



**T**RAINING  
**A**CADEMIA  
**C**USTOMER  
**C**ARE  
**T**RACKING  
**S**YSTEM

Tuition Assistance  
2011 ESO Symposium  
YN3 James Lockard

# TACCTS HOME PAGE

The screenshot shows a Windows Internet Explorer browser window with the following elements:

- Address Bar:** [https://cgims-instdata3.main.ads.uscg.mil/issue\\_Tracker/selDept.asp](https://cgims-instdata3.main.ads.uscg.mil/issue_Tracker/selDept.asp)
- Menu Bar:** File, Edit, View, Favorites, Tools, Help
- Navigation Bar:** Home, RSS, Print, Page, Tools
- Page Title:** Training & Academia Customer Care Tracking System (TAG)
- Content Area:**
  - Welcome **JAMES LOCKARD**
  - You have 40 days left until your inventory expires.*
  - Choose Department** (highlighted in a green bar)
    - Tuition Assistance and Grants** (highlighted with a red box)
    - Registrar
    - System Change Listing
  - \*NEW\* View All Open Tickets \*NEW\***
  - will expire in 32 day(s)**
- Status Bar:** Local intranet | Protected Mode: Off | 100%

# TUITION ASSISTANCE AND GRANTS MAIN PAGE

Coast Guard Institute - Windows Internet Explorer provided by U. S. Coast Guard

https://cgims-instdata3.main.ads.uscg.mil/issue\_Tracker/default.asp

File Edit View Favorites Tools Help

Coast Guard Institute

Training & Academia Customer Care Tracking System (TAG)

Q Search

Add Issue | List Issues | Search Issues | Logout

Case ID search

ESO SOP

Tuition Assistance and Grants Main Page

- ▶ Add Issue
- ▶ Change Password
- ▶ Go To WorkBench
- ▶ List Issues
- ▶ Search Issues
- ▶ TACCTS Home

# ADD ISSUE

Coast Guard Institute - Windows Internet Explorer provided by U. S. Coast Guard

https://cgims-instdata3.main.ads.uscg.mil/issue\_Tracker/addissue.asp

File Edit View Favorites Tools Help

Coast Guard Institute

Add Issue | List Issues | Search Issues | Logout

### Add New Issue

Issue Name:	<input type="text" value="Lockard, 2011-07-06"/>
Member EMPLID:	<input type="text"/>
Description:	<input type="text"/>
Comments:	<input type="text"/> 1000 characters left
Attachments:	Attachment 1: <input type="text"/> Browse... Add a file
Submitted By:	JAMES LOCKARD
Assigned To:	Tuition Assistance & Grants
Request Date:	7/6/2011
Status:	Open
Priority:	Normal

Submit

Institutes Home Page : Click Here

Local intranet | Protected Mode: Off | 100%

When creating a new TA request please use the format, Last name,2011-07-06

# DESCRIPTION DROP DOWN

CORRECTION - INSTITUTE ERROR

CORRECTION - STUDENT CHANGE

COURSE INFO VERIFICATION

ETA APPLICATION

~~EXPIRATION DATE OF COMMISSION PRIOR TO 2/4 YEAR OBLIGATION~~

~~EXPIRATION OF ENLISTMENT PRIOR TO COMPLETION DATE OF COURSE~~

EXTENSION TO COURSE COMPLETION DATE

GRADE SUBMISSION

~~MISSING GRADES~~

~~MISSING INVOICE AUDIT~~

NEW FOUNDATION GRANT REQUEST

NEW TA APPLICATION

NOT LISTED/GENERAL QUESTION

REQUEST COPY OF TAA

REQUEST FOR CANCELLATION

REQUEST NEW SCHOOL CODE FOR TA

SCHOOL HAS NOT RECEIVED PAYMENT

TA APPLICATION FOR NEXT FISCAL YEAR

~~TA AUDIT NOTIFICATION/RESULTS~~

WAIVER REQUEST

### Add New Issue

Issue Name:	<input type="text"/>
Member SSN:	<input type="text"/>
Description:	CORRECTION - INSTITUTE ERROR ▾
Current TA#:	<input type="text"/>
Cancel TA#:	<input type="text"/>
Cancel Course:	<input type="text"/>

