

Interline Operations Research Tool (IORT) User Guide



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Learning about the Interline Operations Research Tool

Overview

The Interline Operations Research Tool provides detailed waybill and event data, enabling railroads to analyze, identify, and resolve issues associated with interline movements.

System Requirements

For information about the system requirements of Railinc web applications, Railinc interface elements, 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 and timely 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

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 Interline Operations Research Tool within SSO.

If you do not have access to the Interline Operations Research Tool, request access by following instructions in the [Railinc Single Sign-On User Guide](#). See [Learning about User Roles](#) below for information about the available levels of access. When you have received email notification confirming your access, you can login and begin using the Interline Operations Research Tool.

Learning about User Roles

Your assigned user role determines what functions you can perform. The following user roles can be assigned to users of the Interline Operations Research Tool:

Exhibit 1. User Roles and Tasks

Task	Description
IORT Railroad Researcher	Allows access to view interline data and features for assigned mark.
IORT Railroad Researcher Company Admin	Company Admin can approve users of the same company that request to access the application. Allows access to view interline data and features for assigned mark.

User roles are assigned by Railinc or by your company administrator through the SSO interface.

Exhibit 2. IORT Request Permission

The screenshot shows the 'Interline Operations Research Tool' interface. At the top, it states: 'The Interline Operations Research Tool provides summarized waybill and event data for railroads to conduct efficient research and troubleshoot interline movements'. Below this is a progress bar with three steps: '1 Select Roles', '2 Confirm', and '3 Done'. The '1 Select Roles' step is active. It contains two checkboxes, both of which are unchecked. The first checkbox is for 'IORT Railroad Researcher (MARK required)' with the description 'Allows access to view interline data and features for assigned mark.' The second checkbox is for 'IORT Railroad Researcher Company Admin (MARK required)' with the description 'Company Admin can approve users of the same company that request to access the application. Allows access to view interline data and features for assigned mark.' Below the checkboxes is a 'Comments' text area. At the bottom right, there are two buttons: a red 'Return' button and a grey 'Next' button. A page number '0/255' is visible in the bottom right corner.

Logging In

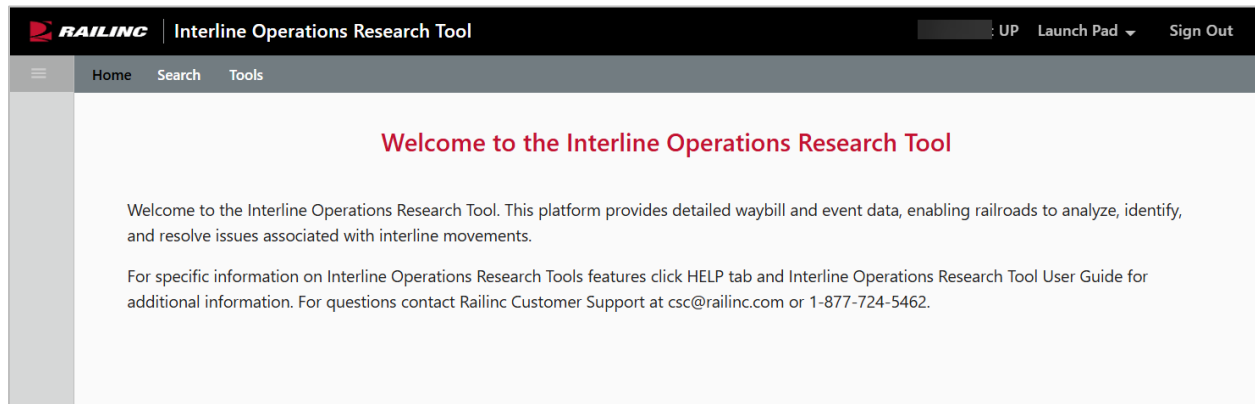
To log into IORT:

1. Open your internet browser and enter <https://public.railinc.com> to open the Railinc website.
2. Select the **Customer Login** link in the upper right of the page. The Account Access page is displayed.
3. Enter your **User ID** and **Password**. Select **Sign In**. The Railinc Launch Pad is displayed.

Note: For more information about the Launch Pad, refer to the [Single Sign-On and Launch Pad User Guide](#).

