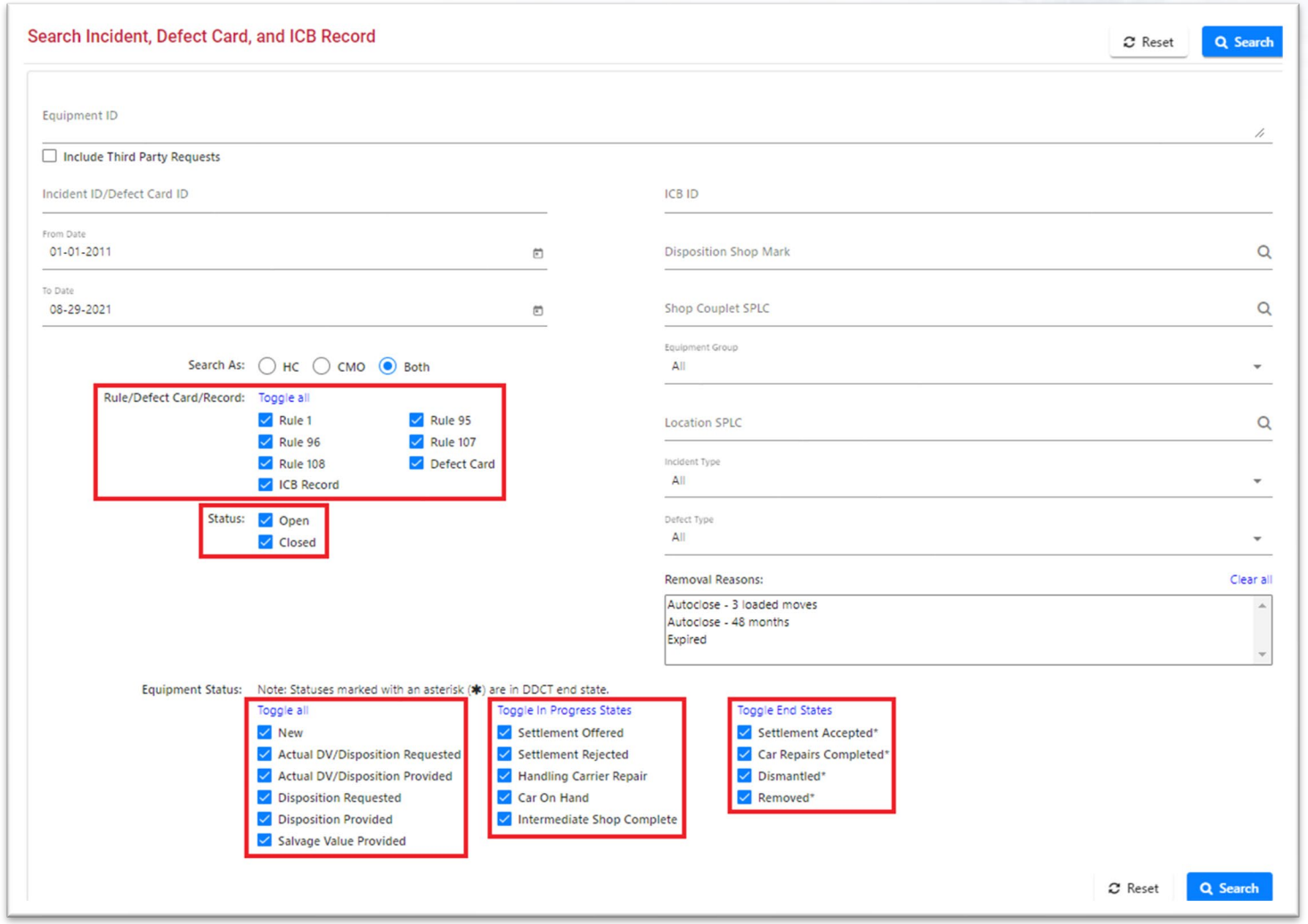
# Tips & Tricks: Utilizing the Search Screen

