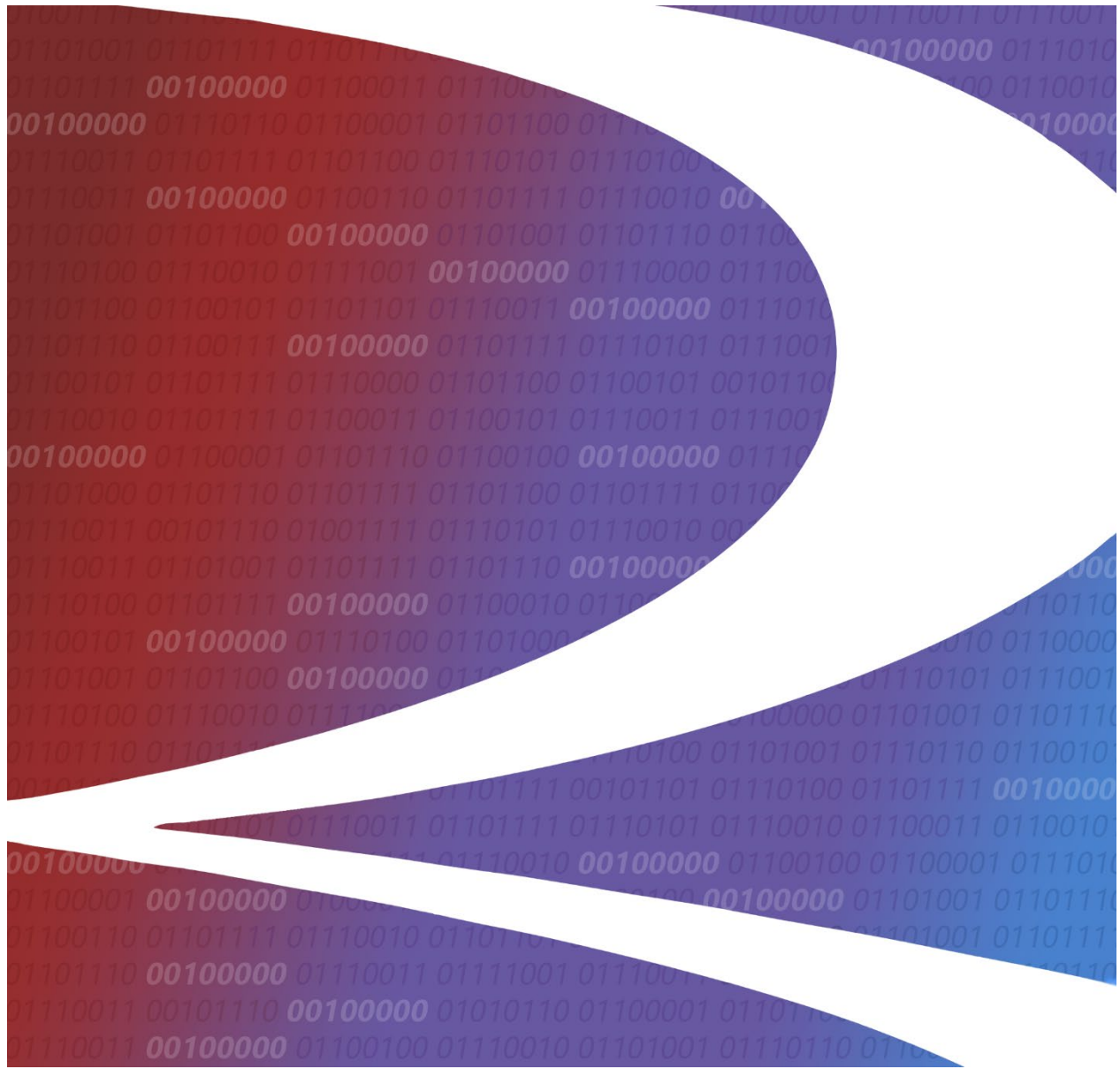




Interline Service Agreement (ISA) Repository User Guide



© 2026 Railinc. All Rights Reserved.

Last Updated: June 2026

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.

Table of Contents

Learning about the ISA Repository	1
Overview.....	1
System Requirements.....	2
Accessing the Railinc Customer Success Center	2
Getting Started.....	3
Learning about User Roles.....	3
Logging In.....	4
Changing SCAC.....	4
Logging Out.....	5
Creating ISAs	6
Creating an ISA—Basic Information.....	7
Creating an ISA—Description Information.....	9
Creating an ISA – Train Plan Addendum	10
Creating an ISA—Contacts.....	13
Creating an ISA—Review	16
Working with Contacts.....	18
Creating a New Contact.....	18
Searching for an Existing Contact	19
Editing an Existing Contact	20
Deleting Contacts.....	21
Working with ISA Emails	24
Request for Response to Proposed ISA Email.....	24
Reminder of Pending ISA Request Email.....	26
Disposition Notifications on Approved or Rejected ISA.....	27
Working with Existing ISAs	28
Viewing ISAs.....	29
Archiving ISAs	32
Cloning ISAs	33
Adding ISA Contacts.....	34
Editing ISA Contacts	36
Removing ISA Contacts	38
Updating ISA Roles.....	39
Viewing/Managing Draft ISAs	40
Editing a Draft ISA	42
Archiving a Draft ISA.....	42
Exporting ISAs.....	44
Viewing Documentation	45
Downloading the User Guide.....	45
Downloading the Export (CSV) Template/Example	46
Downloading the Export (CSV) File Layout	46

List of Exhibits

Exhibit 1. Interline Service Agreements Home Page	4
Exhibit 2. User Mark Selection.....	4
Exhibit 3. Create ISA Tabs	6
Exhibit 4. Create ISA—Basic Information	7
Exhibit 5. Create ISA—Description Information	9
Exhibit 6. Create ISA—Train Plan Addendum	11
Exhibit 7. Show/Hide Block Description and Add General Comments	12
Exhibit 8. Create ISA—Contacts	13
Exhibit 9. Add Contact	14
Exhibit 10. Create New Contact	14
Exhibit 11. Edit Contact Pop-up	15
Exhibit 12. Contact Added to ISA	15
Exhibit 13. Create ISA—Review.....	16
Exhibit 14. Create a New Contact.....	18
Exhibit 15. Confirmation Pop-up.....	19
Exhibit 16. Contact Search	19
Exhibit 17. Contact Search Results Using Partial Entries	20
Exhibit 18. Edit Contact.....	21
Exhibit 19. Edit Contact Confirmation	21
Exhibit 20. Select Checkboxes for Delete	22
Exhibit 21. Delete Contact Confirmation	22
Exhibit 22. Request for Response to a Proposed ISA Email	24
Exhibit 23. Sample Request Response Email (Approved).....	25
Exhibit 24. Sample Request Response Email (Rejected)	25
Exhibit 25. Reminder of Pending ISA Request Email.....	26
Exhibit 26. Manually Rejected ISA	27
Exhibit 27. Manually Approved ISA	27
Exhibit 28. Auto-Accepted ISA – No Response After 30 Days	27
Exhibit 29. View ISAs Status Drop-Down List.....	28
Exhibit 30. ISA Status Dashboard	28
Exhibit 31. View ISAs Statuses and Descriptions	29
Exhibit 32. View Interline Service Agreements	30
Exhibit 33. Column Sort Example (Sorted on Partner Railroad).....	30
Exhibit 34. View ISA Details (Top of Page)	31
Exhibit 35. ISA (downloaded as a PDF).....	32
Exhibit 36. Archive ISA Confirmation Pop-up	33
Exhibit 37. Clone Interline Service Agreement.....	33
Exhibit 38. ISA Status and Selected Records	34
Exhibit 39. Add Contacts Pop-up	35
Exhibit 40. Search Results	35
Exhibit 41. Add New Role to Add Contact	36
Exhibit 42. Success Message for Adding Contacts to ISAs	36
Exhibit 43. Edit Interline Service Agreement.....	37
Exhibit 44. Edit Contact Pop-up	37
Exhibit 45. Add Contact Pop-up	38
Exhibit 46. Remove Contacts Pop-up.....	39
Exhibit 47. Success Message for Removing Contacts from ISAs	39
Exhibit 48. Edit Contact’s Role on Selected ISAs.....	40

Exhibit 49. Success Message for Updating Roles for ISAs	40
Exhibit 50. View Interline Service Agreements (Draft ISAs)	41
Exhibit 51. View ISA Details for Draft ISA	41
Exhibit 52. Edit Interline Service Agreement	42
Exhibit 53. Archive ISA Confirmation Pop-up	43
Exhibit 54. Export Pop-up Prompt	44
Exhibit 55. ISA User Guide	45

Learning About the ISA Repository

The ISA Repository is a web-based application that makes it easy for parties involved in an Interline Service Agreement (ISA) to ensure that they are working with the most current version of the agreement. The ISA Repository application enables users to create ISAs, which are then distributed via email for review and approval.

This document describes how to use the ISA Repository through the following major sections:

- [Learning about the ISA Repository](#) provides basic information about the system.
- [Getting Started](#) describes how to access and log into the system.
- [Creating ISAs](#) describes how to create Interline Service Agreements.
- [Working with Contacts](#) describes how to create and manage contacts used for ISAs.
- [Working with ISA Emails](#) describes the ISA emails that are sent by the application.
- [Working with Existing ISAs](#) describes how to view and clone existing Interline Service Agreements and edit their associated contacts, as well as how to edit and archive draft ISAs.
- [Exporting ISAs](#) describes how export an ISA as a CSV file.
- [Viewing Documentation](#) describes how to download and view the latest version of this user guide as well as other helpful files.

An index follows the major sections.

Overview

Managing interchange activities is a challenging and complex task. The ISA Repository is an easy-to-use, web-based application that enables any railroad to enter into an interchange agreement with a partner railroad. The repository stores critical details about the railroads' interchange activities, including frequency, times, length of train, and interchange locations, helping to ensure that an interchange event occurs as planned.

The ISA Repository helps railroads in and around major rail gateways operate more effectively by improving their planning and communication with their partners and by providing convenient access to essential information about their interchange agreements.

With its simple user interface, the ISA Repository makes it easy for railroads to create, approve, and archive ISAs. The application enables railroads of all sizes to initiate an ISA. Partner railroads can approve or reject an ISA with just an email – they are not required to log into the application. The application's cloning feature creates new ISAs that mirror existing ISAs, and current and historical ISAs are always available via PDF and CSV downloads.

With the ISA Repository, railroads know their interchange partners have reviewed and approved the details of their ISA. This lessens the likelihood of expensive errors like a partner railroad ending up with more railcars than it can handle or with the right number of railcars at the wrong time.

Railroads with access to the ISA Repository can view and download ISAs of which they are a party at any time, without assistance from Railinc or their partner railroads. Current and historical ISAs are always available via PDF and CSV downloads, and a railroad that initiates an ISA has the ability to edit it.

The ISA Repository generates a reminder email notification seven days after the initiating railroad requests approval of an ISA from its partner railroad. If the partner railroad does not approve the ISA within 30 days, the application automatically accepts it and sends a notice to both parties. This prevents ISAs from idling in the system indefinitely and an initiating railroad from operating under the assumption that its partner railroad has viewed and approved the ISA.

The ISA Repository is particularly helpful in improving the management of gateways by ensuring that each railroad is working with the most current versions of their Interline Service Agreements.

System Requirements

For information about the system requirements of Railinc web applications and for information about downloading compatible web browsers and file viewers, refer to the [Railinc UI Dictionary](#).

Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to csc@railinc.com.

Getting Started

Access the ISA Repository by using Railinc Single Sign-On (SSO), a web application that provides convenient access to a variety of Railinc products. To get started, go to the Railinc portal at <https://public.railinc.com>. Select the **Customer Login** link in the top right corner of the website to open the Login page. Log into SSO by entering your user ID and password in the fields and then selecting **Sign In**.

1. If you do not already have a Railinc SSO user ID and password, refer to the [Railinc Single Sign-On User Guide](#). Once you have access to Railinc SSO, you must request access to the ISA Repository within SSO.
2. If you do not have access to the ISA Repository, request access by following instructions in the [Railinc Single Sign-On User Guide](#). See [Learning about User Roles](#) for information about the available levels of access. When you have received email notification confirming your access to the ISA Repository, you can log on and begin using the system.
3. It is not necessary to have an SSO ID in order to approve or reject emailed ISAs.

Learning About User Roles

Your assigned user role determines what functions you can perform. User roles are assigned by Railinc through the Single Sign-On interface (refer to the [Railinc Single Sign-On User Guide](#)).

The following role is applicable for railroad service design personnel:

- **ISA Creator** – This ISA role is for the carrier to assign permissions to the ISA system for their company. This role also allows the ability to create ISAs (see Note below).

The ISA Creator role provides access to the Home, Create ISA, View ISAs, Export ISAs (csv), Contact Management, and Documentation menu items. Users with the ISA Creator role can create ISAs, see all their agreement information, make changes to agreements, and export information.

The following role is applicable for railroad service design management and yard operations:

- **ISA Viewer** – This ISA role is for view-only permission to view ISAs that company mark(s) are a party to.

The ISA Viewer role provides access to the Home, View ISAs, Contact Management, and Documentation menu items. Users with the ISA Viewer role can see all their agreement information but cannot make any changes or export information.

