



# Damaged and Defective Car Tracking System (DDCT)

SW Association of Rail Shippers

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# Agenda

- Overview
- Previous Damaged/Defective Process
- Damaged and Defective Car Tracking System Overview
- How to Learn More and Get Ready

# DDCT Overview

- The Damaged and Defective Car Tracking System serves as a centralized system to track damaged and defective cars under AAR Interchange rules and Car Hire rules
- Railroads, Car Owners and Shops are all required participants
- DDCT went live on January 5, 2011

Damage is identified by the Handling Carrier

Handling Carrier notifies Car Mark Owner

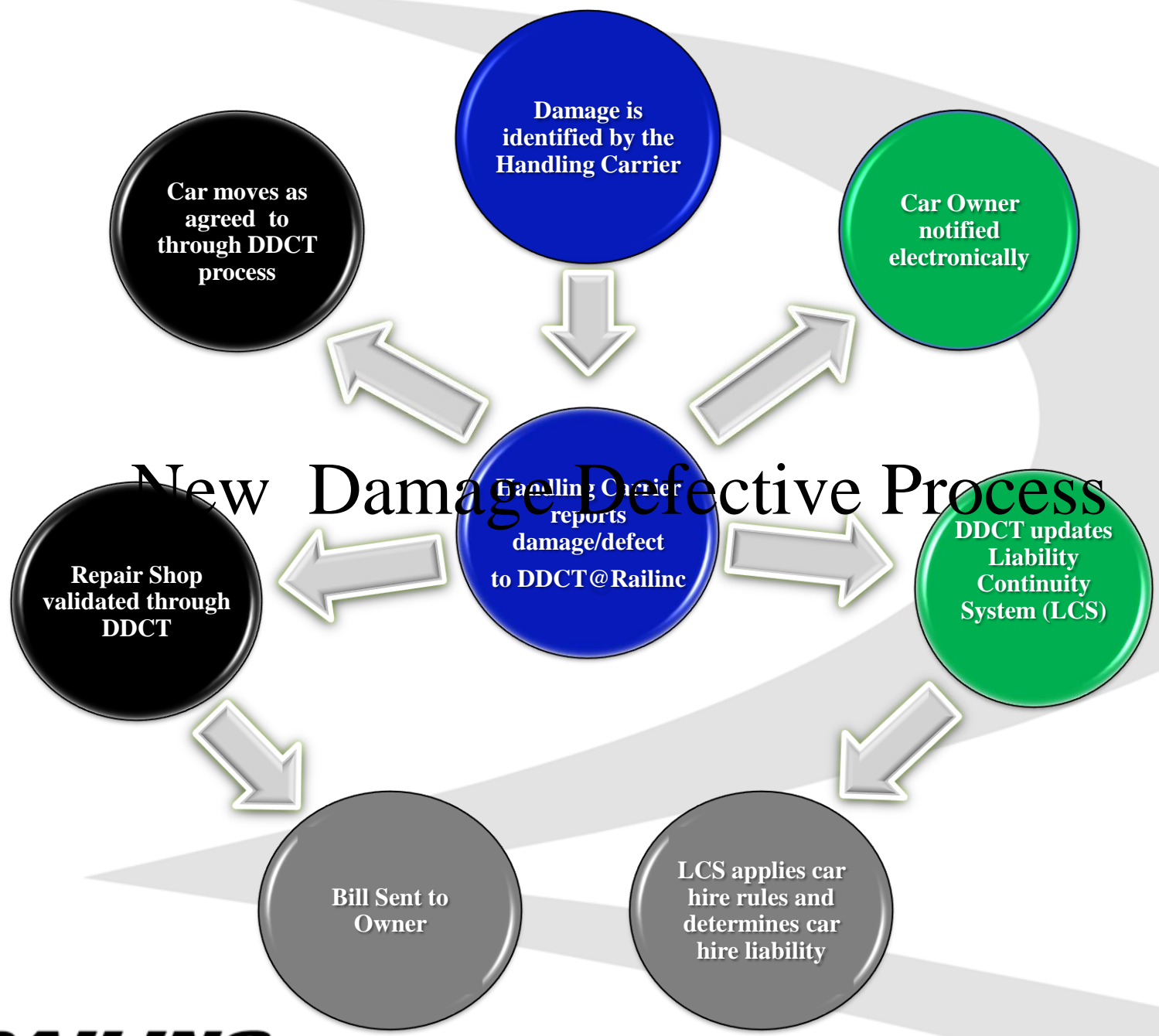
Car Accounting determines car hire liability



