RAILINC | DDCT FAQs

General

DDCT FAQs for car owners, repair shops, handling carriers, the Liability Continuity System and FindUs.Rail are available for download from the DDCT product page on Railinc.com.

What is the Damaged and Defective Car Tracking (DDCT) system and how will it help my day-to-day operations?
DDCT is a web-based application that provides a centralized system for railroads, car owners and repair facilities to identify and track damaged and defective rail equipment. DDCT allows the reporting of incidents relating to AAR Rules 95, 107, 1 and 108. DDCT improves the accuracy, timeliness and reliability of data on damaged and defective cars, reducing administrative effort and providing significant cost savings.

Who should use DDCT?
Railroads, car owners and repair shops are the primary users. With DDCT:

- Railroads can create incidents on cars for Rules 1, 108, 95, 107, request disposition, handle settlements for equipment and get visibility into estimated depreciated value.
- Car owners can track damage on cars, defect cards, provide disposition to preferred repair shops and get visibility into actual depreciated value on cars.
- Repair shops can track which cars they will receive and report repairs.

Note: *Rule 95 does not allow for disposition. The DDCT Technical Advisory Group (TAG) and rules support that if a Handling Carrier damaged a car to the extent that it required disposition, the damage is entered under Rule 107.*

How does DDCT benefit railroads?
DDCT streamlines the process for reporting incidents and damage to cars, eliminates the need for defect card brackets, allows car owners to make requests for disposition, enables on-site estimates of depreciation in value and facilitates the settlement process. This helps railroads make quicker decisions on repair or dismantling damaged equipment and gets cars back in service faster.

How does DDCT benefit car owners?
DDCT provides accurate and timely information on car condition, location and repair status. Car owners can provide disposition for repairs and receive on-site depreciation estimates, which expedites decisions on whether to repair or scrap equipment and helps with settlement decisions.

How does DDCT benefit repair shops?
DDCT provides accurate information on cars in need of repairs and on defects that handling carriers note. It also provides an easy way for repair shops to communicate with car owners and carriers about repair status. DDCT more efficiently processes and shares information on car history, condition, location, ownership and repair status. This information allows for a smoother process for receiving, repairing and returning cars to owners.

Are companies required to use DDCT?
Yes. The industry modified Rules 114 and 115 in 2011 to require car owners, railroads and repair shops to use DDCT for identifying and tracking damaged and defective cars that are subject to AAR Interchange Rules 1, 108, 95 and 107. DDCT is the only industry-accepted source for timely and accurate information for these rules.

Does DDCT use the Umler® system and other data sources?
Yes. DDCT is one of many rail-related systems and applications that rely on data from the Umler system. DDCT also interfaces with the Event Repository (TRAIN II/EDI), FindUs.Rail, Equipment Advisory and the Liability Continuity System (LCS). In addition, DDCT interfaces with Industry Reference Files (IRFs) to help users report correct Standard Point Location Codes (SPLCs) and Standard Transportation Commodity Codes (STCCs).

Is there a fee to participate in DDCT?
Yes. All car owners receive an annual invoice. These charges will be included on the February invoice as a separate line item and will cover continued development and DDCT's anticipated operating, support and maintenance costs. See the Railinc Price List for specific charges.

When an incident is closed, will the information still be available for viewing?
Yes. DDCT will store incidents for up to seven years.

DDCT transmits notifications of actions for equipment within DDCT. What do I need to do to receive these notifications?
You must register for Railinc's FindUs.Rail application and add a contact for the Damaged and/or Defective Car Tracking category. DDCT will use this information for notifications.

How do you determine the end of a car's life cycle in DDCT?
A car can reach an End State in several ways. It can be removed from the incident, repaired, dismantled, or the car owner can accept Settlement. Whenever a car reaches an End State, DDCT has the car removed from the Informational Advisory (IN) in the Equipment Advisory system. For Rule 107s, the End State is 90 days.

Which Equipment Advisories are associated with DDCT?
Informational Advisories that are specific to DDCT are:

- IN - 3000 – Rule 1
- IN - 3001 – Rule 95
- IN - 3002 – Rule 96
- IN - 3003 – Rule 107
- IN - 3004 – Rule 108

How does DDCT determine equipment responsibility?
DDCT uses the Stenciled Mark Owner to determine responsibility and notification. DDCT also has the capability for the owner to transfer liability for responsibility to a third party of their choosing.

Is there a requirement for the car owner to close the Information Advisory in Equipment Advisory?
No. Once the repair facility reports the repairs complete on a car, DDCT automatically removes the car from the corresponding equipment advisory. When a car is given "End State" status, DDCT removes the car from the corresponding equipment advisory.

Note: *The EHMS alert is handled separately.*

How are Federal Railroad Administration Movement Approvals and Transport Canada Temporary Certificates handled?
These are handled outside of DDCT, the same way they were prior to DDCT's implementation.

Can all DDCT users download incidents to see how many cars are damaged?
Those with permission to view a specific incident can download and view details of incident. This includes the handling carrier that created the incident, the car owner or an approved third party. Also, if a railroad has possession of a car, it can view the incident but not any confidential information.