Notes:

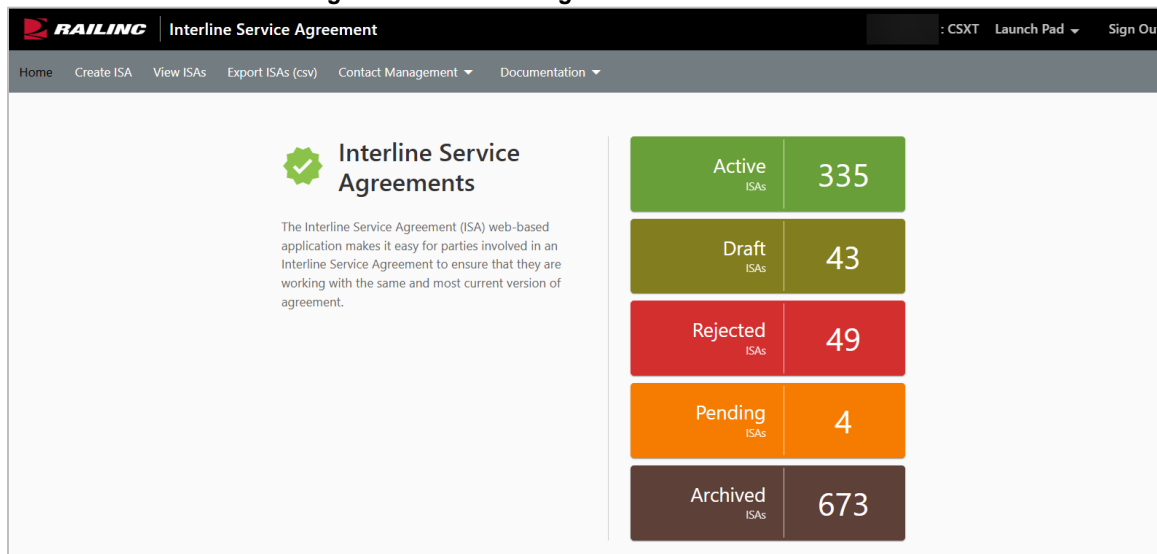
1. If you want to manage ISAs for multiple associated roads, complete the request process for the first road and then repeat the request permissions process for the second road. You can request different permission levels for different roads.
2. External users of ISA should select either the ISA Creator role or the ISA Viewer role. These roles can be requested for multiple roads.

Logging In

To log into the ISA Repository application:

1. From the browser, open the Railinc portal at <https://public.railinc.com>.
2. Select the **Customer Login** link in the upper right of the screen.
3. Log into SSO. The Railinc Launch Pad is displayed.
4. Select **ISA Repository**. The Interline Service Agreements Home page is displayed. Continue by either selecting one of the color-coded ISA categories to view all ISAs within that category or an ISA application menu item.

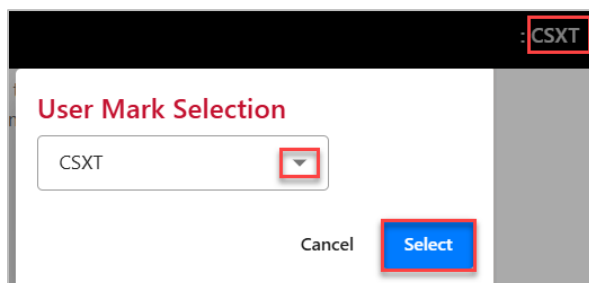
Exhibit 1. Interline Service Agreements Home Page



Changing SCAC

1. If you have ISA access to more than one Standard Carrier Alpha Code (SCAC), select the mark in the top right next to your user id. The User Mark Selection pop-up displays.
2. To view ISAs for a different SCAC, Select a SCAC from the drop-down list and select the **Select** button.

Exhibit 2. User Mark Selection



Logging Out

Select the **Sign Out** link to end an ISA session. You are returned to the SSO Login Page.

If multiple SSO applications are open (in separate browser windows), and you want to close only one, close the unwanted session window by selecting the “X” at the top right of the window or pressing **Alt +F4**. Note that selecting the **Sign Out** link ends the entire Single Sign-On session (and all open SSO applications).

If your user session has been idle for more than 30 minutes, a warning message panel is displayed (not shown).

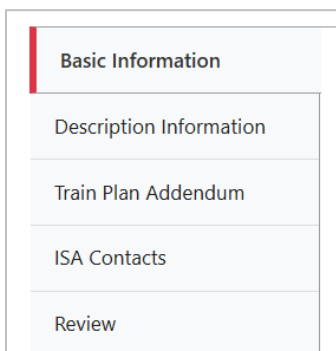
If your user session times out, you must log back in as directed.

Creating ISAs

When you select the **Create ISA tab**, the Create an Interline Service Agreement page with the Basis Information tab is displayed ([Exhibit 4](#)).

To create an ISA, you must complete tabs for [Basic Information](#), [Description Information](#), [Train Plan Addendum](#), and [ISA Contacts](#). Prior to submission, the ISA can be reviewed for accuracy on the [Review](#) tab. The Create ISA tabs are listed on the left side of the page and are pictured in [Exhibit 3](#).

Exhibit 3. Create ISA Tabs



After you create an ISA in the application and select **Submit ISA for Approval**, the ISA is sent via email to the partner road and contacts identified in the ISA for review and approval. See [Working with ISA Emails](#) for examples.

Note: To avoid validation errors and to ensure the completion of all required fields, it is recommended that each tab on the ISA is completed in sequential order prior to selecting **Submit ISA for Approval**. If a work in progress draft is required, select **Save ISA as Draft**.

Creating an ISA—Basic Information

This basic information is required before an ISA can be saved as a draft. An approver contact for each railroad is required to submit for approval.

1. Select **Create ISA**. The Create ISA—Basic Information page is displayed ([Exhibit 4](#)).

Exhibit 4. Create ISA—Basic Information

The screenshot shows the 'Create an Interline Service Agreement' form with the 'Basic Information' tab selected. The form includes a sidebar with navigation links: Basic Information, Description Information, Train Plan Addendum, ISA Contacts, and Review. The main content area is titled 'Basic Information' and contains a message: 'This basic information is required before an ISA can be saved as a draft. An approver contact for each railroad is required to submit for approval.' The form fields are as follows:

- Your Railroad***: A text input field with the placeholder 'MARK' and a red border. Below it is the text 'Required value.'
- Reason for ISA***: A large text input field with a red border. Below it is the text 'Required value.'
- Partner Railroad***: A text input field with the placeholder 'MARK' and a red border. Below it is the text 'Required value.'
- Interchange Gateway***: A text input field with a red border. Below it is the text 'Required value.'
- ISA Number**: A section containing four fields:
 - SPLC***: A text input field with the placeholder 'SPLC' and a magnifying glass icon. Below it is the text 'Required value.'
 - Origin R260***: A text input field with the placeholder '---'. Below it is the text 'Required value.'
 - Partner R260***: A text input field with the placeholder '---'. Below it is the text 'Required value.'
 - A dropdown menu with a downward arrow.
- Effective Date***: A text input field with the placeholder 'MM/DD/YYYY' and a calendar icon. Below it is the text 'Required value.'

At the bottom right of the form is a '>> Next' button. At the bottom of the page are three buttons: 'Submit ISA for Approval' (with a document icon), 'Save ISA As Draft' (with a pencil icon), and 'Cancel' (in a red box).

2. Complete the following required fields:
 - a. **Your Railroad:** Railroad mark of the ISA creator.
 - b. **Reason for ISA:** Describe the reason for ISA.
 - c. **Partner Railroad:** Railroad mark of partner in ISA agreement.
 - d. **Interchange Gateway:** Text description of gateway.
 - e. **ISA Number:** Follows this format: SPLC, R260 of origin road, R260 of partner road, and then an optional drop-down to identify the shipment type (IM – Intermodal or GM – General Merchandise).
 - f. **Effective Date:** Date the agreement becomes effective. Use the calendar icon to assist with selecting the date. Defaults to the current date. Cannot be a date in the past.
 - g. **Reason for ISA:** Required free-form field to explain the reason for the agreement.

3. Once the fields are completed as needed, perform one of the following steps:
 - a. Select **Next** or the **Description Information** tab. If all validation rules pass the Create ISA—Description Information page is displayed (see [Description Information](#)).
 - b. You will not be able to submit the ISA for approval until all tabs have been completed, but you can select **Save ISA As Draft** to save the ISA as Draft. If all field entries pass validation, the ISA is saved and appears with a status of **Draft**.
 - c. Select **Cancel** to cancel the creation of the ISA.

Creating an ISA—Description Information

This basic information is required before an ISA can be saved as a draft. An approver contact for each railroad is required to submit for approval.

1. After completing [Basic Information](#) for creating an ISA, select either the **Descriptive Information** tab or the **Next** button. The Create ISA—Description Information page is displayed ([Exhibit 5](#)).

Exhibit 5. Create ISA—Description Information

Create an Interline Service Agreement

Basic Information
Description Information
Train Plan Addendum
ISA Contacts
Review

Description Information

Please provide description information for any or more description information elements below. Each description is limited to 2500 characters.

Interchange Locations
To Road1: [enter locations here] To Road2: [enter locations here]

Interchange Event
To Road1: [enter events here] To Road2: [enter events here]

Interchanging Trains, Blocks and Handling
See Train Plan Addendum.

Train or Traffic Restrictions
[enter restrictions here]

Mechanical Inspection Requirements
AAR interchange rules apply; receiving carrier will perform standard interchange inspection.

Locomotive Requirements
Locomotive requirements will be covered in the Master Locomotive Agreement.

Advance Consist Requirements
Advance consist information to be transmitted electronically no later than two (2) hours prior to interchange on run throughs and prior to actual interchange on yard transfers.

Actual Interchange Reporting
Interchange reporting will be completed within four (4) hours of the event.

Temporary and Emergency Plans
Both parties will coordinate emergency plan overrides. Either party may revise the schedule when temporary or emergency conditions exist and the party taking such action

Performance Evaluation
Service Design/Planning groups within each railroad will measure the performance of this ISA and jointly review the results periodically as agreed by the parties.

Schedule Changes
Service Design/Planning groups will develop and coordinate all schedule changes that are proposed for this ISA.

Revision of ISA
Each railroad party to this ISA will notify the other at least fourteen (14) days in advance of the need to revise the ISA. Each partner must agree before the ISA will be considered

Agreement Conflicts
In the event any provision(s) included in this Interline Service Agreement conflicts with provision(s) contained in other legally executed agreements, the provisions contained in

<< Prev
Next >>

Submit ISA for Approval
Save ISA As Draft
Cancel

2. Provide optional description information for one or more entry fields. Each description is limited to 2500 characters. By default, most of the fields are prefilled with standard text, which can be modified as needed. The fields for **Interchange Locations**, **Interchange Events**, and **Train or Traffic Restrictions** are prefilled with suggested template data.
3. Once the fields are completed as needed, perform one of the following steps:

- a. Select **Prev** or the available Create ISA tab to return to that portion of the ISA to perform edits.
- b. Select **Next** or the **Train Plan Addendum** tab. The [Train Plan Addendum](#) page is displayed.
- c. You will not be able to submit the ISA for approval until all tabs have been completed, but you can select **Save ISA As Draft** to save the ISA as a draft. If all field entries pass validation, the ISA is saved and appears with a status of **Draft**.
- d. Select **Cancel** to cancel the creation of the ISA.

Creating an ISA – Train Plan Addendum

Provide the Train Plan Addendum information. To successfully complete an ISA, one or more Train Plan Addendums must be completed.

1. After completing [Basic Information](#) for creating an ISA and the [Description Information](#), select either the **Train Plan Addendum tab** or the **Next** button. The Create ISA— Train Plan Addendum page is displayed.

Exhibit 6. Create ISA—Train Plan Addendum

Create an Interline Service Agreement

Basic Information

Description Information

Train Plan Addendum

ISA Contacts

Review

Train Plan Addendum

Please provide the Train Plan Addendum information below. To successfully complete an ISA, one or more Train Plan Addendums must be completed.

New Train Plan Addendum [+ Copy TPA](#) [- Remove](#)

From Road => To Road* CSXT => BNSF Time Zone* USE SPLC

Interchange Location* SPLC* SPLC

Required value. From Train ID* Required value. To Train ID*

Required value. Required value.

Frequency

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

Power Through* RSSM Permitted* Positive Train Control*

(Y/N) Window Low HHMM (Y/N) Interchange Time HHMM (Y/N) Window High HHMM

Tons Feet

[Show/Hide Block Description](#)

[Add General Comments](#)

[<< Prev](#) [+ Add New TPA](#) [>> Next](#)

[Submit ISA for Approval](#) [Save ISA As Draft](#) [Cancel](#)

2. Complete the following required fields:

- From Road => To Road:** Drop down with your road and the partner railroad identified. Used to determine the direction of traffic.
- Time Zone:** Time zone of the interchange. If **USE SPLC** is selected from this drop-down, it defaults to the time zone of the SPLC indicated in the SPLC field just below the Time Zone field.
- Interchange Location:** Free-form text description of the actual interchange location.
- SPLC:** SPLC of the interchange.
- From/To Train ID:** Free-form text descriptions of the involved Train IDs.
- Frequency** (optional): Choose one or more days of the week for which the interchange will take place. Once selected, that date appears in dark shading.
- Power Through** (optional): Select **Y** (Yes) or **N** (No) to determine if access to the locomotive is allowed.
- RSSM Permitted:** Select **Y** (Yes) or **N** (No) to determine if the shipment contains Rail Security Sensitive Materials. This implies if hazardous types of materials are allowable.

- i. **Positive Train Control** (mandatory if **Power Through = Y**): Select **Y** (Yes) or **N** (No) to indicate if the train is operational in the Positive Train Control environment where the car is received.
 - j. **Window Low** (optional): Enter time to identify the low end of the allowable threshold for the interchange. Use military time.
 - k. **Interchange Time** (optional): Enter time to identify the preferred exact time of the interchange. Use military time.
 - l. **Window High** (optional): Enter time to identify the high end of the allowable threshold for the interchange. Use military time.
 - m. **Tons** (optional): Estimated tonnage of the shipment.
 - n. **Feet** (optional): Estimated feet of the shipment.
3. As needed, select the **Show/Hide Block Description** link to reveal block information input fields for input ([Exhibit 7](#)). Select + to add a row and select the trash icon to remove the row. Enter as many as needed.
 4. Select the **Add General Comments** link and enter your comments (up to 2500 characters).