4. Select **Interline Operations Research Tool**. The IORT Home page is displayed.

Exhibit 3. IORT Home



Logging Out

Select the **Sign Out** link to close the IORT application and any other browser windows with Railinc applications you have open, and you will be returned to the Login page.

If you have multiple Railinc applications open in separate browser windows and want to close only one, select the **X** in the top right of the unwanted window or enter **ALT-F4**.

If your session in the application has been idle for more than 30 minutes, a warning message is displayed and you must be log back into IORT.

Viewing the Home Page

The Home page is displayed once you successfully log into IORT ([Exhibit 3](#)).

Menu Item	Function
Home	The Interline Operations Research Tool Home page.
Search	Search for waybill and event data, view summarized waybill details, waybill party details, waybill route details, EDI 417s, Forward & Store errors and event descriptions, and resend 417s.
Tools	Access the Company Admin Audit Log.
Help	Access online documentation including the user guide.

Searching Waybill and Event Data

Search Criteria

- To search for waybill and event data, select **Search** from the menu bar. The Search page is displayed.

Exhibit 4. Search on Equipment/Waybill

The screenshot shows a search form with the following elements:

- Equipment List (Max: 10)**: A text input field with a small icon to its right.
- Waybill Number**: A text input field.
- Start Date***: A date field showing "2026-06-04" with a calendar icon. Below it, a note states: "Start date can be up to 90 days from today".
- End Date***: A date field showing "2026-06-18" with a calendar icon.
- Buttons**: A "Reset" button with a circular arrow icon and a "Search" button with a magnifying glass icon.

The Search page provides the following fields to search by:

Field	Description
Equipment List	Enter up to ten (10) Equipment IDs at one time. Each Equipment ID can be separated by spaces or commas. Enter at least one (1) Equipment ID in the Equipment List or Waybill Number to perform a search.
Waybill Number	Enter one (1) waybill number to search for a particular waybill. Enter at least one (1) Equipment ID in the Equipment List or Waybill Number to perform a search.
Start Date	Defaults to 14 days prior to the current date, but can be set <u>up to 90 days</u> prior to the current date. Use the calendar icon to select a date.
End Date	Defaults to the current date, but can be set <u>up to 90 days</u> prior to the current date. Use the calendar icon to select a date.

- Enter your search criteria using the guidelines above. Enter at least one (1) Equipment ID in **Equipment List** or **Waybill Number** to perform a search.
- Select **Submit**. The **Waybills** tab displays the [Waybill Search Results](#) that match your criteria by default. Select the **Events** tab to display the [Events Search Results](#).

Search History

After you search waybills and events, your search history will appear on the initial Search page. To use a previous search, select the **Search** button on the appropriate row of the My Search History section. You can also duplicate a search and revise the existing criteria for a new search by selecting **Duplicate**.

Exhibit 5. My Search History

The screenshot shows a table titled "My Search History" with the following data:

#	Action	Searched On	Start Date	End Date	Waybill Number	Equipments
1	Search Duplicate	2026-06-19 08:28 ET	2026-04-01	2026-06-18		TILX294913, SHPX208844, CQA10001, UTLX910391, TBOX644746, MWCX483778, CR631290
2	Search Duplicate	2026-06-19 08:25 ET	2026-03-21	2026-06-11	401498	

Waybill Search Results

- When you complete the steps for [Search Criteria](#), the **Waybill** tab appears by default with results that match your criteria. Rows highlighted in blue indicate the most recent record of the waybill.

Exhibit 6. Search Results – Waybills Tab

▼ Show Search Criteria

Date Range: 05/01/2026 - 06/18/2026 Total Records: 21

Waybills Events

Equipment: All (21) TILX0000294913 SHPX0000208844 UTLX0000910391 TBOX0000644746 MWCX0000483778 CR0000631290

