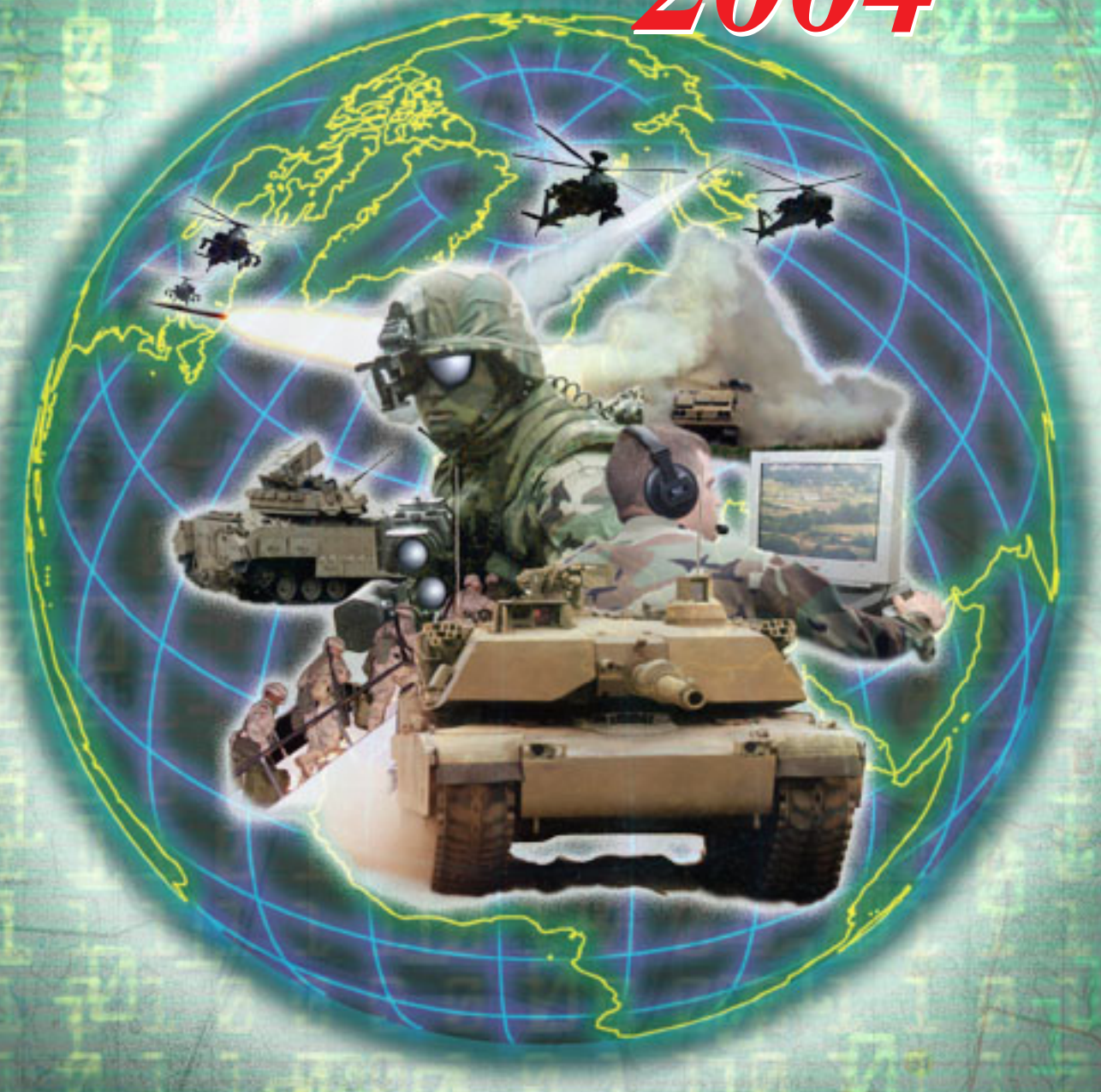
TRAINING SUPPORT CENTER

TSC

FORT HOOD, TEXAS

AUGUST 2004



http://www.hood.army.mil/TSC

QUALITY
"We Guarantee It"

Visit Our Revised Web Page and New On-Line Catalog at:

http://www.hood.army.mil/TSC
http://www.hood.army.mil/TSC/tsc_digital_catalog.htm

DEPARTMENT OF THE ARMY
HEADQUARTERS, III CORPS & FORT HOOD
FORT HOOD, TEXAS 76544-5056

AFZF-PTM-TS

TSC BULLETIN

AUGUST 2004

The TSC bulletin is published for information and is not intended to be directive in nature.