Exhibit 7. Show/Hide Block Description and Add General Comments

The screenshot displays two sections of the ISA form. The top section, titled 'Show/Hide Block Description', contains three input fields: 'From Block Id', 'To Block Id', and 'Block Description'. To the right of these fields is a red-bordered box containing a trash icon and a blue plus sign (+). The bottom section, titled 'Add General Comments', features a large text area with the placeholder text 'Enter General Comments here. Limit 2500 characters.' and a small icon in the bottom right corner.

5. Once the required fields are entered, perform one of the following steps:
 - a. Select **Prev** or an available Create ISA tab to edit previous sections of the ISA.
 - b. Select **Copy TPA** to copy the last Train Plan Addendum created and add it to the bottom of the list with the entered fields copied.
 - c. Select **Add New TPA** to add additional Train Plan Addendums.
 - d. Select **Next** or the **ISA Contacts** tab. The Create ISA—Contacts page is displayed ([Exhibit 8](#)).
 - e. You will not be able to submit the ISA for approval until all tabs have been completed, but you can select **Save ISA As Draft** to save the ISA as a draft. If all field entries pass validation, the ISA is saved and appears with a status of **Draft**.

- f. Select **Cancel** to cancel the creation of the ISA.

Creating an ISA—Contacts

Provide the contact information for all parties involved. To successfully submit an ISA, two contacts and their email addresses are required.

Note: Some legacy contacts may not have email addresses. If a contact without an email address is edited, an email address must be added in order to save the contact.

1. After completing [Basic Information](#) for creating an ISA, the [Description Information](#), and the [Train Plan Addendum](#), select either the **ISA Contacts tab** or the **Next** button. The Create ISA—Contacts page is displayed.

Exhibit 8. Create ISA—Contacts

Create an Interline Service Agreement

Basic Information
Description Information
Train Plan Addendum
ISA Contacts
Review

Contacts

Please provide the contact information for all parties involved. To successfully submit an ISA, an email address contact information for an approver for each railroad is required.

Contact 1 Edit Contact Remove

First Name Last Name Phone

Email* Railroad* Area

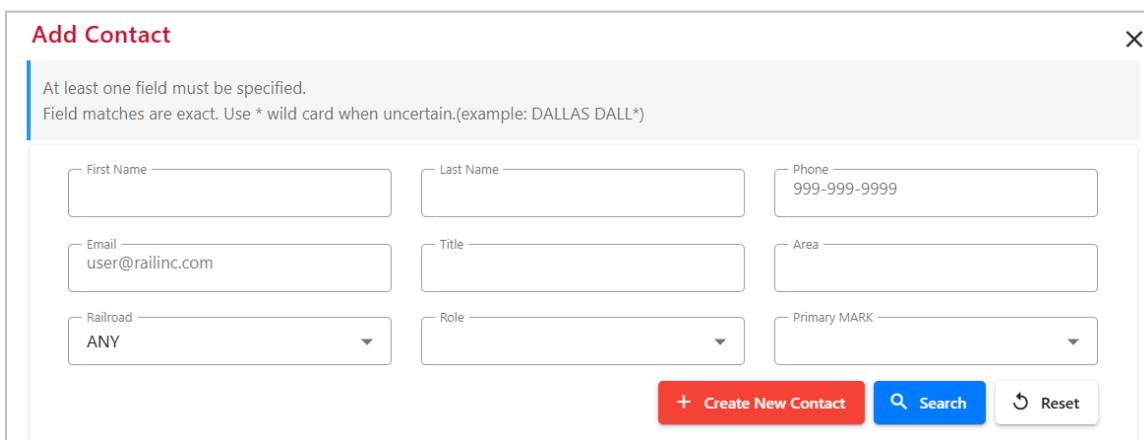
Required value. Title Role* Primary MARK

<< Prev + Add Contact >> Next

Submit ISA for Approval Save ISA As Draft Cancel

2. To enter the contact fields, you must use the **Add Contact** or **Edit Contact** buttons. To add a new or existing contact to the ISA, select **Add Contact**. The Add Contact pop-up is displayed.

Exhibit 9. Add Contact



Add Contact [X]

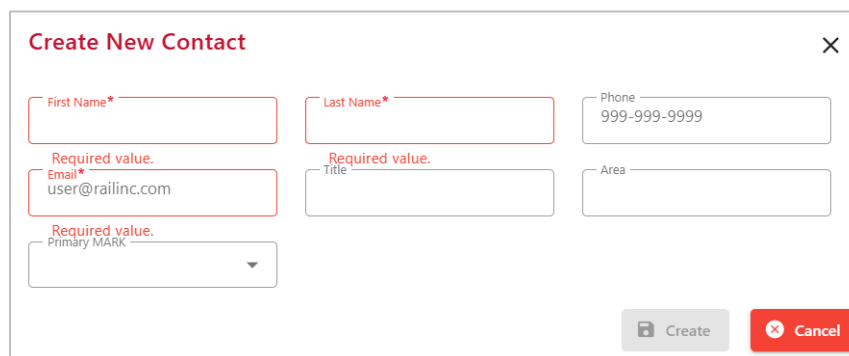
At least one field must be specified.
Field matches are exact. Use * wild card when uncertain.(example: DALLAS DALL*)

First Name	Last Name	Phone 999-999-9999
Email user@railinc.com	Title	Area
Railroad ANY	Role	Primary MARK

+ Create New Contact
Search
Reset

- Search for an existing contact to add to the ISA, using the **Railroad** and **Role** drop-down lists. Enter at least one field (e.g., **Last Name**).
 - Select the **Search** button.
 - Scroll down and select a contact from the search results. The selected contact will populate with the contact details.
- Or select **Create New Contact** to create a new contact to add to the ISA.

Exhibit 10. Create New Contact



Create New Contact [X]

First Name*	Last Name*	Phone 999-999-9999
Required value. Email* user@railinc.com	Required value. Title	Area
Required value. Primary MARK		

Create
Cancel

- Enter the required fields (**First Name**, **Last Name**, **Email**) and select **Create**.
 - Optionally, complete the remaining fields, but these are not required to save the contact: **Phone Number**, **Title** (e.g., Trainmaster), **Area** (e.g., Operations), and **Primary Mark**.

Note: A primary mark is used primarily by Class I railroads to indicate that the contact can only be added to ISAs for their railroad.
- To edit the contact, select the **Edit Contact** button. The Edit Contact pop-up is displayed.

Exhibit 11. Edit Contact Pop-up

Edit Contact [Close]

First Name* John

Last Name* Smith

Phone 800-555-1212

Email* john.smith@railinc.com

Title

Area

Primary MARK

[Update] [Cancel]

- a. Modify the fields as needed and select the **Update** button. After confirming the update, the modified contact information is associated with the ISA and the changes are reflected in all ISAs except Archived ISAs.

Exhibit 12. Contact Added to ISA

Basic Information

Description Information

Train Plan Addendum

ISA Contacts

Review

Contacts

Please provide the contact information for all parties involved. To successfully submit an ISA, an email address contact information for an approver for each railroad is required.

Contact 1 [Edit Contact] [Remove]

First Name John

Last Name Smith

Phone 800-555-1212

Email* john.smith@railinc.com

Railroad* CSXT

Area

Title

Role* Approver

Primary MARK

<< Prev [Add Contact] Next >>

[Submit ISA for Approval] [Save ISA As Draft] [Cancel]

4. To remove a contact, select the **Remove** button associated with a contact to remove it from the ISA. The Remove button will only be active when there are two or more contacts associated with an ISA.
5. Add, update, and remove contacts as needed. Once all required fields are completed, perform one of the following steps:
 - a. Select **Prev** or an available Create ISA tab to return to that portion of the ISA to perform edits.
 - b. Select **Next** or the **Review** tab. The Create ISA—Review page is displayed ([Exhibit 13](#)).

- c. Select **Submit ISA for Approval** to save the ISA. If all field entries pass validation, the ISA is saved and appears with a status of **Pending**. A copy of the ISA is emailed to the partner road and contacts identified in the ISA for their review and approval. See [Request for Response to Proposed ISA Email](#).
- d. Select **Save ISA As Draft** to save the ISA as a draft. If all field entries pass validation, the ISA is saved and appears with a status of **Draft**.
- e. Select **Cancel** to cancel the creation of the ISA.

Creating an ISA—Review

Review all entered ISA details prior to submission.

1. After completing the [Basic Information](#) for creating an ISA, the [Description Information](#), the [Train Plan Addendum](#), and the [ISA Contacts](#), select either the **ISA Contacts** tab or the **Next** button. The Create ISA—Review page is displayed.

Exhibit 13. Create ISA—Review

Basic Information	Review ISA Basic Information <table border="0"> <tr> <td>*Your Railroad CSXT</td> <td>*Partner Railroad BNSF</td> </tr> <tr> <td>*Interchange Gateway KANSAS CITY</td> <td>*ISA Number 566900 - 712 - 777 -</td> </tr> <tr> <td>Effective Date 05/26/2026</td> <td>*Reason for ISA Reason description</td> </tr> </table> Description Information <table border="0"> <tr> <td>Interchange Locations To Road1: [enter locations here] To Road2: [enter locations here]</td> <td>Interchange Event To Road1: [enter events here] To Road2: [enter events here]</td> </tr> <tr> <td>Interchanging Trains, Blocks and Handling See Train Plan Addendum.</td> <td>Train or Traffic Restrictions [enter restrictions here]</td> </tr> <tr> <td>Mechanical Inspection Requirements AAR interchange rules apply; receiving carrier will perform standard interchange inspection.</td> <td>Locomotive Requirements Locomotive requirements will be covered in the Master Locomotive Agreement.</td> </tr> <tr> <td>Advance Consist Requirements Advance consist information to be transmitted electronically no later than two (2) hours prior to interchange on run throughs and prior to actual interchange on yard transfers.</td> <td>Actual Interchange Reporting Interchange reporting will be completed within four (4) hours of the event.</td> </tr> <tr> <td>Temporary and Emergency Plans Both parties will coordinate emergency plan overrides. Either party may revise the schedule when temporary or emergency conditions exist and the party taking such action agrees to take all reasonable steps to notify the other party at least 24 hours in advance of implementing such changes. The parties agree to adjust the ISA if these conditions continue to exist. The parties also agree to exchange holiday operating plans and track work curfew plans with as much advance notice as practical. The parties will make best efforts to provide each other with 8-hour advance notice of interchange train annulments and consolidations.</td> <td>Performance Evaluation Service Design/Planning groups within each railroad will measure the performance of this ISA and jointly review the results periodically as agreed by the parties.</td> </tr> <tr> <td>Schedule Changes Service Design/Planning groups will develop and coordinate all schedule changes that are proposed for this ISA.</td> <td>Revision of ISA Each railroad party to this ISA will notify the other at least fourteen (14) days in advance of the need to revise the ISA. Each partner must agree before the ISA will be considered revised and the revision date added to the ISA. Ther Service Design/ Planning groups on each railway will coordinate and execute the revisions to the ISA as necessary. Should the parties be unable to agree mutually satisfactory revisions within thirty (30) days of the date of the notice of demand for revision, either party may terminate this ISA.</td> </tr> <tr> <td>Agreement Conflicts In the event any provision(s) included in this Interline Service Agreement conflicts with provision(s) contained in other legally executed agreements, the provisions contained in such agreements will govern.</td> <td></td> </tr> </table>	*Your Railroad CSXT	*Partner Railroad BNSF	*Interchange Gateway KANSAS CITY	*ISA Number 566900 - 712 - 777 -	Effective Date 05/26/2026	*Reason for ISA Reason description	Interchange Locations To Road1: [enter locations here] To Road2: [enter locations here]	Interchange Event To Road1: [enter events here] To Road2: [enter events here]	Interchanging Trains, Blocks and Handling See Train Plan Addendum.	Train or Traffic Restrictions [enter restrictions here]	Mechanical Inspection Requirements AAR interchange rules apply; receiving carrier will perform standard interchange inspection.	Locomotive Requirements Locomotive requirements will be covered in the Master Locomotive Agreement.	Advance Consist Requirements Advance consist information to be transmitted electronically no later than two (2) hours prior to interchange on run throughs and prior to actual interchange on yard transfers.	Actual Interchange Reporting Interchange reporting will be completed within four (4) hours of the event.	Temporary and Emergency Plans Both parties will coordinate emergency plan overrides. Either party may revise the schedule when temporary or emergency conditions exist and the party taking such action agrees to take all reasonable steps to notify the other party at least 24 hours in advance of implementing such changes. The parties agree to adjust the ISA if these conditions continue to exist. The parties also agree to exchange holiday operating plans and track work curfew plans with as much advance notice as practical. The parties will make best efforts to provide each other with 8-hour advance notice of interchange train annulments and consolidations.	Performance Evaluation Service Design/Planning groups within each railroad will measure the performance of this ISA and jointly review the results periodically as agreed by the parties.	Schedule Changes Service Design/Planning groups will develop and coordinate all schedule changes that are proposed for this ISA.	Revision of ISA Each railroad party to this ISA will notify the other at least fourteen (14) days in advance of the need to revise the ISA. Each partner must agree before the ISA will be considered revised and the revision date added to the ISA. Ther Service Design/ Planning groups on each railway will coordinate and execute the revisions to the ISA as necessary. Should the parties be unable to agree mutually satisfactory revisions within thirty (30) days of the date of the notice of demand for revision, either party may terminate this ISA.	Agreement Conflicts In the event any provision(s) included in this Interline Service Agreement conflicts with provision(s) contained in other legally executed agreements, the provisions contained in such agreements will govern.	
*Your Railroad CSXT		*Partner Railroad BNSF																			
*Interchange Gateway KANSAS CITY		*ISA Number 566900 - 712 - 777 -																			
Effective Date 05/26/2026		*Reason for ISA Reason description																			
Interchange Locations To Road1: [enter locations here] To Road2: [enter locations here]		Interchange Event To Road1: [enter events here] To Road2: [enter events here]																			
Interchanging Trains, Blocks and Handling See Train Plan Addendum.	Train or Traffic Restrictions [enter restrictions here]																				
Mechanical Inspection Requirements AAR interchange rules apply; receiving carrier will perform standard interchange inspection.	Locomotive Requirements Locomotive requirements will be covered in the Master Locomotive Agreement.																				
Advance Consist Requirements Advance consist information to be transmitted electronically no later than two (2) hours prior to interchange on run throughs and prior to actual interchange on yard transfers.	Actual Interchange Reporting Interchange reporting will be completed within four (4) hours of the event.																				
Temporary and Emergency Plans Both parties will coordinate emergency plan overrides. Either party may revise the schedule when temporary or emergency conditions exist and the party taking such action agrees to take all reasonable steps to notify the other party at least 24 hours in advance of implementing such changes. The parties agree to adjust the ISA if these conditions continue to exist. The parties also agree to exchange holiday operating plans and track work curfew plans with as much advance notice as practical. The parties will make best efforts to provide each other with 8-hour advance notice of interchange train annulments and consolidations.	Performance Evaluation Service Design/Planning groups within each railroad will measure the performance of this ISA and jointly review the results periodically as agreed by the parties.																				
Schedule Changes Service Design/Planning groups will develop and coordinate all schedule changes that are proposed for this ISA.	Revision of ISA Each railroad party to this ISA will notify the other at least fourteen (14) days in advance of the need to revise the ISA. Each partner must agree before the ISA will be considered revised and the revision date added to the ISA. Ther Service Design/ Planning groups on each railway will coordinate and execute the revisions to the ISA as necessary. Should the parties be unable to agree mutually satisfactory revisions within thirty (30) days of the date of the notice of demand for revision, either party may terminate this ISA.																				
Agreement Conflicts In the event any provision(s) included in this Interline Service Agreement conflicts with provision(s) contained in other legally executed agreements, the provisions contained in such agreements will govern.																					
Description Information																					
Train Plan Addendum																					
ISA Contacts																					
Review																					