Communication  
Effective Process



Bill Sent to Owner



# DDCT Benefits

Accessibility

Data Quality

Efficiency

Security

# Accessibility

- Centralized source for incident tracking
- Increased visibility of damaged and defective cars
- Electronic Defect Cards
- Multiple methods available to access DDCT
  - DDCT Web UI
  - Web Service Request
  - Mobile App Request
  - Combination of any of the above

## Data Quality

- Standardized Process
- Data edits reduce errors and data conflict
- Integrates with other Railinc systems:
  - Umler™, Industry Reference Files (IRFs), Event Repository, FindUs.Rail
- Reduction in payable & receivable claims
- Historical records of the incidents and their resolution

## Efficiency

- Update incident information real-time
- Receive Estimated DV upon incident creation
- Automated car-hire process eliminates reclaims
- Elimination of installation and maintenance of defect card brackets
- Web services to integrate with the Railinc DDCT system

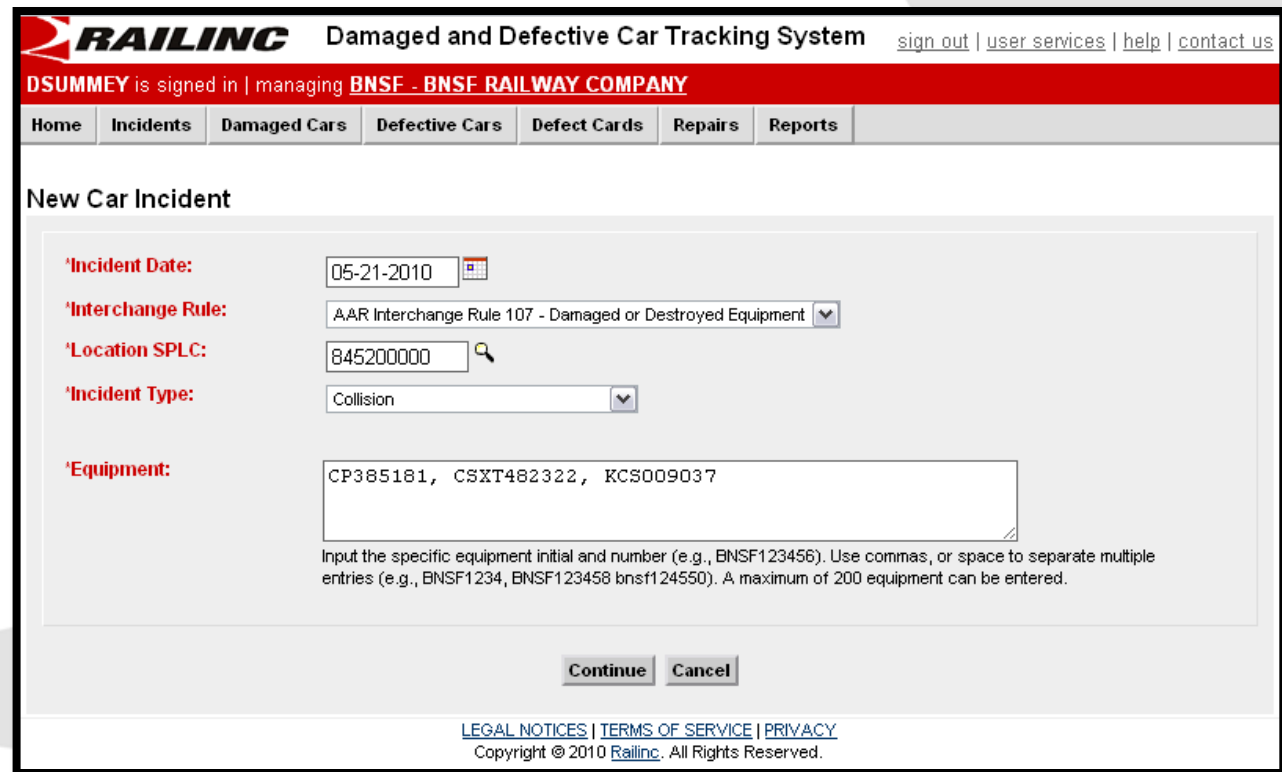
# Security

- Single Sign On (SSO)
  - Company specific permissions
    - Role specific permissions
- Possession check
  - Cannot create an incident without possession
- Estimated DV is accessible only when creating an incident
  - Car Mark Owner is notified when EDV is requested

# DDCT Railroad Functionality

## Railroads can

- Report and document damage
- Provide incident details
- Receive estimated depreciation for cars involved in an incident
- Request Actual DV & Dispo
- Handle settlements





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DSUMMEY is signed in | managing **BNSF - BNSF RAILWAY COMPANY**


Home Incidents Damaged Cars Defective Cars Defect Cards Repairs Reports

### New Car Incident

**\*Incident Date:**  

**\*Interchange Rule:**  

**\*Location SPLC:**  

**\*Incident Type:**  

**\*Equipment:**

Input the specific equipment initial and number (e.g., BNSF123456). Use commas, or space to separate multiple entries (e.g., BNSF1234, BNSF123458 bnsf124550). A maximum of 200 equipment can be entered.