Key Personnel

Installation VI Manager Contract Officer's Representative (COR)	(Bldg# 229) 288-9652 (DSN 738-9652)
Property Administrator	(Bldg# 229) 287-5669 (DSN 737-5669)
Work Reception Cust. Svc. (Photo Appointments)	(Bldg# 229) 287-4960/3909 Fax# 288-7675 (DSN 738-7675)
VI Customer Service Center/Training Aids Warehouse (GTAs & Device Loans)	(Bldg# 230) 287-4593 Fax# 287-3936
Property Book Office (Update or change account information)	(Bldg# 229) 287-2669 Fax# 287-3936
Training Aids, Devices, Simulators and Simulations (TADSS)	(Bldg# 19036) 287-2488 Fax# 287-1808
General Manager Johnson Controls World Services, Inc.	(Bldg# 231) 287-4999

The Bulletin should be retained as a reference to update the Training Support Center Catalog and used in conjunction with DoD 5040.2-C (Catalog of VI Productions), DA Visual Information Distribution Bulletin, DA Pam 350-9 (Index and Description of Army Training Devices), DA Pam 25-90 (Visual Information Products Catalog) and TRADOC Pam 71-9 (Training Devices for Army wide use).

TSC "Bulletin"

Excellence in Customer Satisfaction

PHOTO RETAKES
Help us to reduce re-takes! Check the fit and appearance of your uniform and authorized awards with your chain of command **before** coming to our photo studios.

TSC ACCOUNTS
Signature cards on DA Form 1687 and training devices on long term loan must be updated annually.
254-287-2669

DELINQUENT ACCOUNTS
Failure to return a borrowed training item may make your entire battalion delinquent. Avoid the hassle and return it on time!
254-287-4593

Do You Have a Comment, Complaint or Suggestion?
Comments, complaints, or suggestions may be addressed to Mr. Robert Sandage, Deputy Project Manager, Johnson Controls, Bldg 229. You may use our "We Guarantee It" card (all TSC locations) by phone: **254-287-0506** or email on the Global Address List.

DA PHOTOS
Failure to show up or cancel in advance for your scheduled appointment hurts your fellow soldiers and your unit's reputation. Be on time in the right uniform.
-Ready to Shoot-
254-287-3909

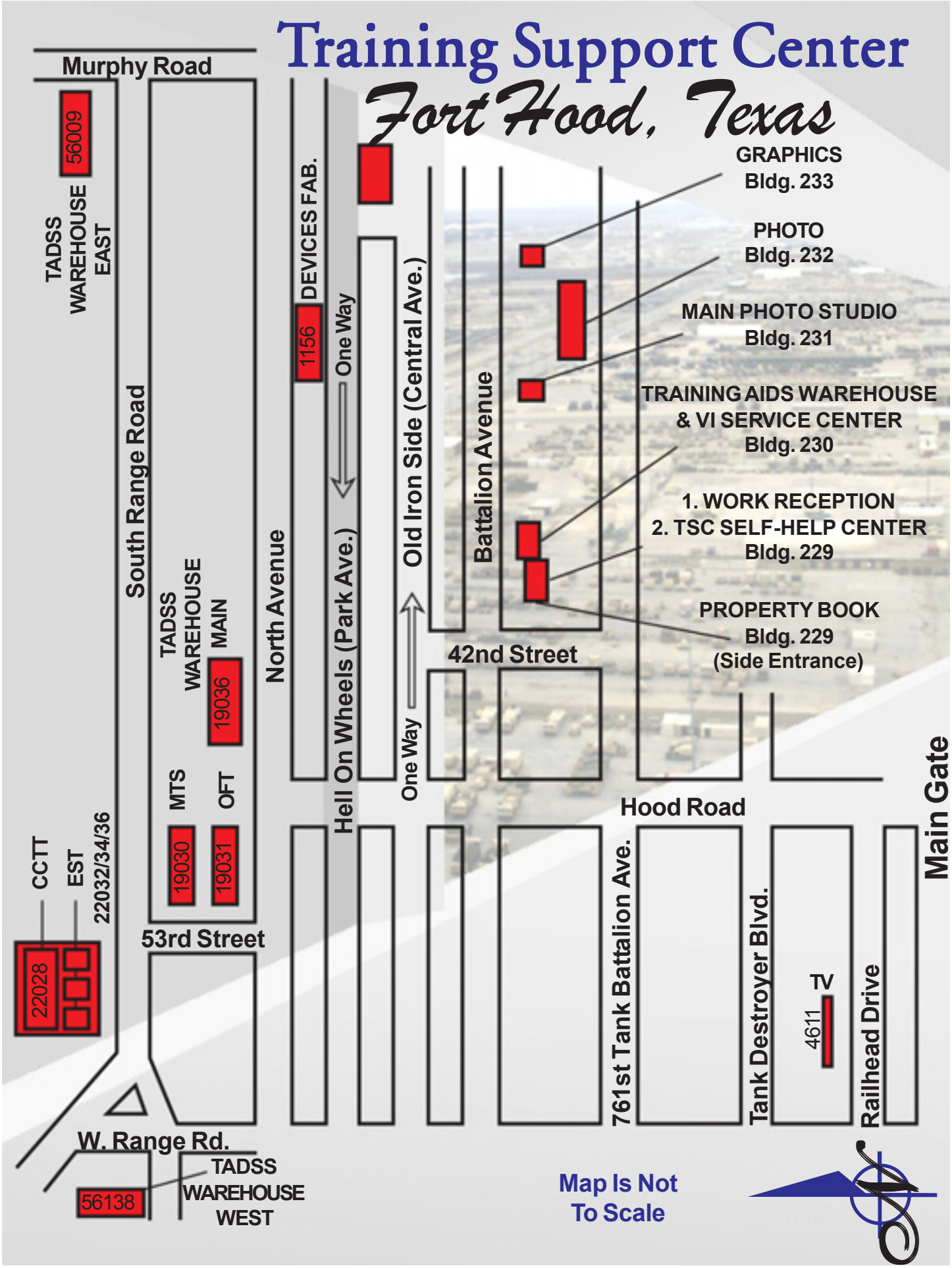
PRESENTATION SUPPORT
AV Technicians are available for consultations to plan for successful briefings and presentations.
It is always a good idea to plan ahead.
254-287-3909