Train Plan Addendum

Train Plan Addendum 1

* From Road => To Road

CSXT > BNSF

* Time Zone

SPLC

* Interchange Location

Kansas City

* SPLC

566900

* Train ID From

12345

* Train ID To

56789

Frequency

☐ Sun ☒ Mon ☒ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

Power Through

N

* RSSM Permitted

N

PTC

N

Window Low

Interchange Time

Window High

Tons

Feet

General Comments (Limit 2500 characters)

Contacts

Contact 1

First Name

John

Last Name

Smith

Phone

800-555-1212

* Email

john.smith@railinc.com

* Railroad

CSXT

Area

Title

* Role

Approver

Primary MARK

<< Prev

Submit ISA for Approval

Save ISA As Draft

Cancel

2. Review the created ISA for accuracy and complete one of the following steps:
 - a. Select **Prev** or an available Create ISA tab to return to that portion of the ISA to edit.
 - b. Select **Submit ISA for Approval** to save the ISA. If all field entries pass validation, the ISA is saved and appears with a status of **Pending**. A copy of the ISA is emailed to the partner road and contacts identified in the ISA for their review and approval. See [Request for Response to Proposed ISA Email](#).
 - c. Select **Save ISA As Draft** to save the ISA as a draft. If all field entries pass validation, the ISA is saved and appears with a status of **Draft**.
 - d. Select **Cancel** to cancel the creation of the ISA.

Working with Contacts

Contacts are an essential component of ISAs. Many contacts already exist within the ISA Contact Management tool. To use an existing contact, simply search for the contact and add it to the ISA. If information associated with the contact is incorrect, you can edit the information. If a contact does not exist within the Contact Management tool, you can create it.

The Contact Management tool allows contacts to be centrally managed (i.e., any changes made to one instance of a contact are reflected in all ISAs except Archived ISAs).

The Contact Management tool is described in the following sections:

- [Creating a New Contact](#)
- [Searching for an Existing Contact](#)
- [Editing an Existing Contact](#)
- [Deleting Contact](#)

Creating a New Contact

Before a contact can be associated with an ISA, the contact must be created in the ISA Contact Management tool.

Tip! Avoid creating duplicate contact records by first searching to see if a contact already exists.

Use the following procedure to create a new contact:

1. Select **Contact Management** from the menu bar, and then select **Create New Contact**. The Create a New Contact page is displayed.

Exhibit 14. Create a New Contact

2. Complete the required fields: **First Name**, **Last Name**, and **Email**. Last names can include an apostrophe.

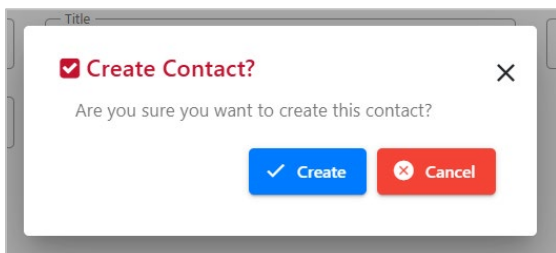
Note: Emails are required to be unique. If the email exists, you will receive an error and will not be able to save the contact.

3. Optionally, complete the remaining fields, but these are not required to save the contact: **Phone**, **Title** (e.g., Trainmaster), **Area** (e.g., Operations), and **Primary Mark**.

Note: A primary mark is used primarily by Class I railroads to indicate that the contact can only be added to ISAs for their railroad.

4. Select the **Create** button. A confirmation pop-up is displayed ([Exhibit 15](#)).

Exhibit 15. Confirmation Pop-up



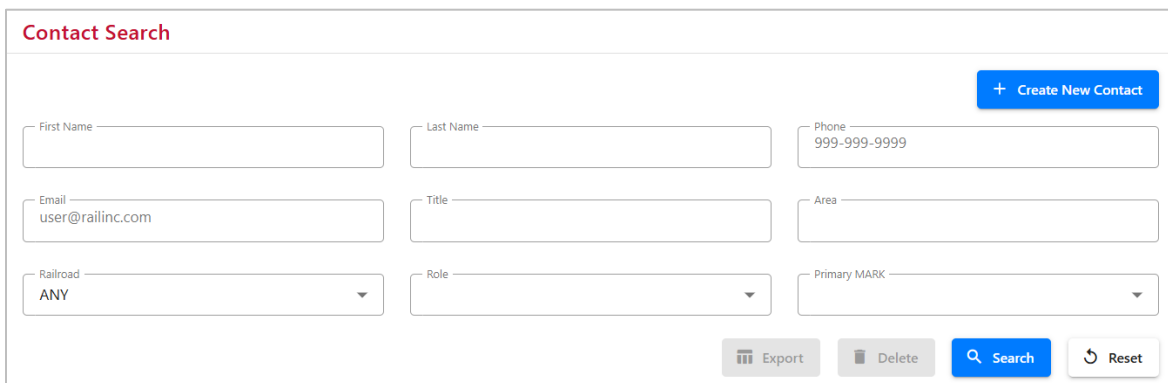
5. Select **Create** to create the contact or select **Cancel** to discard your changes. When the contact is created, a success message is displayed.

Searching for an Existing Contact

Use the following procedure to search for an existing contact:

1. Select **Contact Management** from the menu bar, and then select **Contact Search**. The Contact Search page is displayed.

Exhibit 16. Contact Search



2. You can select search values using the **Railroad** and/or the **Role** drop-down lists or enter a field. A partial entry can be used when you do not know the complete first name, last name, email, title, or area. An entry is not required to search.
3. Select the **Search** button. Search results are displayed in a grid below the search fields ([Exhibit 17](#)).

Exhibit 17. Contact Search Results Using Partial Entries

Contact Search

[+ Create New Contact](#)

First Name Last Name Phone

Email Title Area

Railroad Role Primary MARK

[Export](#) [Delete](#) [Search](#) [Reset](#)

Number of Record(s): 32 of 32 [Clear Filters](#)

☐	First Name ↑	Last Name	Email	Phone	Title	Area	Railroad	Primary MARK	Role
☐	John	Smith	john.smith@railinc.com	800-555-1212			CSXT		Approve: ▲
☐		Smith			Terminal Mgr-Murray	Operations	BNSF		Intereste
☐		Smith			Asst GM	Train Ops	ARZC		Seconda
☐		Smith			Asst GM	Train Ops	BNSF		Approve:
☐		Smith			Asst GM	Train Ops	BJRY		Approve:
☐		Smith			Gen Dir Transportation		BNSF		
☐		Smith			Transportation Supervisor	Transportation	CN		Intereste
☐		Smith			Transportation Supervisor	Transportation	MSE		Approve:
☐		Smith			Trainmaster	Operations	CSXT		Seconda

Page Size: 50 1 to 32 of 32 < > Page 1 of 1 > > >

- Columns can be sorted by clicking on the column header.
- To modify an existing contact, see [Editing an Existing Contact](#).
- To delete one or more contacts, see [Deleting Contacts](#).
- To perform another search, select the **Reset** button to clear the fields.

Editing an Existing Contact

Use the following procedure to edit (or modify) an existing contact:

Note: If a contact has a primary mark, you can only modify that contact if you are logged in with the same mark as the primary mark of the contact.

- Locate an existing contact as described in [Searching for an Existing Contact](#).
- Select the contact in the Search Results grid by clicking inside a row. The Edit Contact page is displayed.

Exhibit 18. Edit Contact

3. To update the contact, make the needed changes to the contact information and select **Update**.

Exhibit 19. Edit Contact Confirmation

4. Select **Update** to confirm and save your changes in the Contact Management tool. Updates are reflected in any ISA referencing this contact except for Archived ISAs. Select **Cancel** to discard your changes.
5. To delete the contact, select **Delete Contact**.
6. Select **Delete** to confirm and permanently delete the contact or **Cancel** to keep the record ([Exhibit 21](#)).

Deleting Contacts

Use the following procedures to permanently delete one or more contacts from the system. These might be duplicates or contacts that are no longer needed. The deleted contacts will be removed from everywhere except on Archived ISAs.

Note: If a contact has a primary mark, you can only delete that contact if you are logged in with the same mark as the primary mark of the contact.

1. Locate one or more existing contacts using the procedure described in [Searching for an Existing Contact](#).
2. To delete one or more records from the **Contact Search** page:
 - a. Select contacts by clicking the checkbox of one or more contacts,

- b. Or select the contact in the Search Results grid by clicking inside the row of the contact you want to delete from the Edit Contact page ([Exhibit 18](#)). For this option, continue with step 3.

Exhibit 20. Select Checkboxes for Delete

Contact Search

[+ Create New Contact](#)

First Name: Last Name: Phone: 999-999-9999

Email: user@railinc.com Title: Area:

Railroad: ANY Role: Primary MARK: CSXT

[Export](#) [Delete](#) [Search](#) [Reset](#)

Number of Record(s): 9 of 9 [Clear Filters](#)

	First Name	Last Name	Email	Phone	Title	Area	Railroad	Primary MARK	Role
☐	Aaron				Owner	Operations	VSR	CSXT	Approver
☒	Aaron				Owner	Operations	CSXT	CSXT	Approver, Interested Party
☒	Aaron				Asst. Superintendent	Transportation	CSXT	CSXT	Secondary Contact, Approver
☐	Brad				Supt Operations - Milwaukee	Operations	CSXT	CSXT	Approver
☒	Brad				Supt Operations - Milwaukee	Operations	CPRS	CSXT	Approver, Interested Party
☐	Chase				Railinc BA		CSXT	CSXT	Approver

Page Size: 50 1 to 9 of 9 [|<](#) [<](#) [Page 1 of 1](#) [>](#) [|>](#)

- a. Select **Delete** to delete one or more selected rows. A Delete Contact pop-up opens to confirm that you want to delete the contacts and provides the count of ISAs from which the contacts will be removed if you choose to delete them.

Exhibit 21. Delete Contact Confirmation

☒ **Delete Contact?** [X](#)

Are you sure that you want to delete this contact?

Select Export to download a csv of all the ISAs this contact listed is on. The contacts will be removed from **33 ISAs**. This cannot be undone.

[Export](#) [✓ Delete](#) [✗ Cancel](#)

- Select **Export** to export the list of ISAs with the contacts you want to delete. When Export is selected, the file is automatically downloaded to the Downloads folder on your device.
- Select **Delete** to confirm permanently deleting the contacts and removing them from all ISAs except for Archived ISAs or select **Cancel** to keep the contacts.

3. To delete a contact from the **Edit Contact** page:

- a. Select the contact in the Search Results grid by clicking inside the row of the contact you want to delete. The Edit Contact page is displayed ([Exhibit 18](#)).
- b. To delete the contact, select **Delete Contact**. A Delete Contact pop-up opens to confirm that you want to delete the contacts and provides the count of ISAs from which the contacts will be removed if you choose to delete them ([Exhibit 21](#)).
 - Select **Export** to export the list of ISAs with the contact you want to delete. When Export is selected, the file is automatically downloaded to the Downloads folder on your device.
 - Select **Delete** to confirm permanently deleting the contact and removing it from all ISAs except for Archived ISAs, or **Cancel** to keep the contact.
- c. When the contact is deleted, you are returned to the Search Results grid, which is updated to no longer include the deleted contact.

Working with ISA Emails

When you have successfully created and saved an ISA in the ISA Repository, a copy of the ISA is emailed to the partner road and to the contacts identified in the ISA for their review and approval.

