INTRODUCTION TO INTERLINE SETTLEMENT SYSTEM (ISS)
E-Learning Course Description

Training Goals

1. Increase basic understanding of overall ISS purpose, value-proposition to customers, and major functions - among all Railinc employees (Business Services, IT, Corporate Services).
2. Provide employees with a need for a more detailed understanding of ISS functions (e.g., CSC employees) with references to accessible, more detailed resources on ISS along with the basic foundation described above.
3. Support Railinc’s objective to increase employee business product knowledge (employee’s heightened understanding of Railinc products will help to increase customer confidence and satisfaction levels).
4. Set the foundation for interest in ISS as an application important to Railinc’s core mission of adding value for our Class I carriers; and peak future interest in someone interested in moving into a business role associated with the product.

Training Delivery:  Approximately one to two hour e-learning module hosted on SKillPort Learning Management System along with other courses offered by SkillSoft. Contains a pre- and post-assessment for completion of basic/introductory certification.

Audience:  All Railinc employees needing to develop a basic understanding of ISS.

Learning Objectives*

* This course contains a Study Guide (referred to on the first screen) for learners to print out and use to either follow along the course, note taking or for later reference. It also contains a Glossary accessible at any time throughout the course.

Chapter One - ISS History and Benefits:
- Describe the system railroads used to settle waybills prior to ISS
- Identify the benefits of ISS to customers
- Identify the role and function of the committees supporting ISS

Chapter Two – Introduction to ISS:
- Identify the features of the Interline Settlement System
- Identify the major ISS customers
- Identify the purpose of ISS Vision
- Describe ISS certification requirements

Chapter Three – ISS Functionality:
- Define the purpose of the RCH and its role in the Monthly Settlement Process
- Identify ISS message types carriers submit to ISS Central
- Identify ISS message types that ISS Central submits to carriers
- Sequence the steps of ISS message flow
- Identify the flow of the settlement process
- Sequence the steps of the ISS Central Daily Process
- Identify the steps of the ISS Central Settlement Nightly Process
- Identify where to find supporting documentation for the ISS