SELF-HELP
Self-Help can only provide resources for training related items produced at the Self-Help Center, using its graphic art computers and equipment.
Classes are given each Tuesday and every 1st and 3rd Wednesday of the month at 0900. Call **254-288-0959** for an appointment.

TADSS
Plan, Plan, Plan!
Turn in work orders at the TADSS Main Warehouse for faster service, Bldg 19036 on North Avenue.
CALL
254-287-2488

TV
TSC can duplicate your training tapes in nearly any format. We also operate Channel 10 for your announcements.
Call 254-287-3909 for more details.

Training Support Center
Fort Hood, Texas



HOW TO ACQUIRE TSC PRODUCTS & SERVICES

PRODUCTION OF	FILL OUT	SUBMIT TO	TELEPHONE/FAX	COMMENTS
GRAPHICS DEVICES TV PRODUCTION/SERVICES VIDEO/AUDIO TAPES CHANGE OF COMMAND PHOTOS PHOTO REPRODUCTION TV PUBLIC ANNOUNCEMENTS	DA FORM 3903 " " " " " " " DA FORM 3903 and FHT FORM 25-X32	WORK RECEPTION CENTER BLDG 229	Voice- (254) 287-3909 Fax – (254) 288-7675	➢ Be sure your work orders are complete and with signature. ➢ Call Work Reception to verify receipt of facsimile. ➢ Plan ahead for best results.
SERVICES	**FILL OUT**	**SUBMIT TO**	**TELEPHONE/FAX**	**COMMENTS**
VI DESIGN & PLANNING CONSULTATIONS PRESENTATION SUPPORT HOWZE THEATER SUPPORT	DA FORM 3903	WORK RECEPTION CENTER BLDG 229	Voice- (254) 287-3909 Fax – (254) 288-7675	➢ Complex WOs may require consultation.
VIDEO TELECONFERENCING (VTC)	DA FORM 3903	CONFERENCE ROOM 2 BLDG 1001	Voice- (254) 288-3399 Fax – (254) 287-6894	➢ Consultations normally required.
VI SERVICE CENTER – TRAINING AIDS WAREHOUSE	DA FORM 1687 FHT FORM 25-X22 TSC DAMAGE LOSS MEMO 5050-503	CUSTOMER SERVICE COUNTER BLDG 230	Voice- (254) 287-3619 Fax – (254) 287-3936	➢ DA Form 1687 for signature authority ➢ FHT Form 25-X22 for temporary loan ➢ TSC memo for property accountability
TRAINING AIDS, DEVICES, SIMULATORS AND SIMULATIONS (**TADSS**) AND MULTIPLE INTEGRATED LASER ENGAGEMENT SYSTEM (**MILES**)	DA FORM 1687 FHT FORM LETTER 25-X1 TSC DAMAGE LOSS MEMO 5050-503	TADSS MAIN WAREHOUSE BLDG 19036	Voice- (254) 287-2488	➢ DA Form 1687 for signature authority ➢ FHT Form 25-X22 for temporary loan ➢ TSC memo for property accountability