The system generates the following three types of emails:

- Request for Response to Proposed ISA
- Reminder of Pending ISA Request
- Disposition Notification on ISA (Approved or Rejected). ISAs can be actively or passively accepted, either via a disposition provided by email response or passively accepted after 30 days without a response. ISAs can be rejected by email response.

Request for Response to Proposed ISA Email

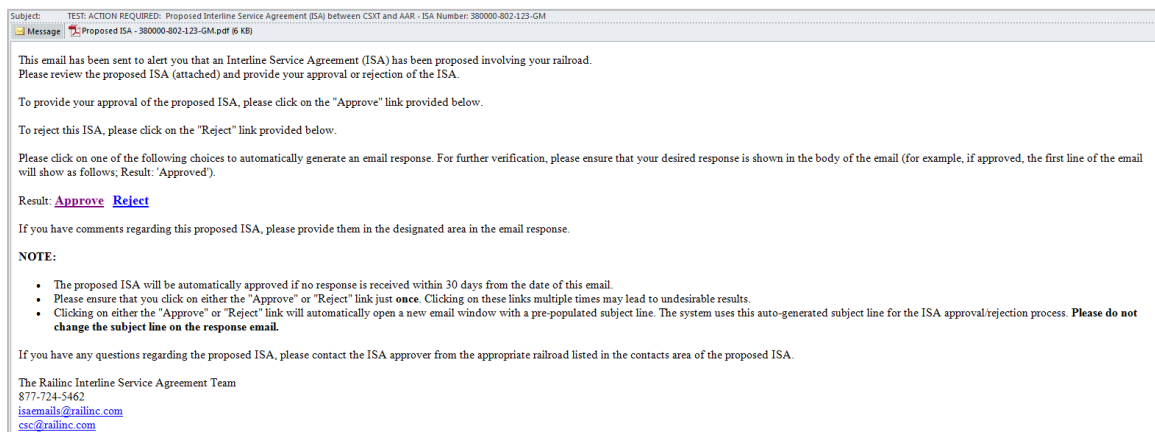
Following the creation of an ISA, it is sent to the partner road and contacts identified in the ISA for their review and approval as a request for response email.

Note: Here are some general rules regarding email response requests:

- A proposed ISAs is automatically accepted if no response is received within 30 days from the date it is sent.
 - Ensure that you select either the **Approve** or **Reject** link just once. Selecting these links multiple times may lead to undesirable results.
 - Selecting either the **Approve** or **Reject** link automatically opens a new email window with a pre-populated subject line. The system uses this auto-generated subject line for the ISA approval/rejection process. Please do not change the subject line on the response email.
-

Below is an example of a request for response to proposed ISA email:

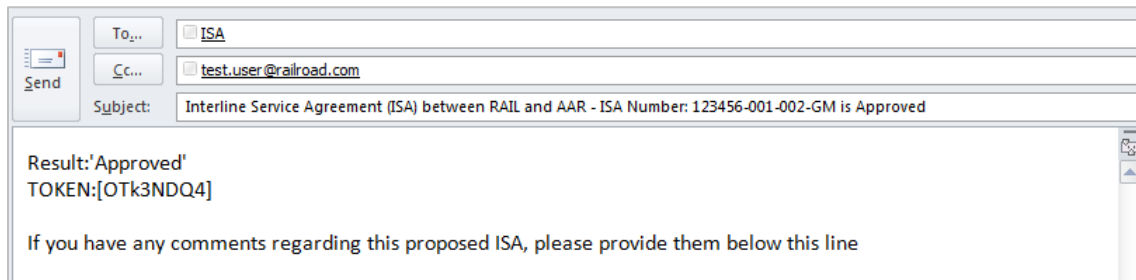
Exhibit 22. Request for Response to a Proposed ISA Email



Use the following procedure to respond to the request for response to proposed ISA email:

1. Open the attached proposed ISA PDF to review it.
2. Perform one of the following actions from the body of the email:
 - a. Select **Approve** to approve the specifics of the ISA. An email is prepared to be sent to the proposer of the ISA and the identified contacts.

Exhibit 23. Sample Request Response Email (Approved)

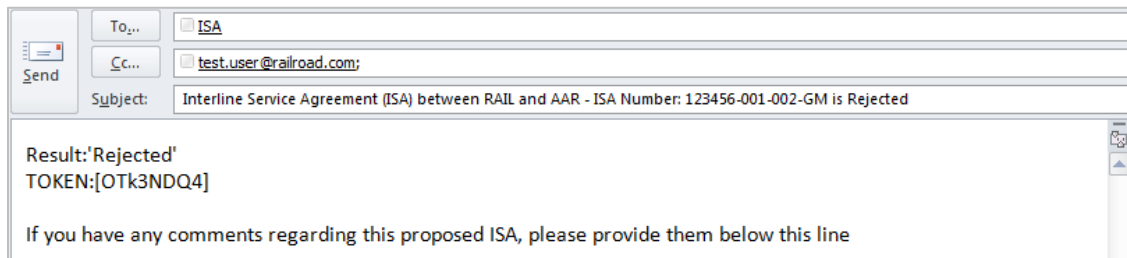


The screenshot shows an email composition window. The 'To' field contains 'ISA'. The 'Cc' field contains 'test.user@railroad.com'. The 'Subject' field contains 'Interline Service Agreement (ISA) between RAIL and AAR - ISA Number: 123456-001-002-GM is Approved'. The body of the email contains the text: 'Result: Approved', 'TOKEN:[OTk3NDQ4]', and 'If you have any comments regarding this proposed ISA, please provide them below this line'.

As needed, add any additional comments to the email and send it. The email is processed by Railinc, and the status of the ISA is changed to **Active**.

- b. Select **Reject** to reject the proposed ISA. An email is prepared to be sent to the proposer and the ISA and the identified contacts.

Exhibit 24. Sample Request Response Email (Rejected)



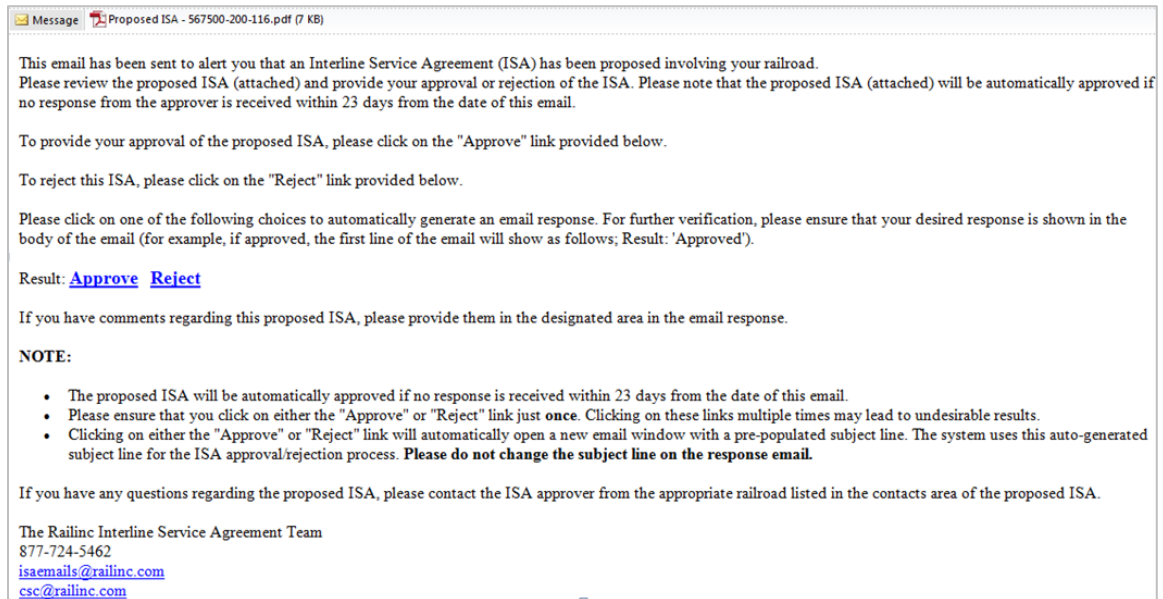
The screenshot shows an email composition window. The 'To' field contains 'ISA'. The 'Cc' field contains 'test.user@railroad.com'. The 'Subject' field contains 'Interline Service Agreement (ISA) between RAIL and AAR - ISA Number: 123456-001-002-GM is Rejected'. The body of the email contains the text: 'Result: Rejected', 'TOKEN:[OTk3NDQ4]', and 'If you have any comments regarding this proposed ISA, please provide them below this line'.

- c. As needed, add any additional comments to the email and send it. The email is processed by Railinc, and the status of the ISA is changed to **Rejected**.

Reminder of Pending ISA Request Email

If a response has not been received in 7 days, a reminder email is sent out. Below is an example email.

Exhibit 25. Reminder of Pending ISA Request Email



The actions available are the same as on the initial Request for Response to a Proposed ISA Email. See [Request for Response to Proposed ISA Email](#) steps [1](#) and [2](#).

Disposition Notifications on Approved or Rejected ISA

Disposition notifications are sent following either the approval or rejection of an ISA request. If a submitted ISA is not approved within 30 days, then it is passively accepted.

[Exhibit 26](#), [Exhibit 27](#), and [Exhibit 28](#) are examples of disposition emails:

Exhibit 26. Manually Rejected ISA

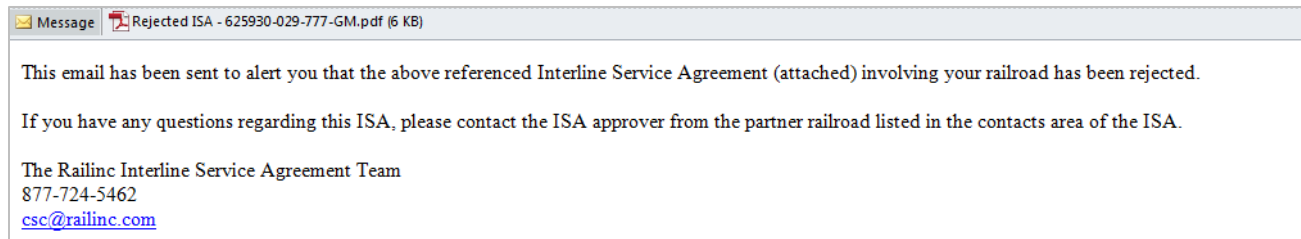


Exhibit 27. Manually Approved ISA

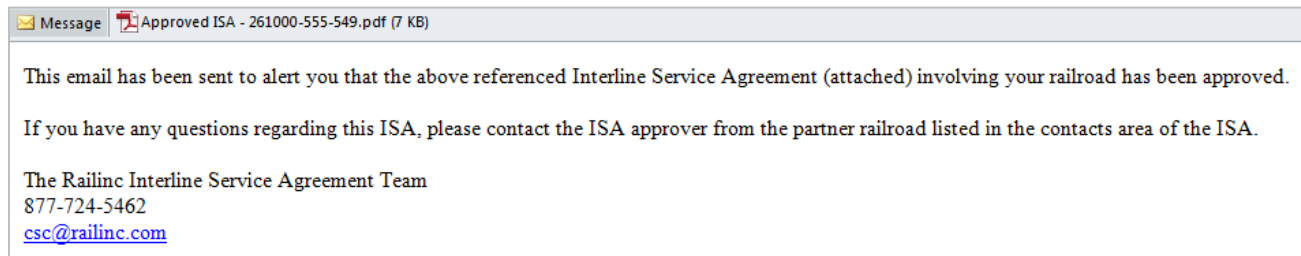
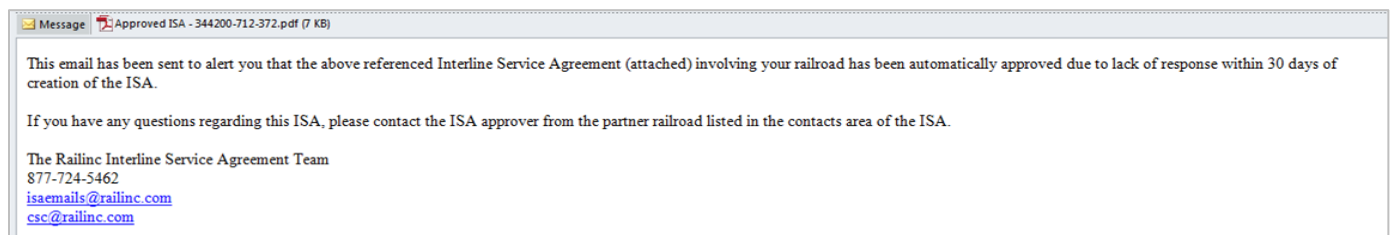


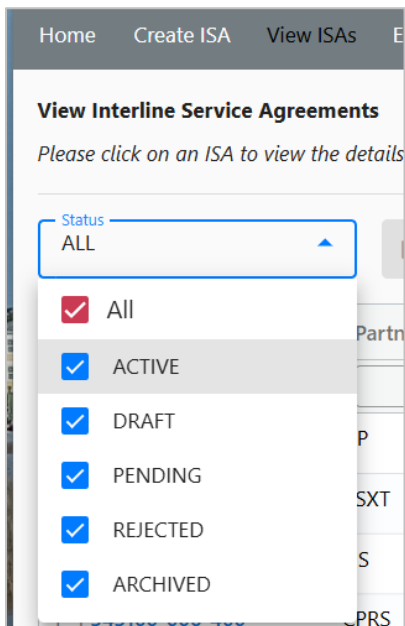
Exhibit 28. Auto-Accepted ISA – No Response After 30 Days



Working with Existing ISAs

When you select **View ISAs** from any ISA page, the View ISAs page is displayed. To view ISAs with specific statuses, select the **Status** drop-down list and choose from the statuses to view.

Exhibit 29. View ISAs Status Drop-Down List



Note: Any of these described views can also be reached directly from the Dashboard on the Welcome page ([Exhibit 30](#)).