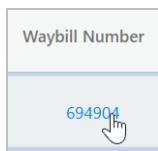
#	Equipment	Waybill Number	Waybill Date	Receipt Timestamp	Loaded/Empty	Junction/Interchange	Billi
1	TILX0000294913	643907	2026-06-03 00:00:00	2026-06-03 14:17:00	L	Not Authorized	
2	SHPX0000208844	364665	2026-06-01 00:00:00	2026-06-01 18:30:00	L	Not Authorized	
3	UTLX0000910391	688770	2026-05-03 00:00:00	2026-05-03 15:12:00	L	Not Authorized	
4	UTLX0000910391	688910	2026-05-04 00:00:00	2026-05-04 14:59:00	L	ESTL	
5	UTLX0000910391	694739	2026-06-07 00:00:00	2026-06-07 07:44:00	L	Not Authorized	
6	UTLX0000910391	694904	2026-06-08 00:00:00	2026-06-08 14:29:00	L	ESTL	
7	TBOX0000644746	486468	2026-05-01 00:00:00	2026-05-01 00:16:00	L	Not Authorized	
8	TBOX0000644746	834500	2026-06-13 00:00:00	2026-06-13 01:56:00	L	Not Authorized	
9	MWCX0000483778	874182	2026-05-24 00:00:00	2026-05-24 21:48:00	E	Not Authorized	
10	MWCX0000483778	692827	2026-05-26 00:00:00	2026-05-26 11:21:00	E	Not Authorized	

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[Export to CSV](#)

- Select **Export to CSV** to download the results to a spreadsheet and save it to your system.
- Scroll to the right to view all columns. When your railroad mark is not a Party to Route as a railroad listed in the Waybill route, visibility to confidential data is restricted with “**Not Authorized**”.
 - When you are authorized to access a waybill as Party to Route, a link is available in the **Waybill Number** column to select and view the waybill details. When there are multiple cars listed in a waybill, the **View Follower Cars** link is available that provides a list of all the cars in the waybill. Select **Ok** to close the window.

Exhibit 7. Waybill Details



Waybill

Waybill Details

Waybill Number: 694904
Waybill Date: 2026-06-08 00:00:00
Billing Road: NS
Lead Equipment:
Follower Cars: [View Follower Cars](#)
Message Timestamp: 2026-06-08 14:29:00
Receipt Timestamp: 2026-06-08 14:29:00
Sending Road: NS
Origin Line Haul: NS
Waybill Source Code: Interline
Transportation Code: R
Loaded/Empty: L
Shipment Weight Code: A
Repeat Pattern Code:
Origin FSAC: 29008
Origin: 396246000 - ROXANA, IL
Destination FSAC: 58662
Destination: WILLIAMS, TX
Commodity: 4905752 - PETRO GAS LQD
Military: No
Hazmat: 4905752 - PETRO GAS LQD | Level 4: Flammable Gas
Waybill Equipment Grade: D
Chassis: Chassis information unavailable in 417
Bill of Lading Number: 060826UTLX910391 BM
Bill of Lading Timestamp: 2026-06-08 14:29:00
Purchase Order Number: 523814-64
Correction Indicator: O
Equipment Weight: N 128235
Cancel Delete Code:

Waybill Party

Shipper: 7940313568000 - WRB REFINING LP
Consignee: 0389128660000 - CHEVRON PHILLIPS CHEMICAL
In Care Of Party No 1: GT LOGISTICS
Party to Receive Freight Bill:
Beneficial Owner:
Notify Party 1:
Notify Party 2:
Account of (Origin Party):
Account of (Destination Party):
Shipped From:

Waybill Route

Route Sequence Number	Route Sequence	Route SCAC	Route Junction	Route
1	R	NS	ESTL	
2	1	UP		

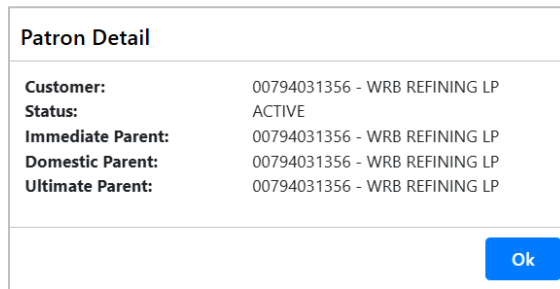
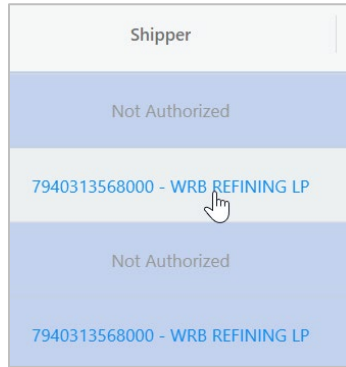
Ok