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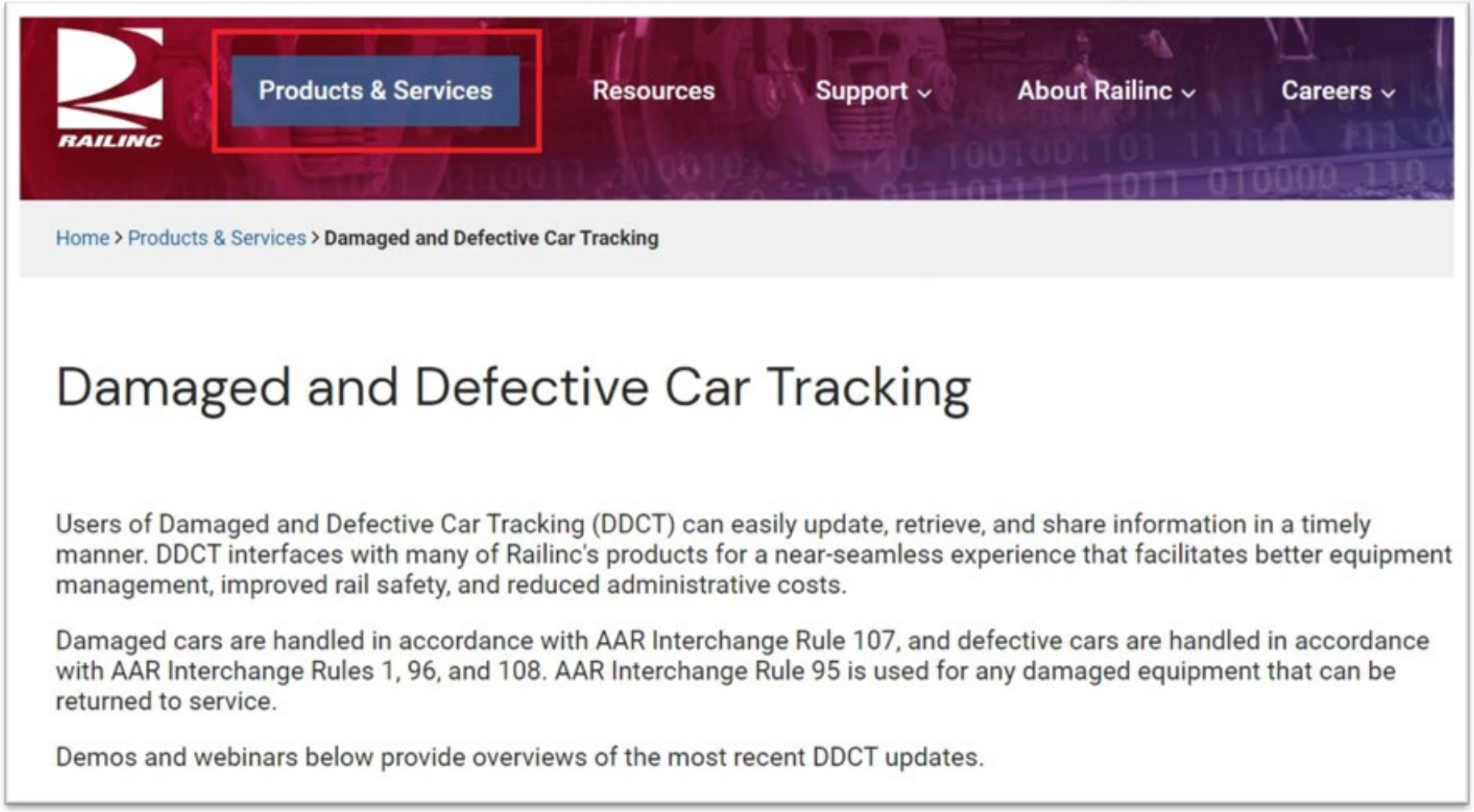
# Railinc.com Product Training

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# 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.*

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# *Railinc Keeps You Moving.*

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Email: csc@railinc.com

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