Below are the tasks available from View ISAs page. Select a status to open a list of ISAs with the selected status:

Exhibit 30. ISA Status Dashboard

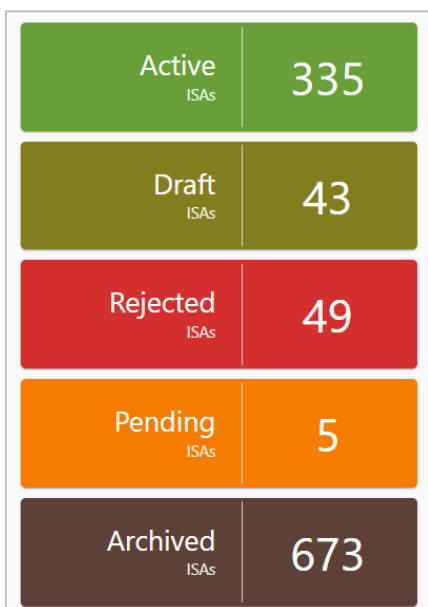


Exhibit 31. View ISAs Statuses and Descriptions

Menu Item	Description
All	Allows you to view all ISAs.
Active	Allows you to view active ISAs. Active ISAs have been approved by both railroad parties, and their effective date has been reached. An ISA could be active as a result of direct email response or auto-approval as a result of 30 days of no response.
Draft	Allows you to view draft ISAs. Draft ISAs have not been submitted for approval. Note: Only the original creator of the ISA with the ISA Creator role may delete an ISA in draft status.
Pending	Allows you to view Pending ISAs. Pending ISAs have been approved by only one party.
Rejected	Allows you to view rejected ISAs. Rejected ISAs have been rejected by the approving party. An ISA could be rejected on the email. Note: Either party to the ISA with the ISA Creator role may edit an ISA in rejected status for saving and resubmission.
Archived	Allows you to view archived ISAs. Archived ISAs are stored for historical purposes. Like other ISAs, archived ISAs can be cloned if needed later.

Viewing ISAs

This section describes how to view ISAs. Because the page is the same for all statuses of ISAs, the procedure is only shown once. However, the actions available on the details page for Draft ISAs differ; therefore, see [Viewing/Managing Draft ISAs](#) for more information about Draft ISAs. Once you have the appropriate SCAC selected (in the top right next to your SSO Id, see [Exhibit 2](#)):

1. Select the ISA status that is listed on the dashboard page ([Exhibit 30](#)) or select **View ISAs** from the main menu and the View Interline Service Agreements page is displayed.
2. From the **Status** drop-down list select the desired ISA status (**All**, **Active**, **Pending Draft**, **Rejected**, or **Archived**). The results will change depending on the criteria selected.

Exhibit 32. View Interline Service Agreements

View Interline Service Agreements
Please click on an ISA to view the details in a new window.

Status: **ACTIVE** Create PDF Export CSV Clear Filter Number of ISA(s): 335 of 1105 Update Roles Add Contacts Remove Contacts

ISA Number	Partner Railroad	Interchange Gateway	Contacts	Effective Date	Date of Last Action	ISA Status
☐ 396640-400-712-GM	CSXT	EAST ST. LOUIS, IL	Aaron Sherman, Sam IORY	10/12/2023	10/12/2023	ACTIVE
☐ 315702-105-712	CPRS	FLINT COAL	Brad McDaniel, Aaron Wenzel	10/12/2023	10/12/2023	ACTIVE
☒ 343871-712-969	IORY	HAMLER, OH. R260 HAMLEA, SPLC 343871	Charles Logan, Sam IORY	09/07/2023	09/07/2023	ACTIVE
☐ 743865-235-712	ACJR	BRUSH	Adam Brannen, Sam IORY	09/07/2023	09/07/2023	ACTIVE
☐ 873348-712-927	ABS	DUTCH FLAT	Aaron Sherman, Adam Boyles, Sam IORY	09/07/2023	09/07/2023	ACTIVE
☐ 479800-173-712	CGR	MOBILE	Aaron Haynes, Aaron Sherman	08/11/2023	08/11/2023	ACTIVE
☐ 873348-032-712	ALS	DUTCH FLAT	Brittney Kizer, Sam IORY	08/11/2023	08/11/2023	ACTIVE

Page Size: 50 1 to 50 of 335 < > Page 1 of 7 > > >

- To search for a specific ISA, begin typing a SPLC in the ISA Number search field and select the search icon (🔍).
- To sort the table data, select the column heading of the desired sort. The data is refreshed in alpha/numeric order based on the selection (see below for an example). Reverse the order by selecting the same column heading again.

Exhibit 33. Column Sort Example (Sorted on Partner Railroad)

ISA Number Partner Railroad **↑** Interchange Gateway Contacts Effective Date Date of Last Action ISA Status

☐ 647000-712-777 BNSF NEW ORLEANS, LA Eric Jagusch, Stuart Sweat, Phil Hageman, Josh Etienne, Lance Brewer, Cody Reynolds, Chris Davis, Ruben Ramos, Matthew Callaway 10/19/2022 10/19/2022 ACTIVE

☐ 185400-154-712 BPRR BUFFALO, NY Al Odom, David Hart 08/09/2023 08/09/2023 ACTIVE

☐ 216433-712-154 BPRR CSXT NEW CASTLE, PA SPLC 216433 Stuart Sweat, Austin Sickler, Jon Pope, Vince Contestabile 08/09/2016 08/16/2016 ACTIVE

☐ 214130-712-154 BPRR ERIE, PA Jon Pope, Vince Contestabile, Ron Simons, Skip Fogg, Kim Cooper, Brock Summer 06/23/2014 11/25/2015 ACTIVE

☐ 380433-083-712 BRC CLEARING IL. 380433 Stuart Sweat, Anthony Abarca, Edward 07/21/2022 07/21/2022 ACTIVE

Page Size: 50 1 to 50 of 335 < > Page 1 of 7 > > >

Interchange Gateway Contacts **↑**

lima OR chicago

CHICAGO, IL.

Lima, OH. R260 LIMOBY, SPI 343871

CHICAGO INCLUDING: BEDFORD PARK, IL - SPLC 381315 CHICAGO, IL - SPLC 380000 CICERO, IL - SPLC 381280 MC COOK, IL - SPLC 381297 WILLOW SPRINGS, IL -

Contains lima

AND OR

Contains chicago

- Enter criteria into the text box below any column or use the filter icon where available and the page automatically refreshes the data to match your criteria.

For the **Interchange Gateway**, **Contacts**, **Effective Date**, **Date of Last Action** and **ISA Status** columns, use the filter icon to enter criteria and select **OR** to filter for two or more criteria like Lima OR Chicago.

6. To update the ISA roles, select at least one ISA that is in **Active** or **Draft** status. See [Updating ISA Roles](#) for details.
7. To add existing contacts to ISAs, select at least one ISA that is in **Active** or **Draft** status. See [Adding ISA Contacts](#) for details.
8. To remove contacts from ISAs, select at least one ISA that is in **Active** or **Draft** status. See [Removing ISA Contacts](#) for details.
9. To view the details of a listed ISA, select the ISA Number. The View ISA Details page is displayed for the selected record.

Exhibit 34. View ISA Details (Top of Page)

View ISA Details: 581520-777-976

[← Back to ISAs List](#)
[Download PDF](#)
[Edit ISA Contacts](#)
[Archive ISA](#)
[Clone ISA](#)

Basic Information

ISA Number: 581520-777-976

Owner Mark: BNSF

Origin Railroad: BNSF

Partner Railroad: KCTL

Effective Date: 07/20/2022

Status: ACTIVE

Interchange Gateway: KANSAS CITY INCLUDING: KANSAS CITY, KS - SPLC 581520

Reason for ISA: Define transportation plan between KCTL and BNSF at Kansas City, KS. 7/22/22 Change frequency from MWF to M/Thu

Description Information

Name	Description
Interchange Locations	To BNSF: at Argentine yard To KCTL: at Argentine yard
Interchange Event	To BNSF from KCTL Argentine - When cars are placed on the designated track(s) 3016 and are accompanied or preceded by the necessary paperwork to ensure proper forwarding. (Actual 418) From KCTL to BNSF when 418 from KCTL is received cars are placed on designated ICR track 3032.
Interchanging Trains, Blocks and Handling	See Train Plan Addendum.

10. Perform one of the following steps:
 - a. Select **Back to ISAs List** (top/bottom left) to return to the previously displayed View Interline Service Agreements page.
 - b. Select **Download PDF** (top/bottom left) to download the displayed ISA record in PDF format. Use the standard tools within the PDF to save, print or share the record as an email attachment.

Exhibit 35. ISA (downloaded as a PDF)

Owner Mark: BNSF Origin Railroad: BNSF Partner Railroad: KCTL ISA Status: ACTIVE	
Define transportation plan between KCTL and BNSF at Kansas City, KS.	
1.	Reason for ISA: 7/22/22 Change frequency from MWF to M/Thu
2.	ISA Number: 581520-777-976
3.	Interchange Gateway: KANSAS CITY INCLUDING: KANSAS CITY, KS - SPLC 581520
4.	Effective Date: 07/20/2022
Interchanging Trains, Blocks and Handling	See Train Plan Addendum.
Agreement Conflicts	In the event any provision(s) included in this Interline Service Agreement conflicts with provision(s) contained in other legally executed agreements, the provisions contained in such agreements will govern.
Advance Consist Requirements	Advance consist information to be transmitted electronically no later than two (2) hours prior to interchange on run throughs and prior to actual interchange on yard transfers.
Schedule Changes	Service Design/Planning groups will develop and coordinate all schedule changes that are proposed for this ISA.
Actual Interchange Reporting	Interchange reporting will be completed within four (4) hours of the event.

- a. Select **Edit ISA Contacts** (top/bottom right) to edit or create contacts from an existing ISA.
 - Select **Edit Contact**.
 - Edit a contact or scroll to the bottom and select **Add Contact** to create a contact ([Exhibit 9](#)).
 - Select **Create New Contact** and follow the steps under [Exhibit 10](#). See [ISA Contacts](#) to learn more about creating contacts.
 - Select **Archive ISA** (top/bottom right) to archive the ISA. See [Archiving ISAs](#)

Select **Clone ISA** (top/bottom right) to create a new ISA based on the details of the currently viewed ISA. See [Cloning ISAs](#).

Archiving ISAs

You can archive an active, existing ISA for your mark. Once an ISA is archived, it is no longer an active ISA. Once archived, it is available to view as an archived ISA for historical purposes. Archived ISAs cannot be made active, but they can be cloned ([Cloning ISAs](#)), and the clone can be saved as an active ISA. Use the following procedure to archive an ISA.

1. Access an ISA details record (see [Viewing ISAs](#) or [Viewing/Managing Draft ISAs](#)).
2. Select the **Archive ISA** button in the top/bottom right.

Exhibit 36. Archive ISA Confirmation Pop-up

The screenshot shows the 'View ISA Details' page for ISA 581520-777-976. A confirmation pop-up dialog box is centered on the screen. The dialog box has a title 'Are you sure?' with a red checkmark icon. The text inside reads: 'You have requested to Archive this ISA. Once an ISA has been put into Archive status, it cannot be edited further. Are you sure that you want to archive this ISA?'. At the bottom of the dialog box are two buttons: 'Yes' (blue with a checkmark) and 'No' (red with an 'X').

View ISA Details: 581520-777-976

Buttons: Back to ISAs List, Download PDF, Edit ISA Contacts, Archive ISA, Clone ISA

Basic Information

ISA Number: 581520-777-976

Partner Railroad: KCTL

Interchange Gateway: KANSAS CITY INCLUDING: KANSAS

Reason for ISA: Define transportation plan between KCTL and BNSF at Kansas City, KS.

Description Information

Origin Railroad: BNSF

Status: ACTIVE

Frequency: MWF to M/Thu

3. Select **Yes** to confirm that you want to archive the ISA or **No** to dismiss the confirmation without archiving the ISA.
4. View archived ISAs by selecting **View ISAs** from the main menu. Then select **Archived** from the **Status** drop-down list ([Exhibit 29](#)).

Cloning ISAs

You can create a new ISA based on an existing ISA. This is referred to as cloning. Use the following procedure to clone an ISA:

1. Access an ISA details record (see [Viewing ISAs](#) or [Viewing/Managing Draft ISAs](#)).
2. Select **Clone ISA**. The Clone Interline Service Agreement page is displayed.