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# DDCT Car Owner Functionality

## Car owners can

- Manage data on car condition, repairs and location
- Receive detailed information on damage to car
- Provide Actual DV and disposition
- Accept or reject settlement offers
- Make decisions about repairing or scrapping equipment

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NFimple is signed in | managing **BNSF - BNSF RAILWAY COMPANY**

Home Incidents Damaged Cars Defective Cars Defect Cards Shop Tools

### Provide Defective Car Disposition

**Incident Summary**

Equipment ID	Equipment Group	Incident ID	Incident Date	Originating Road	Interchange Rule	Location	Status
<a href="#">BNSF203003</a>	IFLT	BNSF00001972	09-08-2010	BNSF	Rule 1		Disposition Requested

**Disposition Shops**

**Disposition Options**

Repair At Home/Contract Shop

Handling Carrier To Provide Shop

If repairing at home/contract shop, provide at least one repair shop and designate one as the final shop.

Final Shop	Shop ID + SPLC	Location	Note
<input type="checkbox"/>	<input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>

# DDCT Shop Functionality

## Repair shops can

- Receive information on car arrival, condition and needed repairs
- Maintain an inventory of cars on site
- Update car owners on the status of repairs

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BSDCS01 is signed in | managing **BNSF - BNSF RAILWAY COMPANY**

Home Incidents Third Party Requests Damaged Cars Defective Cars Defect Cards Repairs Reports Tools

### Repairs

**General Incident Information**

Equipment ID: ATSF98663  
Equipment Group: TANK  
Incident ID: BNSF00000339  
Incident Date: 03-26-2010  
Interchange Rule: 107  
Location (SPLC): CARBONTON, NC (412893000)  
Handling Carrier: BNSF  
Car Mark Owner: BNSF  
Status: Car Partially Repaired  
Incident Type: Collision

**Disposition**

Final Shop: GBRX  
Disposition Requested by BSDCS01 from BNSF on 03-26-2010 14:39:33 EST  
Disposition Provided by BSDCS01 from BNSF on 03-26-2010 14:41:45 EST

**Defect Card Repairs**

<input type="checkbox"/>	Description	Repair Status	Shop Mark	Repair Complete Date
<input type="checkbox"/>	Undercarriage Cracked	Pending		
<input checked="" type="checkbox"/>	Heat Damage	Complete	BNSF	04-30-2010
<input type="checkbox"/>	Refrigeration not cooling	Pending		
<input checked="" type="checkbox"/>	Doors stuck	Complete	BNSF	04-30-2010
<input type="checkbox"/>	Frame Damage	Pending		