#### Fields Are Optional - Correction/Cancellation Information - Fields Are Optional

Current Information:		Change To:	
School Name:	<input type="text"/>	New School:	<input type="text"/>
Start Date(dd/mm/yyyy):	<input type="text"/>	New Start Date(dd/mm/yyyy):	<input type="text"/>
End Date(dd/mm/yyyy):	<input type="text"/>	New End Date(dd/mm/yyyy):	<input type="text"/>
Course #:	<input type="text"/>	New Course #:	<input type="text"/>
Course Name:	<input type="text"/>	New Course Name:	<input type="text"/>
# of Credit Hours:	<input type="text"/>	New # of Credit Hours:	<input type="text"/>
Cost Per Hour:	<input type="text"/>	New Cost Per Hour:	<input type="text"/>
Cost Per Course:	<input type="text"/>	New Cost Per Course:	<input type="text"/>
Fee Type:	<input type="text"/>	New Fee Type:	<input type="text"/>
Fee Amount:	<input type="text"/>	New Fee Amount:	<input type="text"/>

Old

New

Comments:	<input type="text"/>	1000 characters left
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Attachments:	Attachment 1: <input type="text"/> <input type="button" value="Browse..."/>
	<input type="button" value="Add a file"/>
Submitted By:	JAMES LOCKARD ▾
Assigned To:	Tuition Assistance & Grants ▾
Request Date:	7/6/2011
Status:	Open ▾
Priority:	Normal ▾

<input type="button" value="Submit"/>
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# LIST ISSUES

Yellow= Ticket has been created but not assigned.

Light blue= Closed

Red= Pending ESO response

Gray= On Hold

Green= In Progress and a TA technician has been assigned

Coast Guard Institute - Windows Internet Explorer provided by U. S. Coast Guard

https://cgims-instdata3.main.ads.uscg.mil/issue\_Tracker/list.asp?sec=issue&sortfld=IssueNumber

File Edit View Favorites Tools Help

Coast Guard Institute Coast Guard Institute Coast Guard Institute

**Training & Academia Customer Care Tracking System (TAG)** Q Search

Add Issue List Issues Search Issues My Queue List Users Reports Administration Logout

List Results							
Case ID :	Name:	Description:	Priority	Assigned to:	Date:	Status:	Last Modified:
137513	MATTHEW MEDLIN	NEW FOUNDATION GRANT REQUEST	Normal	CGI180	2/25/2011 8:48:23 AM	In Progress	7/1/2011 1:27:33 PM
143444	NORRIS, SEAN	EXPIRATION DATE OF COMMISSION PRIOR TO 2/4 YEAR OBLIGATION	Normal	CGI169	4/12/2011 9:45:44 AM	Pending ESO Response	6/30/2011 12:02:53 PM
144586	BM3 Curry Grant request	NEW FOUNDATION GRANT REQUEST	Normal	CGI180	4/22/2011 12:40:17 PM	Pending ESO Response	6/30/2011 9:23:00 AM
147890	Karnya, Leah	NEW FOUNDATION GRANT REQUEST	Normal	CGI180	5/25/2011 9:58:25 AM	Pending ESO Response	6/29/2011 6:48:16 AM
148251	Waiver request for SKC Ofagallo	WAIVER REQUEST	Normal	CGI19	5/27/2011 4:31:27 PM	Pending ESO Response	6/13/2011 7:39:42 AM
149205	Allsworth Missing Grades // July 7	MISSING GRADES	Normal	CGI77	6/7/2011 7:25:57 AM	Pending ESO Response	6/15/2011 9:24:42 AM
149227	Cano Missing Grades	MISSING GRADES	Normal	CGI77	6/7/2011 7:55:40 AM	Pending ESO Response	7/6/2011 12:59:59 PM
149265	July 10	MISSING GRADES	Normal	CGI77	6/7/2011 8:50:41 AM	On Hold	7/6/2011 6:33:54 AM
149275	July 6	MISSING GRADES	Normal	CGI77	6/7/2011 9:19:01 AM	Pending ESO Response	6/21/2011 6:43:41 AM
149593	Ibey TA Audit	TA AUDIT NOTIFICATION/RESULTS	Normal	CGI99	6/8/2011 9:07:29 AM	Pending ESO Response	6/24/2011 2:34:39 PM
149706	July 7	MISSING GRADES	Normal	CGI77	6/8/2011 12:06:50 PM	Pending ESO Response	6/28/2011 11:43:12 AM
149712	July 7	MISSING GRADES	High	CGI77	6/8/2011 12:12:00 PM	Pending ESO Response	6/22/2011 8:08:27 AM
149844	Johnson, Mark	MISSING GRADES	Normal	CGI180	6/9/2011 7:13:12 AM	On Hold	6/30/2011 7:58:49 AM
149892	Page TA Audit	TA AUDIT NOTIFICATION/RESULTS	Normal	CGI99	6/9/2011 8:12:34 AM	Pending ESO Response	6/27/2011 8:26:23 AM
149985	Sanchez TA Audit	TA AUDIT NOTIFICATION/RESULTS	Normal	CGI99	6/9/2011 9:42:55 AM	Pending ESO Response	6/30/2011 7:41:11 AM
150015	Garcia, Kevin	NEW FOUNDATION GRANT REQUEST	Normal	CGI180	6/9/2011 10:57:51 AM	Pending ESO Response	6/22/2011 12:20:32 PM
150107	MK3 Vincent Petracco	NEW FOUNDATION GRANT REQUEST	Normal	CGI180	6/9/2011 2:39:53 PM	Pending ESO Response	6/20/2011 1:14:34 PM
150276	New Foundation Grant Request for SN Moore	NEW FOUNDATION GRANT REQUEST	Normal	CGI180	6/10/2011 4:10:46 PM	Pending ESO Response	6/22/2011 12:21:19 PM
150366	Engle, Robert	EXPIRATION DATE OF COMMISSION PRIOR TO 2/4 YEAR OBLIGATION	Normal	CGI180	6/13/2011 10:39:38 AM	Pending ESO Response	6/13/2011 10:41:58 AM
150804	Bergman TA Audit	TA AUDIT NOTIFICATION/RESULTS	Normal	CGI99	6/16/2011 11:01:45 AM	Pending ESO Response	6/22/2011 8:39:20 AM
150805	Williams, Thomas	NEW FOUNDATION GRANT REQUEST	Normal	CGI180	6/16/2011 11:06:45 AM	Pending ESO Response	6/30/2011 10:39:25 AM
150811	LIMONTE, ALEX ETC	NEW FOUNDATION GRANT REQUEST	Normal	CGI180	6/16/2011 11:37:45 AM	In Progress	7/6/2011 9:07:14 AM
150837	PETROWSKI, HARLAN	MISSING GRADES	Normal	CGI169	6/16/2011 12:24:49 PM	Pending ESO Response	6/30/2011 9:43:11 AM
151041	Cross TA Audit	TA AUDIT NOTIFICATION/RESULTS	Normal	CGI99	6/20/2011 8:01:19 AM	Pending ESO Response	6/21/2011 10:40:58 AM
151054	Hannon, Linden	MISSING GRADES	Normal	CGI180	6/20/2011 8:24:23 AM	Pending ESO Response	6/20/2011 8:26:26 AM