Exhibit 37. Clone Interline Service Agreement

The screenshot shows the 'Clone Interline Service Agreement' page for ISA 581520-777-976. The page has a sidebar with navigation tabs: Basic Information, Description Information, Train Plan Addendum, ISA Contacts, and Review. The main content area is titled 'Basic Information' and contains a note: 'This ISA is being created based upon a previously created ISA. To avoid duplication, please be sure to make updates/changes to the ISA before saving.' Below the note are several input fields for cloning the ISA:

- Your Railroad***: BNSF
- Reason for ISA***: Define transportation plan between KCTL and BNSF at Kansas City, KS. 7/22/22 Change frequency from MWF to M/Thu
- Partner Railroad***: KCTL
- Interchange Gateway***: KANSAS CITY INCLUDING: KANSAS
- ISA Number**: SPLC* 581520 - Origin R260* 777 - Partner R260* 976 - [Dropdown]
- Effective Date***: 5/27/2026

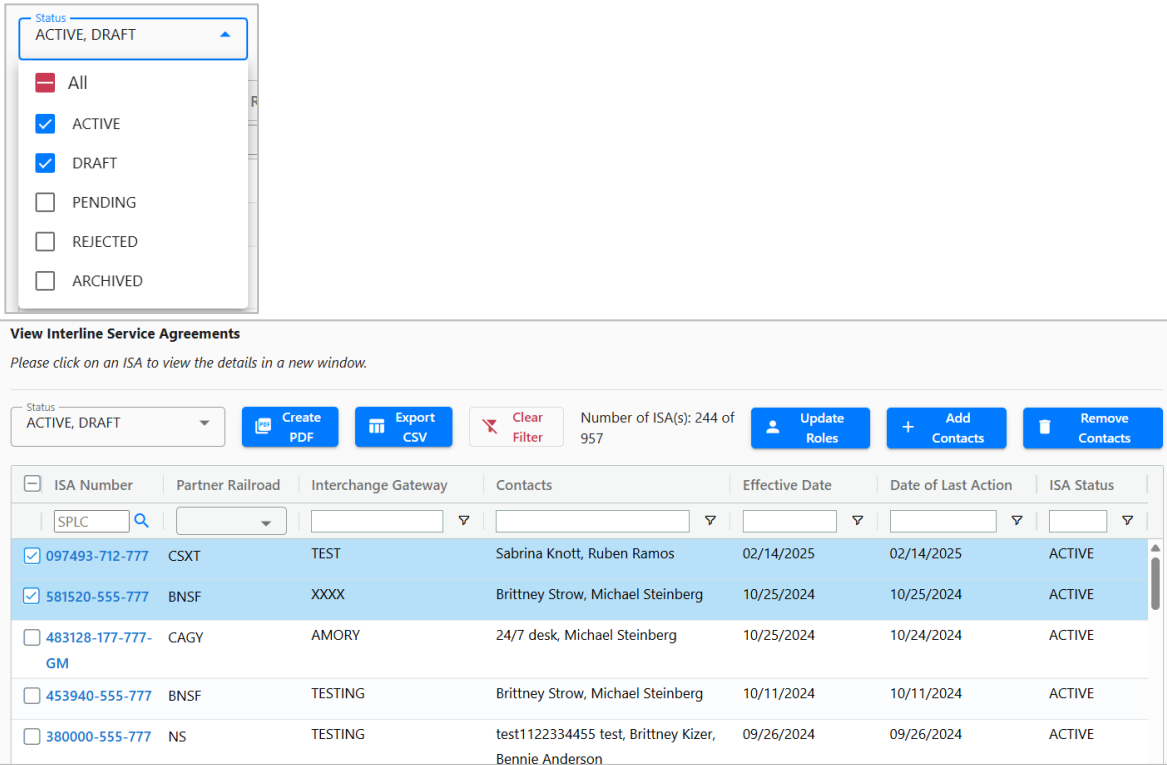
3. Complete the input fields and submit the cloned ISA. See [Creating ISAs](#) for details on how to complete an ISA.

Adding ISA Contacts

To create a new contact, see [Creating a New Contact](#). Once a contact is created, use the following procedure to search on existing contacts and add them to **Active** and **Draft** ISAs. When **Pending** and/or **Rejected** ISAs are selected, this feature is not available, and the **Add Contacts** button is grayed out.

1. Select **View ISAs**. The View Interline Services Agreements page is displayed.
2. From the **Status** drop-down list, select **Active** and/or **Draft**. The results are displayed according to your selection.

Exhibit 38. ISA Status and Selected Records

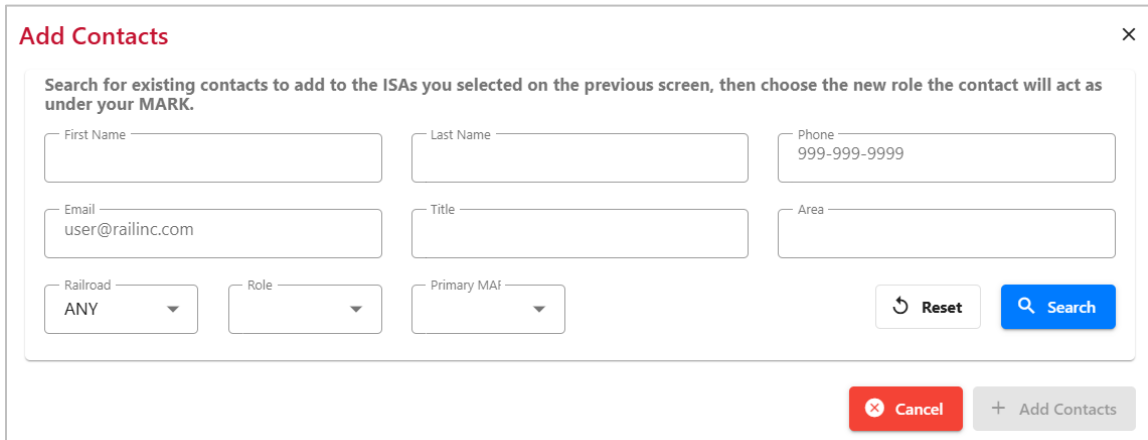


The screenshot shows the 'View Interline Service Agreements' page. At the top, there is a 'Status' dropdown menu with 'ACTIVE, DRAFT' selected. Below it, a list of status options is shown: All, ACTIVE (checked), DRAFT (checked), PENDING, REJECTED, and ARCHIVED. The main table displays a list of ISAs with columns for ISA Number, Partner Railroad, Interchange Gateway, Contacts, Effective Date, Date of Last Action, and ISA Status. The first two rows are highlighted in blue, indicating they are selected. The first row is for ISA 097493-712-777, CSXT, TEST, with contacts Sabrina Knott and Ruben Ramos. The second row is for ISA 581520-555-777, BNSF, XXXX, with contacts Brittney Strow and Michael Steinberg. The third row is for ISA 483128-177-777-GM, CAGY, AMORY, with contacts 24/7 desk and Michael Steinberg. The fourth row is for ISA 453940-555-777, BNSF, TESTING, with contacts Brittney Strow and Michael Steinberg. The fifth row is for ISA 380000-555-777, NS, TESTING, with contacts test1122334455 test, Brittney Kizer, and Bennie Anderson. The table also includes a search bar for the ISA Number and a 'Number of ISA(s): 244 of 957' indicator. Buttons for 'Create PDF', 'Export CSV', 'Clear Filter', 'Update Roles', 'Add Contacts', and 'Remove Contacts' are visible at the top right of the table area.

ISA Number	Partner Railroad	Interchange Gateway	Contacts	Effective Date	Date of Last Action	ISA Status
☒ 097493-712-777	CSXT	TEST	Sabrina Knott, Ruben Ramos	02/14/2025	02/14/2025	ACTIVE
☒ 581520-555-777	BNSF	XXXX	Brittney Strow, Michael Steinberg	10/25/2024	10/25/2024	ACTIVE
☐ 483128-177-777-GM	CAGY	AMORY	24/7 desk, Michael Steinberg	10/25/2024	10/24/2024	ACTIVE
☐ 453940-555-777	BNSF	TESTING	Brittney Strow, Michael Steinberg	10/11/2024	10/11/2024	ACTIVE
☐ 380000-555-777	NS	TESTING	test1122334455 test, Brittney Kizer, Bennie Anderson	09/26/2024	09/26/2024	ACTIVE

3. Columns can be sorted by clicking on the column header.
4. Select one or more checkboxes (first column) of **Active** and/or **Draft** records as shown above.
5. Select the **Add Contacts** button in the top right. The Add Contacts pop-up displays.

Exhibit 39. Add Contacts Pop-up



Add Contacts [X]

Search for existing contacts to add to the ISAs you selected on the previous screen, then choose the new role the contact will act as under your MARK.

First Name: [] Last Name: [] Phone: 999-999-9999

Email: user@railinc.com Title: [] Area: []

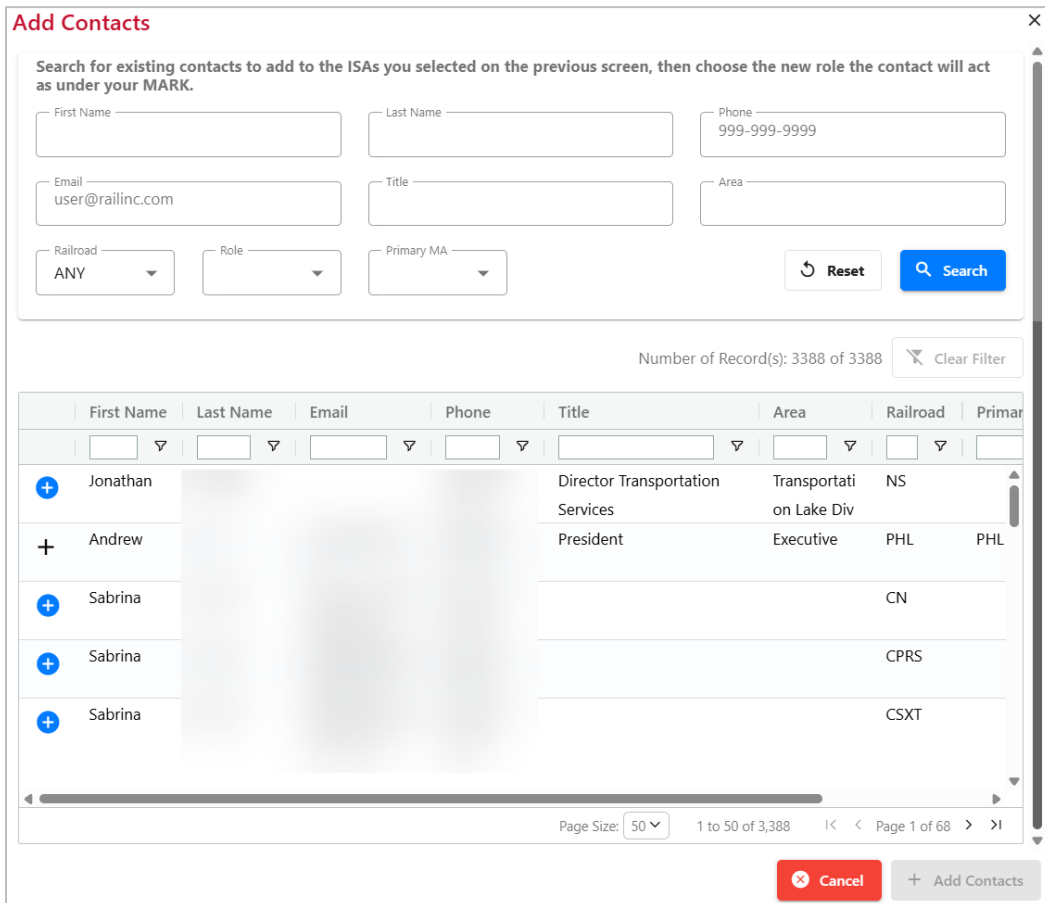
Railroad: ANY Role: [] Primary MAI: []

[Reset] [Search]

[Cancel] [Add Contacts]

6. You can select search values using the **Railroad** and/or the **Role** drop-down lists or enter a field. A partial entry can be used when you do not know the complete first name, last name, email, title, or area. An entry is not required to search.
7. Select **Search**. Records that match appear below your search criteria.

Exhibit 40. Search Results



Add Contacts [X]

Search for existing contacts to add to the ISAs you selected on the previous screen, then choose the new role the contact will act as under your MARK.

First Name: [] Last Name: [] Phone: 999-999-9999

Email: user@railinc.com Title: [] Area: []

Railroad: ANY Role: [] Primary MA: []

[Reset] [Search]

Number of Record(s): 3388 of 3388 [Clear Filter]

	First Name	Last Name	Email	Phone	Title	Area	Railroad	Primary
[+]	Jonathan				Director Transportation Services	Transportation Lake Div	NS	
[+]	Andrew				President	Executive	PHL	PHL
[+]	Sabrina						CN	
[+]	Sabrina						CPRS	
[+]	Sabrina						CSXT	

Page Size: 50 1 to 50 of 3,388 Page 1 of 68

[Cancel] [Add Contacts]

8. Columns can be sorted by clicking on the column header.

9. Select the **blue and white +** to open the contact. Once roles are chosen for the contact, the **Add Contact** button becomes active as shown in the example below.

Contacts with a **black +** in the left column indicate contacts that cannot be updated because their primary mark does not match the mark listed on the ISA.

10. Scroll to the right to show the **New Role** column. Select the appropriate role from the drop-down list for each contact selected. All selected contacts must have a selected role.

Exhibit 41. Add New Role to Add Contact

Add Contacts

Search for existing contacts to add to the ISAs you selected on the previous screen, then choose the new role the contact will act as under your MARK.

First Name: [] Last Name: [] Phone: 999-999-9999

Email: user@railinc.com Title: [] Area: []

Railroad: ANY Role: [] Primary MARK: []

Reset Search

Number of Record(s): 3383 of 3383 Clear Filter

First Name	Last Name	Email	Phone	Title	Area	Railroad	Primary MARK	Role
Tom			6163	Director Terminal Ops.	Local	UP		

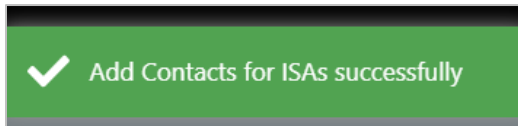
Operations

ISA Number	Interchange Gateway	Effective Date	ISA Status	Railroad	Primary Mark	Current Role	New Role
343100-006-400	TOLEDO, OH 343100	04/22/2025	ACTIVE	CSXT			Approver

Cancel Add Contacts

11. Select **Add Contacts** to add the selected contact(s) to the selected ISAs.
12. When contacts are added, the following success confirmation message displays:

Exhibit 42. Success Message for Adding Contacts to ISAs



Editing ISA Contacts

Users with the ISA Creator role can use the following procedure to modify contact information on active ISAs.

1. Access an active ISA details record (see [Viewing ISAs](#)).
2. Select **Edit ISA Contacts**. The Edit Interline Service Agreement page is displayed.