**Report Repairs** **Cancel**

# Early Warning

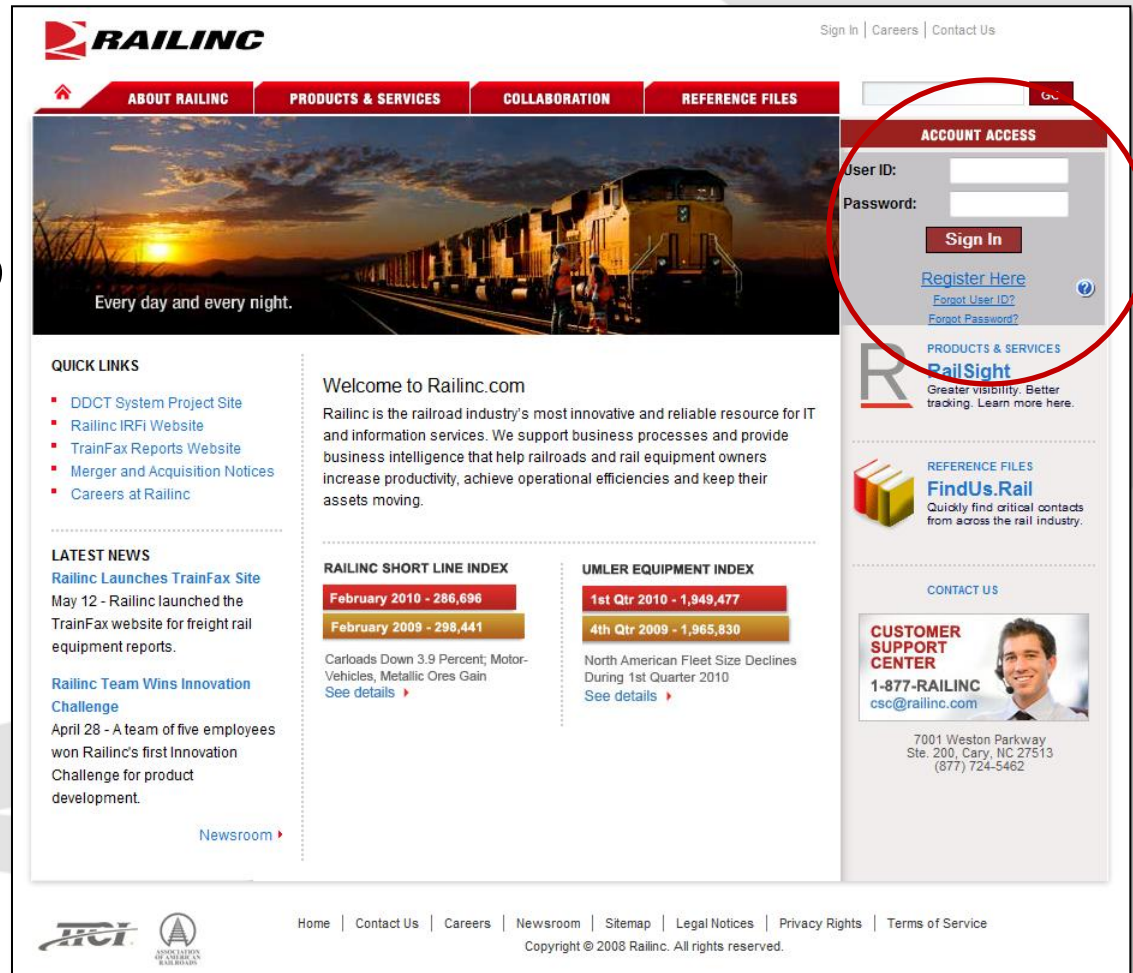
- When DDCT Incidents are created, the cars are added to a Maintenance Advisory letter in the Early Warning System
- Each Rule number has a dedicated MA letter number
  - Rule 1: MA-124
  - Rule 95: MA-125
  - Rule 107: MA-127
  - Rule 108: MA-128
- Cars are removed from the letter at the end of the incident lifecycle

# DDCT – Additional Information

- Get additional information from the DDCT website:  
[www.railinc.com/ddct](http://www.railinc.com/ddct)
- Participants must establish a Railinc Single Sign-On (SSO) account. Go to [www.railinc.com](http://www.railinc.com) for more information.
- Participants must register in FindUs.Rail. This is **required** by industry regulations, Rule 114.
- Participate in training opportunities as they become available

# Railinc Single Sign-On (SSO)

- Establish a Railinc Single Sign-On (SSO) account. Go to [www.railinc.com](http://www.railinc.com) for more information
- This is required to access Railinc applications



The screenshot shows the Railinc website homepage. The top navigation bar includes links for Sign In, Careers, and Contact Us. Below the navigation bar are four main menu items: ABOUT RAILINC, PRODUCTS & SERVICES, COLLABORATION, and REFERENCE FILES. The main content area features a large image of a train at sunset with the text "Every day and every night." Below this are sections for QUICK LINKS, WELCOME TO RAILINC.COM, LATEST NEWS, RAILINC SHORT LINE INDEX, UMLER EQUIPMENT INDEX, and ACCOUNT ACCESS. The ACCOUNT ACCESS section is circled in red and contains a sign-in form with fields for User ID and Password, a Sign In button, and links for Register Here, Forgot User ID?, and Forgot Password?. Below the sign-in form are sections for PRODUCTS & SERVICES (RailSight) and REFERENCE FILES (FindUs.Rail). The footer includes logos for AAR and UMLER, and a copyright notice for Railinc.

**QUICK LINKS**

- DDC System Project Site
- Railinc IRFI Website
- TrainFax Reports Website
- Merger and Acquisition Notices
- Careers at Railinc

**LATEST NEWS**

**Railinc Launches TrainFax Site**  
May 12 - Railinc launched the TrainFax website for freight rail equipment reports.

**Railinc Team Wins Innovation Challenge**  
April 28 - A team of five employees won Railinc's first Innovation Challenge for product development.