For More information visit our **web site** at http://www.hood.army.mil/tsc/ Or our **Public Folder** at <outlook:\\Public Folders\All Public Folders\Fort Hood Public Folders\III Corps Public Folders\III Corps G3\Training Support Center>

HOW TO ACQUIRE TSC PRODUCTS & SERVICES

SERVICES	FILL OUT	SUBMIT TO	TELEPHONE/FAX	COMMENTS
OBSERVED FIRE TRAINER (**OFT**)	DA FORM 3903	OFT BLDG 19031	Voice- (254) 287-3374 Fax – (254) 553-0435	➢ Plan ahead for best results
IMPROVED MOVING TARGET SIMULATOR (**IMTS**)	DA FORM 3903	IMTS BLDG 19030	Voice- (254) 287-3640	➢ Plan ahead for best results
PROPERTY BOOK AND TSC ACCOUNT MANAGEMENT	DA FORM 1687 DA FORM 3161 DA FORM 2062	PBO BLDG 229	Voice- (254) 287-2669 Fax – (254) 287-3936	➢ DA Form 1687 for signature authority ➢ DA Form 2062 Hand Receipt for long term loan ➢ DA Form 3161 Request for Issue/Turn-In for short term loan
CLASSES	**FILL OUT**	**SUBMIT TO**	**TELEPHONE/FAX**	**COMMENTS**
TWGSS PGS TSV	DA Form 3903	TADSS MAIN WAREHOUSE BLDG 19036	Voice- (254) 287-2488	➢ Call to arrange date/time.
EST 2000 WEAPONEER	DA Form 3903	WORK RECEPTION CENTER BLDG 229	Voice- (254) 287-3374 Fax – (254) 553-0435	➢ Be sure your work orders are complete and with signature. ➢ Call Work Reception to verify receipt of facsimile. ➢ Check bulletin or call for dates/times
GRAPHICS SELF-HELP	NO FORM REQUIRED CALL (254) 288-0959	SELF-HELP CENTER BLDG 229	Voice- (254) 288-0959	➢ Call to schedule a class. ➢ Check bulletin or call for dates/times

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TRAINING SUPPORT CENTER
TSC
FORT HOOD, TEXAS

PUBLIC ANNOUNCEMENTS
TSC TV 10

"YOUR INFORMATION CHANNEL"

- Please limit your message to no more than 5 lines of 40 characters each (including spaces).
- Each announcement is shown for 10-15 seconds.
- This service is available on Channel 10; 24 hours a day; 7 days a week (except when there is a program on the air).
- **Submit your request at least <u>2 weeks</u> before you want the announcement to run**, on a DA Form 3903 to the Work Reception Center located on 42nd Street between Battalion and 761st Tank BN. Avenue, Building 229.

---------- Cut on line and submit with DA Form 3903 to Work Reception ----------

Channel 10 Public Announcement Form

40 Characters in each line (including spaces) – Please submit with request 2 weeks prior to the announcement date/time

FHT FORM 25- X32 , July 2002 (G3)

VI & TRAINING SUPPORT CLASS SCHEDULE

AUGUST 2004

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
2	3 TSC Self Help Class 0900	4 TSC Self Help Class 0900 Weaponeer Class 0830 1030 1230 1430	5	6
9	10 TSC Self Help Class 0900	11	12	13
16	17 TSC Self Help Class 0900	18 TSC Self Help Class 0900 Weaponeer Class 0830 1030 1230 1430	19	20
23	24 TSC Self Help Class 0900	25	26	27
30	31 TSC Self Help Class 0900	**For class information call: 288-0959** ***Maximum of 8 per class.***		

FILL OUT THE TSC SURVEY
CLICK HERE

GTAs On-Line

If we don't have what you need and you need yours right away try getting them on line. The Reimer Digital Library (RDL) site has moved to:
http://www.train.army.mil

Simply go to the *Library Search* under *RDL Services* and follow directions. You can maximize these services by using your *Army Knowledge On Line (AKO)* account.

