

PD TIS Streamlines Customer Service



In April 2012, Product Director Transportation Information Systems (PD TIS) moved its customer support to the Army's Single Interface to the Field (SIF) portal.

The SIF is a one-stop shop 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 experts familiar with the entire 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, visit:

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

To ask questions, report a problem, or submit a trouble ticket, visit:

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

Or call SOC 24/7 Toll-Free at (877) 839-0813, DSN (312) 737-1608, (254) 287-1608, Fax (254) 618-7089, Fax DSN (254) 259-7089, or email:

c4isr.support@us.army.mil