[Newsroom](#)

**WELCOME TO Railinc.com**

Railinc is the railroad industry's most innovative and reliable resource for IT and information services. We support business processes and provide business intelligence that help railroads and rail equipment owners increase productivity, achieve operational efficiencies and keep their assets moving.

**RAILINC SHORT LINE INDEX**

February 2010 - 286,696
February 2009 - 298,441

Carloads Down 3.9 Percent; Motor-Vehicles, Metallic Ores Gain  
[See details](#)

**UMLER EQUIPMENT INDEX**

1st Qtr 2010 - 1,949,477
4th Qtr 2009 - 1,965,830

North American Fleet Size Declines During 1st Quarter 2010  
[See details](#)

**ACCOUNT ACCESS**

User ID:

Password:

**Sign In**

[Register Here](#)

[Forgot User ID?](#)

[Forgot Password?](#)

**PRODUCTS & SERVICES**

**RailSight**  
Greater visibility. Better tracking. Learn more here.

**REFERENCE FILES**

**FindUs.Rail**  
Quickly find critical contacts from across the rail industry.

**CONTACT US**

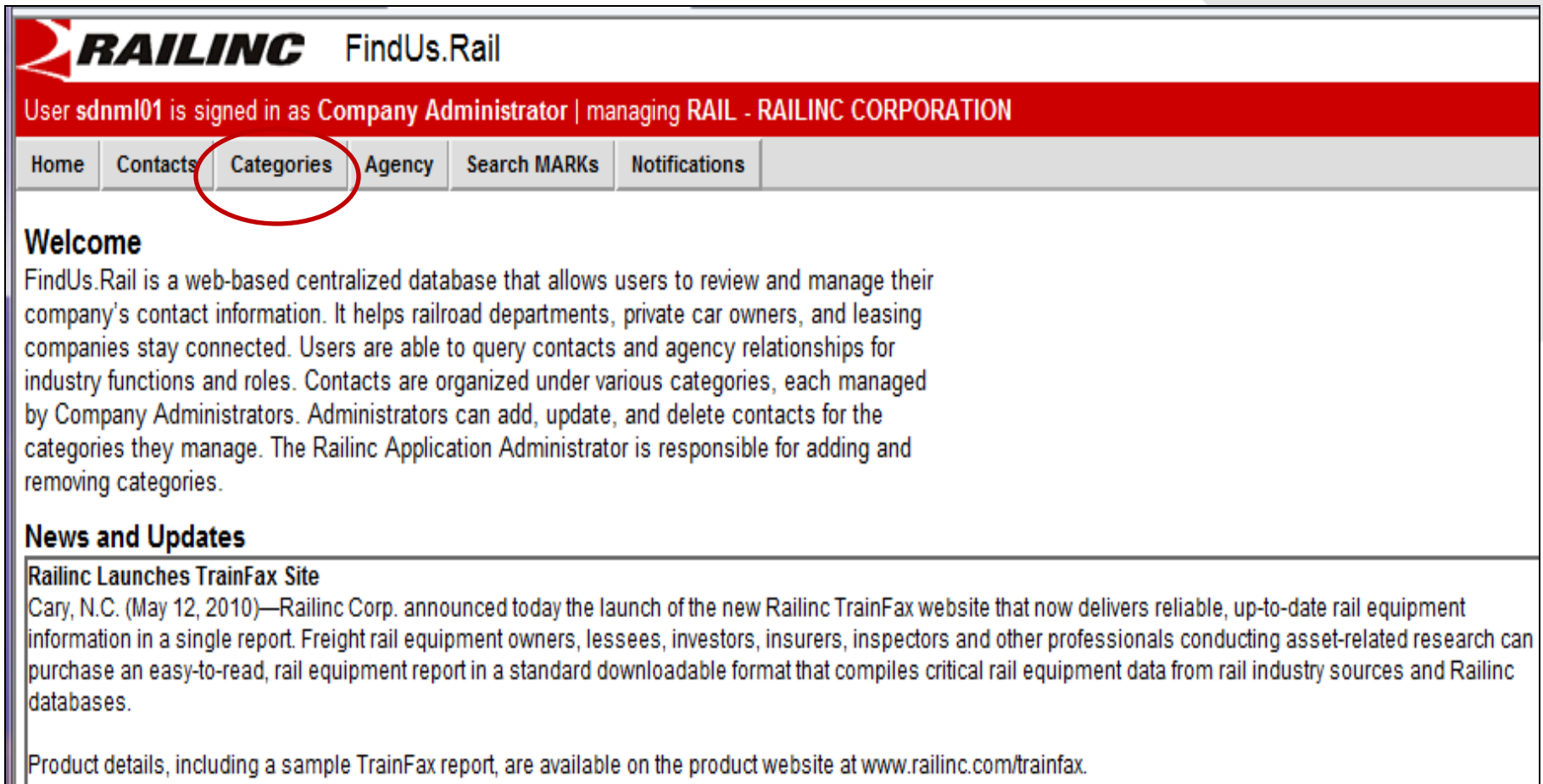
**CUSTOMER SUPPORT CENTER**  
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csc@railinc.com