#	Equipment ID
1	CTRN - 0000602135
2	CTRN - 0000602301
3	CTRN - 0000602424
4	PSTX - 0000002008
5	PSTX - 0000002025
6	PSTX - 0000002051
7	PSTX - 0000002055
8	PSTX - 0000002075
9	PSTX - 0000002129
10	PSTX - 0000002166
11	PSTX - 0000002184
12	PSTX - 0000002196
13	PSTX - 0000002206
14	PSTX - 0000002215
15	PSTX - 0000002216
16	PSTX - 0000002230
17	PSTX - 0000002221
18	PSTX - 0000002223
19	PSTX - 0000002235
20	PSTX - 0000002266
21	PSTX - 0000002299
22	PSTX - 0000003006
23	UP - 0000028383
24	UP - 0000028817
25	UP - 0000028818

Close

- b. The types of **Waybill Status** include: **Original (O)**, **Corrected (CO)** or **Cancelled (CA)**. Hover over to view the complete status.
- c. When you are authorized to view patron details as Party to Route, a link is available in the **Shipper** and **Consignee** columns to select and view patron details. Select **Ok** to close the window.

Exhibit 8. Patron Details



- d. When you are authorized to view the EDI as Party to Route, a folder will appear in the EDI column. Select the folder and the EDI 417 displays. Scroll down to view the entire message, and select **Ok** to close the window.

Exhibit 9. EDI 417 Details



EDI 417

```
GS*WB*NS*RRWS*20260608*1429*7907*X*008050
ST*417*079070001
BX*00*R*11**NS*L*B
BNX*A**S
N9*BM*060826UTLX910391**20260608*1429
N9*CN*4033870874-01
N9*PO*523814-64
N9*SO*060826UTLX910391
N9*ST*0010021338
DTM*168*20260608*1310
N7*UTLX*910391*128235*N*114100*****RR****6705*A
M7*570826
N8*694904*20260608
F9*29008*ROXANA*IL
D9*58662*WILLIAMS*TX
N1*SH*WRB REFINING LP*C5*7940313568000
N3*MADISON AVE - GATE 22
N4*ROXANA*IL*62084
PER*HM*KRISTINA VOLZ*TE*6182553483
N1*CN*CHEVRON PHILLIPS CHEMICAL*C5*0389128660000
N3*9500 LAKESIDE BLVD
N4*THE WOODLANDS*TX*77381*US
N1*C1*GT LOGISTICS
N3*1998 HWY 73 W
N4*WILLIAMS*TX*77640*US
N1*11*WRB REFINING LP*C5*9405671470000
N3*P.O. BOX 8575
N4*BARTLESVILLE*OK*74005
R2*NS*R*ESTL
R2*UF*1
LX*1
L5*1*PROPYLENE/PROPANE MIX*4905752*T
L5*1*(PP MIX)
L5*1*UTLX 910391 GAL CP= 33922
L5*1*ENDORSED AS HAZARDOUS MATSHPR PHN 6182553483
L0*1***128235*N***1*TNK
LS*8050
LH1*C4*1*UN1075**4905752*GA*29587
LH2*2.1*P
LH3*LIQUEFIED PETROLEUM GAS,*D
LFH*ADI*(NON-ODORIZED)
PER*HM*PHILLIPS 66 CO*TE*18004249300
PER*MX*PHILLIPS 66 CO*TE*01800-681-9531
LE*8050
SE*000044*079070001
GE*000001*7907
```

Ok

- e. The types of **Forward & Store Status** include: **Accepted**, **Accepted with Errors** or **Rejected**. When the Forward & Store status is **Accepted with Errors** or **Rejected**, a status link appears in the **Forward & Store Status** column. Select the link and the reasons for the status displays. Hover over the **Reason** question mark icon to view additional explanation for each row. Select **Ok** to close the window.

Exhibit 10. Forward & Store Status Details

The screenshot shows a button labeled "Accepted with Errors" with a hand cursor. Below it is a window titled "Forward & Store Status" for Waybill Number 694904. The status is "Accepted with Errors". A "Reason" link with a question mark icon is present. A table lists the reasons for the error:

Source	Segment	Element	Error Code	Bad Data Element	Description
997	PER*18	1*0366	7	HM	Administrative Communications Contact PER, Segment position 18 : Contact Function Code has Invalid code value
824	N1	N/A	022003034GE	N/A	N103 = C5 REQD FOR N101 C1 IF REV WB

An "Ok" button is at the bottom right. A tooltip explains that each row represents an error and provides details on how to identify the error source, segment, element, and error code.

