

Interruptible & Pooling Service Requests

In order to request any Interruptible or Pooling Service, an entity must have a Business Associate account in 1Line.

- To obtain a Business Associate account, please fill out the Business Associate Online [Form](#).
- If you need additional information on how to setup a new Business Associate account, the training material can be found [here](#).
- After the account is set up, a User ID and password will be provided.

If your entity already has a Business Associate account in 1Line, proceed with the following for the desired service.

IT, Pooling, ICTS, PAL and IDLS

- To request an IT, Pooling, ICTS, PAL or IDLS contract, a 1Line user must log into the 1Line system to submit the request.
 1. Use your User ID and password to login to [1Line](#)
 2. Go to **Navigation > Contracts > Contracts/Amendments**
 3. Then go to the **Create Contract** page by selecting **Actions Menu > Add**. Fill in the required information for the type of service you are requesting.
 4. Review the contract and if everything is satisfactory, select **Actions Menu > Submit**.
 - i. The contract request will be submitted for routing to the appropriate parties and will be in **Pending** status until all parties have approved.
 - ii. The 1Line User(s) for your Business Associate with the **Contracts Execute** role will receive an email from 1Line informing them that there is a contract awaiting their approval. The user will need to approve the "Shipper Execute Stop" on the Routing Slips page.
 5. To access the **Routing Slip** page, go to **Navigation > Contracts > Routing Slips**.
 6. After the **Routing Slips** page displays, filter as needed and select **Retrieve** to display any contract that is pending approval.
 7. To approve the routing stop, select the "Shipper Execute" line item and select **Actions Menu > Approve**.

If you need additional information on how to create an IT, Pooling, or IDLS contract, the training materials can be found [here](#) or you may contact your [Commercial Services Representative](#). For more information on creating an ICTS or PAL contract, please contact Suzie Heiser (713-215-4626), Chris Barnett (713-215-2566) or Kristy Molina (713-215-3625).

ISS

- To request an ISS contract, please contact Suzie Heiser (713-215-4626), Chris Barnett (713-215-2566) or Kristy Molina (713-215-3625).