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# FindUs.Rail

- Register at FindUs.Rail. This is **required** for DDCT by industry regulations



**RAILINC** FindUs.Rail

User [sdnml01](#) is signed in as **Company Administrator** | managing **RAIL - RAILINC CORPORATION**

[Home](#) [Contacts](#) [Categories](#) [Agency](#) [Search MARKs](#) [Notifications](#)

## Welcome

FindUs.Rail is a web-based centralized database that allows users to review and manage their company's contact information. It helps railroad departments, private car owners, and leasing companies stay connected. Users are able to query contacts and agency relationships for industry functions and roles. Contacts are organized under various categories, each managed by Company Administrators. Administrators can add, update, and delete contacts for the categories they manage. The Railinc Application Administrator is responsible for adding and removing categories.

## News and Updates

### Railinc Launches TrainFax Site

Cary, N.C. (May 12, 2010)—Railinc Corp. announced today the launch of the new Railinc TrainFax website that now delivers reliable, up-to-date rail equipment information in a single report. Freight rail equipment owners, lessees, investors, insurers, inspectors and other professionals conducting asset-related research can purchase an easy-to-read, rail equipment report in a standard downloadable format that compiles critical rail equipment data from rail industry sources and Railinc databases.

Product details, including a sample TrainFax report, are available on the product website at [www.railinc.com/trainfax](http://www.railinc.com/trainfax).

# FindUs.Rail – RR and Car Owners

RAILINC FindUs.Rail [sign out](#) | [user services](#) | [help](#) | [contact us](#)

User NFimple is signed in as IT Support / Application Administrator | [manage company](#)

Home | Contacts | Categories | Agency | MARKs | Notifications | Expiration/Transfers | Admin | **IT Support**

### Manage Categories

To view or edit a category, click the category name. To view contacts for a category, click the contact total.

Items 21 | [Export CSV](#)

<a href="#">Damaged Defective Car Tracking</a>	<a href="#">221</a>	316	Application	Any	Public	90	14	08-01-2008 13:47:46 tjhill
Handling Carrier Defective Car Management	68							
Third Party Agent	56							
Handling Carrier Damaged Car Management	74							
Mark Owner Damaged Car Management	194							
Mark Owner Defective Car Management	188							
<a href="#">Early Warning</a>	<a href="#">127</a>	193	Application	Any	Public	90	14	05-05-2008 00:00:00 SYSTEM
Maintenance Advisory	127							

Required  
for car  
owners  
and  
railroads

Available  
now

# FindUs.Rail – Disposition Locations

**RAILING** FindUs.Rail [sign out](#) | [user services](#) | [help](#) | [contact us](#)

User NFinple is signed in as IT Support / Application Administrator | manage [company](#)

Home | Contacts | Categories | Agency | MARKS | Notifications | Expiration/Transfers | Admin | **IT Support**

### Manage Categories

To view or edit a category, click the category name. To view contacts for a category, click the contact total.

Items 21 | [Export csv](#)

<a href="#">Owner Supplied Material</a>	<a href="#">67</a>	295	Application	Any	Public	90	14	05-05-2011 00:00:00 SYSTEM
Rule 85	67							
<a href="#">Repair Shop</a>	<a href="#">17</a>	0	Application	Any	Public	90	14	08-17-2011 10:45:36 tjhill
Shop Contact	17							
<a href="#">RTAT</a>	<a href="#">16</a>	0	Application	Any	Public	90	14	08-17-2011 10:42:41 tjhill
Point of Contact	16							

Required for shops / disposition locations

Car owner **cannot** dispo a car to a facility that is not in FindUs.Rail

# FindUs.Rail – Shops

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Home | Contacts | Categories | Agency | MARKS | Notifications | Expiration/Transfers | Admin | **IT Support**

## View Contact

[printer-friendly](#)