Exhibit 43. Edit Interline Service Agreement

Edit Interline Service Agreement: 479800-173-712
 This ISA is being created based upon a previously created ISA. To avoid duplication, please be sure to make updates/changes to the ISA before saving.

ISA Contacts

Review

Contacts
 Please provide the contact information for all parties involved. To successfully submit an ISA, an email address contact information for an approver for each railroad is required.

Contact 1 Edit Contact Remove

First Name: Aaron Last Name: Phone: Email: @railinc.com Railroad: CGR Area: Transportation Title: Sr. Road Manager Role: Approver Primary MARK:

Contact 2 Edit Contact Remove

First Name: Aaron Last Name: Phone: Email: as@test.com Railroad: CSXT Area: Transportation Title: Asst. Superintendent Role: Approver Primary MARK: CSXT

« Prev + Add Contact » Next

Save ISA Contacts Cancel

3. Select the **Edit Contact** button. The Edit Contact pop-up is displayed.

Exhibit 44. Edit Contact Pop-up

Edit Contact ×

First Name: Aaron Last Name: Smith Phone: 800-555-1212

Email: test@railinc.com Title: Sr. Road Manager Area: Transportation

Primary MARK: ▼

Update Cancel

4. Modify the fields as needed and select the **Update** button. After confirming the update, the modified contact information is associated with the ISA and the changes are reflected in any ISA referencing this contact.
5. Continue to add or update ISA contacts as needed. Select the **Add Contact** located near the bottom of the page if you want to add another existing contact to the ISA. The Add Contact pop-up is displayed.

Exhibit 45. Add Contact Pop-up

6. You can select search values using the **Railroad** and/or the **Role** drop-down lists or enter a field. A partial entry can be used when you do not know the complete first name, last name, email, title or area. An entry is not required to search.
7. Select the **Search** button.
8. Select a contact from the search results. The selected contact will populate with the contact details.
9. If you need to remove a contact, select the **Remove** button associated with a contact to remove that contact from the ISA.
10. Continue to add, update, and remove contacts and select **Save ISA Contacts**. See [ISA Contacts](#) for details on how to complete the ISA contacts fields.

Removing ISA Contacts

Use the following procedure to remove existing contacts from **Active** and **Draft** ISAs. When **Pending** and/or **Rejected** ISAs are selected, this feature is not available and the **Remove Contacts** button is grayed out. Removing a contact from an ISA does not delete the contact from the system, only from the selected ISA. To permanently delete a contact from the system, see [Deleting Contacts](#).

1. Select **View ISAs**. The View Interline Services Agreements page is displayed.
2. From the **Status** drop-down list, select **Active** and/or **Draft**. The results are displayed according to your selection ([Exhibit 38](#)).
3. Columns can be sorted by clicking on the column header.
4. Select one or more checkboxes (first column) of **Active** and/or **Draft** records ([Exhibit 39](#)).
5. Select the **Remove Contacts** button in the top right. The Remove Contacts pop-up displays.
6. Columns can be sorted by clicking on the column header.

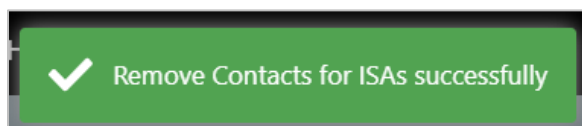
7. Select one or more contacts to remove by clicking the checkbox(es) in the first column.

Exhibit 46. Remove Contacts Pop-up

	First Name	Last Name	Email	Phone	Title	Area	Railroad	Role
☐	Adam				Manager	Operations	CPRS	Secondary Contact
☐	Chase				Railinc BA		CSXT	Approver
☒	Brittney				Trainmaster	Transportation	CSXT	Interested Party
☒	testqa						CSXT	Secondary Contact
☐	Tom				Director Terminal Ops.	Local Operations	CSXT	Approver
☐	Sabrina						CSXT	Interested Party

8. Select **Remove Contacts** to remove the selected contact(s) from the selected ISAs.
9. When contacts are removed, you will receive the following success confirmation message:

Exhibit 47. Success Message for Removing Contacts from ISAs



Updating ISA Roles

Use the following procedure to update roles for existing ISA contacts in **Active** and **Draft** ISAs. When **Pending** and/or **Rejected** ISAs are selected, this feature is not available and the **Update Roles** button is grayed out.

1. Select **View ISAs**. The View Interline Services Agreements page is displayed.
2. From the **Status** drop-down list, select **Active** and/or **Draft**. The results are displayed according to your selection ([Exhibit 38](#)).
3. Columns can be sorted by clicking on the column header.
4. Select one or more checkboxes (first column) of **Active** and/or **Draft** records ([Exhibit 39](#)).
5. Select the **Update Roles** button in the top right. The Edit Contact's Role on Selected ISAs pop-up displays.
6. Columns can be sorted by clicking on the column header.

7. Select one or more contacts to update by clicking the green + icon in the first column. Details for the row appears and the icon changes to a red – icon.
8. Select the new role from the drop-down in the last column for each selected row and the text color of the new role changes to blue to show which ones have been modified.

Exhibit 48. Edit Contact's Role on Selected ISAs

Number of Record(s): 3 of 3 Clear Filter

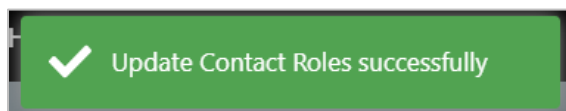
First Name	Last Name	Email	Phone	Title	Area	Railroad	Role
Brittney				Trainmaster	Transportation	CSXT	Approver
				Terminal Managers	Local Operations	CAGY	Approver
ISA Number	Interchange Gateway	Effective Date	ISA Status	Mark	Current Role	New Role	
380000-712-777	TESTING	07/26/2024	DRAFT	BNSF	Approver	Interested Party	
Sabrina						CSXT	Approver

Page Size: 1 to 4

Cancel Update Roles

9. Select **Update Roles** to update the roles of the selected contact(s) for the selected ISAs.
10. When roles are updated, you will receive the following success confirmation message:

Exhibit 49. Success Message for Updating Roles for ISAs



Viewing/Managing Draft ISAs

Use the following procedure to view and manage ISAs saved in Draft status.

1. Select **View ISAs > Draft**. The View Interline Service Agreements page for Draft ISAs is displayed.

Exhibit 50. View Interline Service Agreements (Draft ISAs)

View Interline Service Agreements
Please click on an ISA to view the details in a new window.

Status: **DRAFT** [Create PDF](#) [Export CSV](#) [Clear Filter](#) Number of ISA(s): 43 of 1107 [Update Roles](#) [Add Contacts](#) [Remove Contacts](#)

☐	ISA Number	Partner Railroad	Interchange Gateway	Contacts	Effective Date	Date of Last Action	ISA Status
☐	411657-555-712-GM	CSXT	RAILINC	Chase Lindamood	10/14/2025	10/14/2025	DRAFT
☐	411694-712-777-GM	CSXT	COOKOUT		09/30/2025	09/30/2025	DRAFT
☐	401133-105-712	CSXT	TESTING		02/04/2025	02/04/2025	DRAFT
☐	380000-712-777	CSXT	TESTING	24/7 desk, Brittney Kizer, Sabrina Knott	07/26/2024	07/26/2024	DRAFT
☐	087465-712-777	BNSF	DUTCH	24/7 desk, Aaron Wenzel	02/28/2024	02/21/2024	DRAFT
☐	380000-055-712	BSDA	FLINT	Aaron Sherman, Brittney Kizer	01/25/2024	01/25/2024	DRAFT
☐	794119-234-567	ABR	AULTMAN		11/01/2023	11/01/2023	DRAFT
☐	807025-123-456	BNSF	CRYSTAL FALLS	Bob Montgomery, Alex King	11/01/2023	11/01/2023	DRAFT
☐	794119-103-712-IM	CN	AULTMAN	Aaron Haynes, Aaron Sherman, Adam Sharp	09/07/2023	09/07/2023	DRAFT

Page Size: 50 1 to 43 of 43 < > Page 1 of 1 > |

- To view details of a listed Draft ISA, select the desired row. The View Details page for the selected Draft record is displayed.

Exhibit 51. View ISA Details for Draft ISA

[Back to ISAs List](#) [Download PDF](#) [Pass Ownership](#) [Edit ISA](#) [Archive ISA](#) [Clone ISA](#) [Delete ISA](#)

Basic Information

ISA Number: 411694-712-777-GM Owner Mark: BNSF Origin Railroad: BNSF
 Partner Railroad: CSXT Effective Date: 09/30/2025 Status: DRAFT
 Interchange Gateway: COOKOUT
 Reason for ISA: Testing

Description Information

Name	Description
Interchange Locations	To Road1: [enter locations here] To Road2: [enter locations here]
Interchange Event	To Road1: [enter events here] To Road2: [enter events here]

- Perform one of the following steps:
 - Select **Back to ISAs List** to return to the previously displayed View Interline Service Agreements page.
 - Select **Download PDF** to download the displayed ISA record in PDF format ([Exhibit 35](#)). Use the standard tools within the PDF to save, print or share the record as an email attachment.
 - Select **Pass Ownership** to pass ownership of the ISA from the origin railroad (your railroad shown in the top right of the application) to the partner railroad. Select Pass Ownership again to pass it back to your railroad. You will receive a message to confirm it has been successful.
 - Select **Edit ISA** to make edits to the displayed draft ISA. See [Editing a Draft ISA](#).
 - Select **Archive ISA** to archive the displayed draft ISA. See [Archiving a Draft ISA](#).

- f. Select **Clone ISA** to create a new ISA based on the details of the currently viewed ISA. See [Cloning ISAs](#).
- g. Select **Delete ISA** to delete the draft ISA. A confirmation pop-up is displayed so you can confirm the deletion. **Note:** Only the original creator of the ISA with the ISA Creator role may delete an ISA in draft status.

Editing a Draft ISA

Draft ISAs can be edited and then saved and submitted.

1. Access an ISA draft details record (see [Viewing/Managing Draft ISAs](#)).
2. Select **Edit ISA**. The Edit Interline Service Agreement page is displayed.

Exhibit 52. Edit Interline Service Agreement

Edit Interline Service Agreement: 380000-712-802-GM

This ISA is being created based upon a previously created ISA. To avoid duplication, please be sure to make updates/changes to the ISA before saving.

Basic Information

This basic information is required before an ISA can be saved as a draft. An [approver contact](#) for each railroad is required to submit for approval.

Your Railroad* UP

Reason for ISA* To define and document the interchange operating plan between CSX Transportation Inc. (CSXT/BOCT) and Union Pacific Railroad Company (UP).

Partner Railroad* CSXT

Interchange Gateway* PROVISO, IL SPLC 381248, BARR YA

ISA Number

SPLC* 380000 - Origin R260* 712 - Partner R260* 802 - GM

Effective Date* 5/18/2023

Date must be on or after 5/27/2026

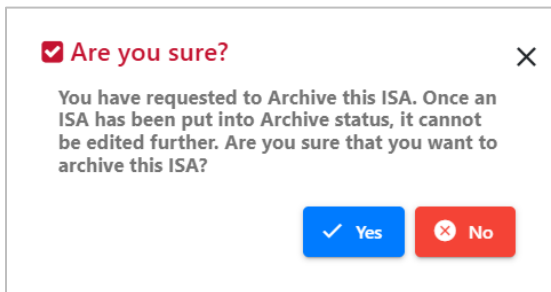
3. Complete the required fields and submit the edited ISA. See [Creating ISAs](#) for details on how to complete an ISA.

Archiving a Draft ISA

Draft ISAs can be archived. Once an ISA has been placed in archive status it can no longer be edited.

1. Access an ISA draft details record (see [Viewing/Managing Draft ISAs](#)).
2. Select **Archive ISA**. A pop-up box appears asking for confirmation.

Exhibit 53. Archive ISA Confirmation Pop-up



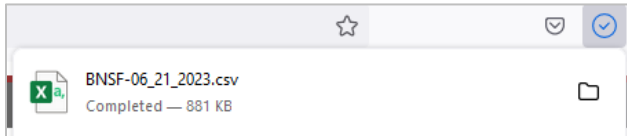
3. Select **Yes** to confirm the decision to archive the ISA; otherwise, select **No**.

Exporting ISAs

The ISA Repository enables users to export their ISAs. The exported file will contain Active ISAs for the mark you selected from the home page ([Exhibit 1](#)).

When **Export ISAs (csv)** is selected, the file of your active ISAs is automatically downloaded to your device (shown at the top of the browser for Firefox users and at the bottom left for Chrome users).

Exhibit 54. Export Pop-up Prompt



Viewing Documentation

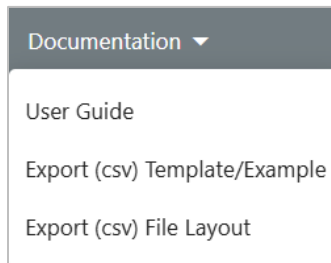
The ISA Documentation menu provides helpful tools, including this user guide and information to help interpret exported ISAs.

Downloading the User Guide

Use the following procedure to download the latest version of this user guide.

1. Select **Documentation** > **User Guide**. The User Guide opens as a PDF file.

Exhibit 55. ISA User Guide



2. Use the tools within the PDF, including the embedded hyperlinks and bookmarks, to view, print, and search the document.

Downloading the Export (CSV) Template/Example

Use the following procedure to download the Export (csv) Template/Example.

1. Select **Documentation > Export (csv) Template/Example**.

The Export (CSV) Template/Example file is automatically downloaded and saved to your device.

2. Open the template and use the tools within the spreadsheet application to navigate the instructions.

Downloading the Export (CSV) File Layout

Use the following procedure to download the Export (csv) File Layout.

1. Select **Documentation > Export (csv) File Layout**.

The Export (csv) File Layout file is automatically downloaded and saved to your device.

2. Open the file and use the tools within the application to navigate the file layout.