- f. When you are authorized as Party to Route for the waybill, a Resend 417 button appears in the Resend 417 column. You have the option to resend the EDI 417 to your railroad. Select the **Resend 417** button. Select **Send** and confirm that you want to resend and select **Confirm**.

Exhibit 11. Resend 417

The screenshot shows a "Resend 417" dialog box with a text area containing EDI data:

```
GS*WB*NS*RRWS*20260608*1429*7907*X*008050
ST*417*079070001
EX*00*R*11**NS*L*B
BNX*A**S
N9*BM*060826UTLX910391**20260608*1429
N9*CN*4033870874-01
N9*PO*523814-64
N9*SO*060826UTLX910391
N9*ST*0010021338
DTM*168*20260608*1310
N7*UTLX*910391*128235*N*114100*****RR****6705*A
M7*570826
N8*694904*20260608
F9*29008*ROXANA*IL
D9*58662*WILLIAMS*TX
N1*SH*WRB REFINING LP*C5*7940313568000
N3*MADISON AVE - GATE 22
N4*ROXANA*IL*62084
PER*HM*KRISTINA VOLZ*TE*6182553483
```

Buttons for "Cancel" and "Send" are at the bottom. The background shows a table with "Forward & Store Status" and "Resend 417" columns. A "Resend 417" button is highlighted in the "Resend 417" column.

Events Search Results

1. Complete the [Search Criteria](#) steps and select the **Events** tab. The Events search results are displayed that match your criteria. Event records highlighted in red indicate that an event record has been deleted by the posting road.

Exhibit 12. Events Search Results

▼ Show Search Criteria

Date Range: 2026-06-01 to 2026-06-22 Total Events: 35

Waybills **Events**

Equipment: WFRX0000408673 Hide PSLA Events

#	Equipment	Waybill N...	Event Timestamp	Posting Time...	Event Des... ↑	Load...	Location	From R...	To Road	Postin...
24	WFRX0000408673	368591	2026-06-07 07:34:00	2026-06-07 19:03:45	ICHD	E	MERIDIAN, MS US	CPRS	NS	CPR
1	WFRX0000408673	368591	2026-06-01 14:00:00	2026-06-01 17:04:12	ICHR	E	LAREDO, TX US	KCSM	CPRS	CPR
2	WFRX0000408673	368591	2026-06-04 00:43:00	2026-06-05 09:42:02	PSLA	U	TELFERNER, TX US	CPRS	N/A	CPR
3	WFRX0000408673	368591	2026-06-04 00:59:00	2026-06-05 09:47:03	PSLA	U	EDNA, TX US	CPRS	N/A	CPR
4	WFRX0000408673	368591	2026-06-04 01:20:00	2026-06-05 09:54:03	PSLA	U	LOUISE, TX US	CPRS	N/A	CPR
5	WFRX0000408673	368591	2026-06-04 01:54:00	2026-06-05 10:02:14	PSLA	U	WHARTON, TX US	CPRS	N/A	CPR

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[Export to CSV](#)

2. Select **Export to CSV** to download the results to a spreadsheet and save it to your system.
3. Scroll to the right to view all columns.
4. Select a **Event Timestamp** link for an event to view the event details. Select **Ok** to close the window.

Exhibit 13. Event Details

Event Timestamp	Postin...
2026-06-10 14:51:00	2

Event Details

Event

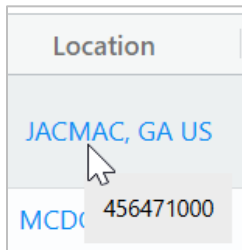
Event Details

Equipment: WFRX0000408673
Event Time: 2026-06-10 14:51:00
Event Description: 7099 - AUGMENT EVENT - PASSING BY LOCATION
Location: 456471000 - JACMAC, GA US
Loaded/Empty: U
Event Action Code: 2
Conveying Equipment:
Car Grade Code:
Posting Road: NS
From Road: NS
To Road:
Event Source Code: H
Receipt Timestamp: 2026-06-11 09:11:00
Delete Flag: N

[Ok](#)