Different government agencies have requested access to DDCT to view defect cards and other DDCT-related data. Is there a DDCT role for this access?
DDCT provides for the efficient operation of interchange, and the data contained in the system is not reported or furnished to government agencies. Any information agencies need must come from an individual railroad. Government agencies that need additional information can contact Ron Hynes or Nichole Fimple at the Association of American Railroads at 202-639-2100.

If an incident is not created in DDCT, does it affect the billing process?
Not at this time. Refer to Rule 115 of the *Office Manual of the AAR Interchange Rules*.

Where can I learn more about DDCT?
Visit the DDCT product page where you can view demos, download slides from past webinars, and access resources such as FAQs and the *DDCT User Guide*. You can also request to join the DDCT User Group via the Railinc Launch Pad. The User Group is a community where DDCT users can stay informed about system updates and news, share ideas for enhancing the system, get their questions answered and learn best practices from Railinc experts and industry peers. For more information about DDCT, contact the Railinc Customer Success Center at csc@railinc.com or 877-724-5462.

How do I access DDCT?
You must have a Railinc Single Sign-On (SSO) account to use DDCT. To create an SSO account, go to Railinc.com. Select the Customer Login link in the top right of the page. Click "Need Help Signing in?" and "Don't have a Railinc Account?" links and follow the prompts to establish your account. You will receive an email confirmation of your profile, which you must verify within 14 days to unlock your account. If you already have an SSO account, you do not need to create a new one. Once you have established an SSO account, you can request permission to access DDCT after you have logged on with your SSO account at Railinc.com.

When a car is received in interchange and damage is found, does the receiving road create an incident for this damage?
This is considered a Rule 95b situation, which DDCT does not cover. Reporting of the damage is handled outside of DDCT or the delivering/damaging carrier should create the incident.

How is the disposition handled if you want to reverse-route a car back to the original road?
Disposition just consists of identifying the shop you want the car sent to. You can enter a note for each shop location if you want to convey movement instructions (waybill routing) to the handling carrier.

Which equipment types do DDCT procedures not cover?
The following equipment types are not included: locomotives (LOCO), end-of-train-devices (EOTD), intermodal trailers (TRLR), intermodal containers (CONT), and passenger cars (PSGR).

If a car is in an incident and the damaging railroad repairs it, does it need to enter the repair in DDCT?
Yes. If the damage is under Rule 95, Rule 107, Rule 108 and Rule 1, the damaging railroad must create an incident.

Who from my company will need to register to use DDCT?
Railinc recommends that all employees who could be responsible for handling equipment that is damaged or defective per Rules 1, 95A, 107 and 108 register in DDCT. Registration also is required in FindUs.Rail to receive notification and to display shop couplet information for disposition.

Why is a company ID required to access DDCT?
Railinc uses a company ID to identify your company. It can be a generic company id, a railroad mark, a private mark, a Standard Carrier Alpha Code (SCAC), a shop ID or a running repair ID. There is a one-time fee associated with registering for company ID. Refer to the Railinc Price List for further details.

DDCT SSO Roles
The following roles are available to DDCT users:

- **Car Owner Admin:** Administrator of Car Mark Owner that needs to work with all incidents. Only the Car Owner Admin has the ability to authorize Dismantle under Rule 108 and to accept/reject settlement offers for Rule 107.
- **Car Owner Damaged Car User:** Back Office user to Car Mark Owner that needs to work with Rule 95/107 incidents.
- **Car Owner Defective Car User:** Back Office user to Car Mark Owner that needs to work with rule 1/108 incidents.
- **Car Owner Read Only User:** Car Owner user that has read-only view of incidents
- **DDCT Company Admin:** Authority to grant All Role permissions for signed in mark. (Allows assignment of individual permissions for a company).
- **HC Damaged Car User:** Back Office user of Handling Carrier that needs to work with Rule 95/107 incidents.
- **HC Defective Car User:** Back Office user of Handling Carrier that needs to work with Rule 1/108 incidents.
- **Handling Carrier Admin:** Administrator of Handling Carrier that needs to work with all incidents. Only the Handling Carrier Admin has the authority to offer settlement on a Rule 107 incident car.
- **Handling Carrier Field User:** Field users of Handling Carrier that needs to create new incidents.
- **Handling Carrier Read Only User:** Handling Carrier user that has read-only view of incidents.
- **Shop User:** Repair Shop user.

Note: *For each of the above roles, the user assigned the specific mark should also register in FindUs.Rail. FindUs.Rail registration ensures the company will receive notifications when actions are needed or have taken place for the specific mark.*

What if I have questions about DDCT?
For additional DDCT related documents, see the DDCT page on Railinc.com. Railinc's customer service team is available to answer your questions. For more information about the DDCT, contact the Railinc Customer Success Center toll free at (877) 724-5462 or via email at csc@railinc.com.

Legal Disclaimer: Any actions taken in reliance on or pursuant to this document are subject to Railinc's Terms of Use, as set forth in https://public.railinc.com/terms-use, and all AAR rules.

Last Updated October 2023