You are now viewing records 1 through 25 out of 198 records.

<< Back || Next >> || Last Page >>

View All

To request a status update, click on the Assigned to Section.

Case ID : 153151  
Issue Name: Lockard, 2011-07-06  
Member EMPLID: 2027768  
Member SSN: ██████████4071  
Member Name: JAMES C. LOCKARD  
Description: NEW TA APPLICATION  
Submitted by: JAMES LOCKARD  
Assigned to: Tuition Assistance & Grants  
Tech Assigned:  
Request Date: 7/6/2011 9:22:05 AM  
Status: Open  
Priority: Normal  
Date Resolved:  
Resolution:  
Previous Attachments: no attachments

[Add Comment](#) | [Print Issue](#)

Comments:	Date:	Comment By:
Please process.	7/6/2011 9:22:07 AM	JAMES LOCKARD
Ticket Creation	7/6/2011 9:22:05 AM	System

# SEARCH ISSUES

Saved Search:		▼
Submitted By:	= ▼	JAMES LOCKARD ▼
Case ID:	= ▼	
Assigned To:	= ▼	Tuition Assistance & Grants ▼
Tech Assigned :	= ▼	
Member Name:	= ▼	
Member SSN:	= ▼	
Comments:	Contains ▼	
Priority:	= ▼	▼
Status:	= ▼	▼
Problem Type:	= ▼	▼
Resolution Code:	= ▼	▼
<b>Ticket Creation Date Range:</b>		
Starting Date:		
Ending Date:		
<b>Ticket Resolved Date Range:</b>		
Starting Date:		
Ending Date:		
<input type="button" value="Search"/>		

# TA TACCTS NOTES

- When creating a New TA ticket, the heading format should be: Last name, 2011-07-06
- Grades cannot be submitted in a format where changes can be made to the document.
- Last four SSN are acceptable; full social is preferred.
- New issues must be submitted in a new ticket.
- If a new issue is submitted in an old ticket, it will not be processed.
- Please don't write the entire comments section in all caps.
- Please provide as much information as possible, i.e. course, start/end dates, school, and anything that can help us narrow a search when looking for an issue to be resolved.



# Questions?