5. Hover over a **Location** to view the SPLC.

Exhibit 14. Location



6. Select the **Hide PSLA Events** toggle button to hide (on) or show (off) Passing by Location events.

Exhibit 15. Hide PSLA Events

[Show Search Criteria](#)

Date Range: 2026-06-01 to 2026-06-22 **Total Events:** 2

[Waybills](#) [Events](#)

Equipment:

[Hide PSLA Events](#)

#	Equipment	Waybill N...	Event Timesta... ↑	Posting Timesta...	Event ...	Load...	Location	From ...	To Ro...	Posti...
1	WFRX0000408673	368591	2026-06-01 14:00:00	2026-06-01 17:04:12	ICHR	E	LAREDO, TX US	KCSM	CPRS	CPRS
2	WFRX0000408673	368591	2026-06-07 07:34:00	2026-06-07 19:03:45	ICHD	E	MERIDIAN, MS US	CPRS	NS	CPRS

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[Export to CSV](#)

Tools

Audit Log

The Tools > Audit Log menu item is only visible to users with the IORT Company Admin role. Audit logs only record resent 417s.

1. Select **Tools > Audit Log**. The Audit Log Search page is displayed. The **Mark** field is pre-populated with the mark with which you have access to in IORT.
2. Enter additional search criteria as needed and select **Search**.

Exhibit 16. Audit Log

The screenshot shows the 'Audit Log' search interface. At the top, there is a 'Hide Search Criteria' button. Below it are several input fields: 'Mark*' (pre-filled with 'UP'), 'User ID', 'Equipment List (Max: 10)', 'Waybill Number', 'Start Date*' (2026-06-08), and 'End Date*' (2026-06-22). There are 'Reset' and 'Search' buttons. Below the search fields, it says '1 record(s) found'. A table displays the search results with columns: #, User ID, Mark, Equipment Nu..., Waybill Number, Activity Type, Timestamp, Resend Status, and EDI. The table contains one row with the following data: # 1, User ID SPENCERS, Mark UP, Equipment Nu... KYLE0000463077, Waybill Number 801200, Activity Type RESEND, Timestamp 2026-06-22 09:54:16, Resend Status SUCCESS, and EDI View. At the bottom right, there is a 'Page Size' dropdown set to 25, and navigation icons for '1 to 1 of 1'.

3. Enter additional search criteria as needed and select **Search**.
4. EDI 417s that match your criteria can be viewed in the search results.

Glossary

Term	Description
Billing Road	The road that created the original version of the waybill.
Consignee	The company that is receiving the commodity found on the equipment.
Event Timestamp	The time that the event occurred.
Forward & Store	A rail industry system that facilitates timely notification for railcars that will be forwarded to carriers participating in an interline rail movement. The originating railroad sends a waybill message to Forward & Store that checks the transaction for compliance to format and syntax standards. If the initial edits pass, the waybill is then forwarded to other railroads in the route of the movement.
Forward & Store Status	Indicates whether a waybill was Accepted , Accepted with Errors or Rejected by Forward & Store.
F&S details are unavailable for this record	All TRAIN06 messages display this status by design and are unavailable. Interline 417s processed by Forward & Store prior to July 2026 (when IORT was released) are unavailable.
Party to Route	If the customer is a railroad in the route, they are authorized to receive data on the equipment.
Posting Timestamp	The time the event was provided to Railinc and posted to the database.
PSLA	Passing by location event.
Receipt Timestamp	The time that Forward & Store received a waybill.
Route SCAC	Road responsible for moving the car for a section of the route.
Route Seq	Sequential order of route on a waybill.
Sending Road	The road that transports the shipment in the waybill.
Shipper	The company that is shipping the commodity found on the equipment.
Switch Road	A road that provides a switching service on behalf of one of the linehaul rail carriers, but does not originate or terminate the shipment.
Transportation Code	Indicates the method or type of transportation for the shipment: R (Rail) and X (Intermodal).
Waybill Number	A unique number to signify a waybill, found in the N801 on a waybill.
Waybill Source Code	Indicates the source of a waybill and whether the waybill is Interline, Local or TRAIN06.
Waybill Status	Indicates whether a waybill is an Original (O), Corrected (CO) or Cancelled (CA) waybill.
Waybill Timestamp	Indicates the date when the waybill was created by the road.