

## **INTERACTIVE CUSTOMER EVALUATION ICE**

The Interactive Customer Evaluation (ICE) is an internet-based customer comment card system that allows you as a member of the DoD community to rate products and services provided by DoD offices and facilities worldwide. Your comment card ratings are used to improve the products and services available to you. How do you do it? Simply, click here! (or go to: [http://ice.disa.mil/index.cfm?fa=site&site\\_id=151](http://ice.disa.mil/index.cfm?fa=site&site_id=151)).

Once at the PSA Pacific ICE page, you may select the detachment in the network that serves you. From there you can select any of the four major services we provide such as; Personnel, MILPAY, Official Travel and the Educational Service Office. Please feel free to tell us exactly what you visited one of our detachments for (i.e.: ID Card, Change SGLI info, Update Page 2, PCS Check-in, etc..). When submitting your inputs, we ask that you provide us enough detail and facts so we may thoroughly review the situation. If you leave your contact info, we will do our best to provide you feedback regarding your input. We do not want any customer to leave any of our detachments angry because of poor customer service. You may not always get the answer you are looking for based on Navy regulations and policies, but our people are trained to provide you the absolute best possible customer service and assist you wherever possible. If you have a problem, please ask for and speak with the supervisor, CPO or OIC.

Each OIC reports to the Commanding & Executive Officer of PSA Pacific. You may contact the CO or XO via the PSA Public Affairs Officer by submitting a input via our PSA Pacific Web page, ICE input or calling DSN: 243-7950.

You are our most valuable customer, so let us know what you think. If one of our detachments did a great job taking care of you, please let us know. If they fell short, let us know that too so that we can address the issue. Your comments and thoughts mean a great deal to us and provide us a great tool to measure our customer service support.