Download Viewers Software

Defense Visual Information

Obtaining DoD Training Videos and Interactive Multimedia Instruction

The Defense Automated Visual Information System/Defense Instructional Technology Information System (DAVIS/DITIS) site is located at *http://afishp6.afis.osd.mil/dodimagery/davis*.

DO NOT print out requests for videotapes and bring it to this TSC for service. Send the request directly to Joint Visual Information Services Distribution Activity (JVISDA) and receive Video Media by mail from them.

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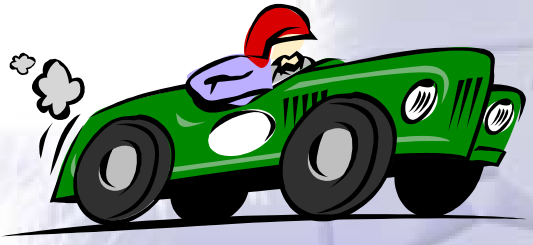
The Fast Lane to Training Support

Charles Rosenblum
Marketing Specialist 287-5958



TSC STANDS READY TO PROVIDE UNITS AND SOLDIERS THE TRAINING PRODUCTS AND SERVICES THEY NEED. HERE'S HOW:

Make full use of our Self-Help Graphic Arts Center. 288-0959

- **Black & white enlargements** of training slides, CTT pages, MWR events.
- **Digital photo prints, duffle bag stencils and name strips**
- **Self Help Classes** in Bldg 229 are every Tuesday at 0900 and every 1st and 3rd Wednesday at 0900.

➢ **Inventory, Inspect, Clean and Account for MILES equipment <u>prior</u> to turn-in: 287-2488**

- Has equipment been **thoroughly cleaned**?
- Has equipment been **inventoried in sets** to determine loss and/or damage?
- If lost/damaged is there **a signed Commander's Damage/Loss Statement, Cash Collection Voucher or initiated Report of Survey?**
- Is the person turning in the equipment on the unit **signature card**?

➢ **MILES Equipment in the Field.** It really speeds up the exchange and diagnosis process if the soldier returning the equipment knows why it has failed. A simple 'what went wrong' allows the MILES technician to have a leg up when it comes to repair.

➢ **Keep Your TSC Account Current w/o Delinquency 287-2669.** If your account expires because it is overdue, the unit must submit a request for reinstatement. A renewal **<u>before</u>** expiration is much easier.

➢ **Work Orders 287-3909.** You can save considerable time if you prepare your requirements thoroughly before seeing us. Remember! Planning is the key to success!

➢ **DA and Authorized Photos 287-4960.** Don't wait until the last minute to get your photo! Come to **Bldg 229, M-F. 0730-1600 including training holidays.**

This information and much more can be found at our **web site**:

Fort Hood Home Page\Services\Training Support Center or

http://www.hood.army.mil/tsc/

➢ **GTAs and Lessons Learned.** We still have a good stock of Iraqi Lessons Learned CDs and GTAs at Bldg 230. Units can pick up these aids w/o signature card.

WORK RECEPTION AREAS

Main	**Bldg 229**	**287-4960**
TADSS Warehouse Main	**Bldg 19036**	**287-2488**
Training Aids Whse.	**Bldg 230**	**287-4593**
MTS	**Bldg 19030**	**287-3640**
OFT	**Bldg 19031**	**287-3374**
Photo Appt.	**Bldg 229**	**287-3909**
Training Classes	**Bldg 229**	**287-4960**

Questions/Information 287-3909/4960

NECESSARY FORMS

DA 1687 - Delegation of Authority

DA 2062 - Long Term Loan

DA 3161 - Short Term Loan

DA 3903 - Production/Services

FHT FORM 25-X32 - Public Announcement

FHT FORM 25-X22 - Training Aids Warehouse Loan Form

FHT FORM LETTER 25-X1 - TADSS Warehouse Loan Form

5050-503 - Sample TSC Damage Loss Memo

1850-502 - Establishing a TSC Account

GRADE US

The Training Support Center (TSC) wants to know...

How Was the Service?

Name of employee visited: _____

Date of visit: _____

Was the assistance satisfactory? Yes ☐ No ☐

If not, why not? _____

_____

_____

Comments: _____

_____

_____

_____

_____

Name (optional): _____

Company/Unit/ Organization (optional): _____

Fill in the blanks that apply, print form (address on back), fold, staple and send through distribution or mail.

Department of the Army
Headquarters
III Corps & Fort Hood
Attn: AFZF-DPTS-TS
Fort Hood, Texas 76544-5058