

Customer Support: Contact Information and Streamlined Service through SIF and SOC

By Beth Witmer, PD TIS Configuration Manager

In April 2012, Product Director Transportation Information Systems (PD TIS) will complete the transition of its customer support to the Army's Single Interface to the Field (SIF) portal. The SIF is a one-stop place for customers to contact Tier 1 support to address questions and issues related to the Transportation Coordinators'-Automated Information for Movements System II (TC-AIMS II) and Automated Air Load Planning System (AALPS).

The SIF's Support and Operations Center (SOC) is staffed with professionals familiar with the PD TIS suite of products. Government users with SIF/Remedy accounts can create trouble tickets online. Contractor personnel must identify their government sponsor to register.

To learn more about SIF and register for an account, please visit:

<https://home.kc.us.army.mil/sifsplash.nsf/psplash>

To ask questions, report a problem, or submit a trouble ticket, users can contact the SOC 24/7:

Toll Free: 877-839-0813,

SVOIP: 302-738-1210 or 302-738-1211,

Fax: 254-618-7089

Fax DSN: 312-259-7089

Email – NIPR: c4isr.support@us.army.mil

Email – SIPR: soc.support@us.army.smil..mil

Website: <https://hd.kc.us.army.mil>

Submit a Ticket: <https://www.kc.us.army.mil/sifhome.nsf/fSupportSubmit> a Ticket