<b>Contact</b>			
Company ID/MARK	AMLX	Company	AMERICAN RAILCAR COMPANY
First Name		Company Reference	
Last Name		Website URL	
Title/Position	Mississippi Shop	Notes	
Email	<a href="mailto:shopms@amlx.com">shopms@amlx.com</a>		
Phone - Primary	403.555.1234		
Phone - Secondary			
Fax			
Address	111 test	Created By	BSDCS01
		Created Date	08-20-2010 11:47:38
		Last Modified By	BSDCS01
		Last Modified Date	08-20-2010 11:48:09
City	Bude	Last Verified By	BSDCS01
St./Prv.	MS	Last Verified Date	08-20-2010 11:48:09
Postal Code	12345		
		Country	US

**Categories**

<input checked="" type="checkbox"/> Repair Shop	
Category Role	Secondary
Category Functions	• Shop Contact
SPLC	489247000

[Prior Versions](#) | [Audit Log](#) | [Done](#)

# FindUs.Rail

- Contact information is **required** for DDCT by industry regulations
- DDCT Category
  - Required for Car Owners & Railroads
- Shop Category
  - Required for Repair Shops, Shipper Repair Facilities, Storage Facilities, any dispo location
  - SPLC Required for each dispo location

# DDCT Enhancements in 2012

- Usability:
  - Integrate with Umler to manage restencil and delete activities
  - Increase the car owner capabilities to allow updates and administrative closures
  - Allow for automatic closure of cars deemed returned to service
  - Enhance the FindUs.Rail categories for Repair Facilities

# DDCT Enhancements in 2012

- System Expansion:
  - Provide the ability to allow electronic handling of ADV's (actual depreciation values)
  - Provide a repository for interchange bureaus to record interchange reports for defects/issues found on cars during interchange (inside of the DDCT system)
  - Utilize DDCT for Early Warning\_Maintenance Advisories
  - Utilize DDCT System for Truck Hunting

# Training Opportunities

- Railinc will host the following webinars:
  - 10/31, 2:30 EST: DDCT 102 – The DDCT Process Overview
  - 11/1, 2:30 EST: DDCT 103 – Car Owners and DDCT
  - 11/2, 2:30 EST: DDCT 104 – Railroads and DDCT
  - 11/3, 2:30 EST: DDCT 105 – Repair Facilities and DDCT
- Registration details and more information will be listed at [www.railinc.com/ddct](http://www.railinc.com/ddct)



## PRODUCTS & SERVICES

Products and Services Overview

Car Accounting

Damage Prevention and Loading Services

Equipment Health

- [DDCT System](#)
- [Get Ready for DDCT](#)
- [DDCT Capabilities](#)
- [DDCT Training](#)
- [Event Schedule](#)
- [EHMS Presentations](#)

Equipment Repair

Financial Data Exchanges

Mergers and Acquisitions

Messaging

Publications

Railroad Clearinghouse

Reference Files

Tracing Products

[Products & Services](#) » [Equipment Health](#) » [DDCT System](#)

### DDCT System Industry Project Overview

For decades, railroads, car owners and repair shops each maintained their own manual processes for tracking, identifying and repairing damaged and defective cars. Because there was no standardized system, data retrieval could be time-consuming and complicated, and information was often unreliable.

The new Damaged Defective Car Tracking (DDCT) system automates this manual process through an easy-to-use, centralized web-based application. Now users have real-time access to information through a single standardized source. And users can easily update, retrieve and share information in a timely manner. The result is better communication and collaboration among rail partners for better equipment management, improved rail safety and reduced administrative costs.

*The new DDCT system, developed by Railinc, goes live in January 2011.*

#### DDCT Project Resources Now Available

This website will provide training background materials, event schedules, training resources and user guides to help your organization get ready for the new system. Information will be posted as it becomes available. Use the menu below to navigate to important DDCT resources.

#### DDCT Resource Pages

- [Get Ready for DDCT](#)
- [DDCT System Capabilities](#)
- [DDCT Training Information](#)
- [Event Schedule](#)

Products and Services  
Overview

Car Accounting

Damage Prevention and  
Loading Services

Equipment Health

- [DDCT System](#)
- [Get Ready for DDCT](#)
- [DDCT Capabilities](#)
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Equipment Repair

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Tracing Products

Transportation Management

Umler

Price List

[Products & Services](#) » [Equipment Health](#) » [DDCT System](#) » [Get Ready for DDCT](#)

## Get Ready for DDCT

The new DDCT system is a significant process change and technology implementation for the rail industry. All users of the system from railroads to equipment owners to repair shops have a role to play in learning about and implementing the new system.

You must undertake the following activities in order to use the new DDCT system in January 2011:

- 1. Single Sign-On Account - Required Activity.** DDCT system users must register and establish a [Railinc Single Sign-On \(SSO\) account](#) to access the application and to register at FindUs.Rail. Go to [www.railinc.com](http://www.railinc.com) and follow the prompts in the login box to establish your account and then request access to DDCT. You may request access to the DDCT system beginning in December.
- 2. FindUs.Rail - Required Activity.** Industry rules require all DDCT system users to register in the FindUs.Rail directory before being granted access to the system. Railinc will use this contact information to communicate about DDCT training opportunities and system implementation. Go to [www.railinc.com](http://www.railinc.com) to register after establishing your SSO account. (See above.)
- 3. Participate in Railinc Training Opportunities.** Railinc is providing a complete training curriculum to help carriers, equipment owners and repair shops learn to use the new DDCT system effectively. Railinc recommends that DDCT system users participate in each of the training activities offered to learn critical system functionality and prepare for system implementation. More information is provided on the [DDCT training page](#).
- 4. Communicate with Your Team.** Tell members of your team about the new DDCT system. The DDCT system touches many users at different steps in the process. It is your responsibility to make sure your team is ready and able to use the new system when launched in January 2011. Remember to share all DDCT-related information, including special training events, user guides, training demos and any other information required to make this system a success where you work.

Use the documents from the links below to help communicate with your team.

### Related Links

- [DDCT Overview](#)
- [DDCT Go-Guide](#)
- [DDCT Frequently Asked](#)
- [DDCT Presentation](#)
- [PPT for Presenters](#)



[ABOUT RAILINC](#)[PRODUCTS & SERVICES](#)[COLLABORATION](#)[REFERENCE FILES](#)[GO](#)

## PRODUCTS & SERVICES

[Products and Services Overview](#)[Car Accounting](#)[CEPM Project](#)[Damage Prevention and Loading Services](#)[Early Warning](#)[Equipment Health](#)

- [DDCT System](#)
- [Get Ready for DDCT](#)
- [DDCT Capabilities](#)
- [DDCT Training](#)
- [DDCT Task Demos](#)
- [DDCT Webinars](#)
- [Event Schedule](#)
- [Real-Time Asset Tracking](#)
- [EHMS Presentations](#)

[Equipment Repair](#)[Financial Data Exchanges](#)[Mergers and Acquisitions](#)[Products & Services](#) » [Equipment Health](#) » [DDCT System](#) » [DDCT Training](#)

### DDCT Training Opportunities

Railinc provide a complete curriculum of training activities, including town hall meetings, web demos and webinars, to help railroads, equipment owners and repair shops learn to use the new DDCT system effectively. Training opportunities include:

**Industry and Town Hall Meetings and Events.** Representatives of the DDCT technical advisory group will also be presenting at industry meetings and events throughout North America. Go here to see the [current schedule of events](#).

**Railinc-sponsored Webinars.** Railinc's DDCT experts will offer DDCT system training for mechanical and car-hire audiences through a series of live webinars prior to the January 2011 implementation date. Registration will begin two to three weeks before the events. Go here to see the [current webinar schedule and register to participate](#).

**Online Web Demos.** Training demos, found on the Railinc website, cover a wide range of critical DDCT functions including Rules 1, 95, 107 and 108. Demos are now available for viewing. [Visit this page to learn more](#).

**User Guide and Documentation.** Railinc also offers the [DDCT user guide](#) and other documentation to help you learn how to work with the new system - now available.

**Access to the Pre-Production System.** The "pre-prod" system gives you a chance to explore functionality and practice critical tasks without being penalized for making mistakes. Users can [request permissions now](#).

**IMPORTANT NOTE:** In order to be granted access to the DDCT Test System

#### ACCOUNT ACCESS

User ID: Password: [Sign In](#)[Register Here](#)[Forgot User ID?](#)[Forgot Password?](#)[PRODUCTS & SERVICES](#)**RailSight**Greater visibility. Better tracking. [Learn more here.](#)[REFERENCE FILES](#)**FindUs.Rail**

Quickly find critical contacts from across the rail industry.

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[csc@railinc.com](mailto:csc@railinc.com)7001 Weston Parkway  
Cary, NC 27513  
(877) 724-5462**FREIGHT RAIL WORKS**

# Recap

Process Change

January 2011

Electronic Defect  
Card

Discontinue Use of Paper  
Defect Cards

Car Hire

Triggered by DDCT actions

FindUs.Rail

Registration Required

Information

[www.railinc.com/ddct](http://www.railinc.com/ddct)



**Contact us:  
1- 877-RAILINC  
csc@railinc.com**

**Questions?**

7001 Weston Parkway, Suite 200, Cary, NC 27513 –877.724.5462 -- [www.railinc.com](http://www.railinc.com)

