



MyPHS - a guide to using our customer portal

The screenshot shows the MyPHS website homepage. At the top left is the 'phs Group' logo. To its right is a phone icon and the number '02920 851000'. Further right are three buttons: 'Request callback' with a phone icon, 'Register' with a document icon, and 'Login' with a key icon. Below these are five navigation links: 'Your Workplace', 'Our Services', 'About phs', 'Careers', and 'Contact Us'. The main content area features a large image of a brown doormat with 'WELCOME' written on it. A dark grey box on the mat contains the text: 'Welcome... View your account anytime, anywhere with MyPHS'. To the right of the mat is a white automatic door opener. Below the mat are two main sections: 'Log in' and 'Register for MyPHS'. The 'Log in' section has a yellow header, followed by the text 'Enter your details below to login to MyPHS'. It contains two input fields: 'Username or email address' and 'Password'. Below the password field is a checked checkbox labeled 'Keep me logged in'. At the bottom of this section is a green button labeled 'Log in to your account' and a link 'Forgotten your password?'. The 'Register for MyPHS' section has a yellow header, followed by the text 'See e-billing, service information & your PHS documents. Register as either:'. It contains a list of two user types: 'An e-bill user, viewing invoices, other documents & your service information.' and 'A service user, viewing product & service information at your PHS serviced sites.' At the bottom of this section is a green button labeled 'Register for MyPHS' and a link 'Learn more about MyPHS via our user guide.'



* In order to view documents online in PDF format, we recommend the use of [Adobe Acrobat™ Reader software](#).

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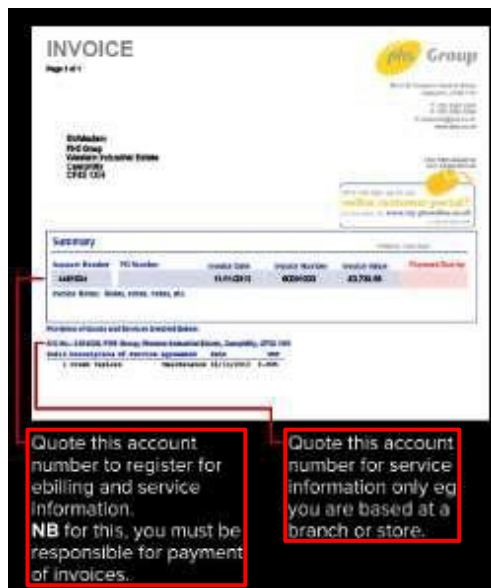
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Registering for MyPHS

You can register for MyPHS at: <https://myphs.phs.co.uk/register/>. You will need your PHS account number to register; this can be obtained via a recent invoice. If the account numbers are the same in the below instance, you will be asked a qualifying question as to whether or not you are responsible for invoice processing/payment; your answer will dictate whether we register you as an **e-billing user** or a **service user**. Note the two positions of your account number(s) below. Depending on your account set-up, the account numbers maybe different in the two spaces indicated here:



Registration is open to 2 types of users and each has its own entitlements, as described below:

What you can do....	E-billing user	Service user
View Invoices & Credits online * (user must be responsible for invoice processing)	✓	✗
Notifies you by email when documents made available or are overdue	✓	✗
Document emails greet you by your profile name registered in MyPHS	✓	✗
View statement of account & outstanding balance	✓	✗
Pay invoices online	✓	✗
Raise and track your query online	✓	✓
View past & future service visit detail for a selected site	✓	✓
View the PHS products you have at a selected site	✓	✓
Self-serve generic PHS documents eg ISO certification, waste licenses, insurance documents	✓	✓
View your own profile details	✓	✓
Keep up to date with industry articles & workplace blogs	✓	✓
Find out about other PHS products & services	✓	✓

* **NB:** by agreeing to e-billing, you will no longer receive invoices & certain other documents in the post. E-billing users will be able to choose a personal email address (for login), and a separate e-billing email address where any new document notifications would be sent to.



Logging in to your online account

Following registration, once your account is approved for online use by an administrator*, you will receive an email confirming that you can log-in to your online account.

* If you have registered for our E-billing service, your registered account will need to be verified for use by an administrator. If you have registered as a service user, access is granted straightaway and you can login immediately

Changes to login from Jan-8th 2021 for e-billing users

From the above date, the standard method of signing in is now via username and password.


MyPHS has always sent you email notifications which contain a secure link allowing you to login into to your account without having to provide a password. Many customers found not having to remember a password quite convenient, but this also brings with it some problems.

Over the last few years, the amount of phishing attacks (where fraudsters send emails pretending to be from companies like phs) has increased. These phishing emails rely on you clicking on a link (like the one that phs sends) that can then deliver malicious software or viruses to your device.

To combat this, we are changing the way you access your documents and other useful information. You will no longer receive an email with a single click login but instead you must use your username and password to login. Your username is the login email address you specified at registration. You can use these to login at <https://myphs.phs.co.uk/>

Log in

Enter your details below to login to MyPHS

Username or email address 

Password

Keep me logged in

Log in to your account

We apologise for retiring the one click login functionality but are committed to helping keep you and your personal details secure. The vulnerabilities around this approach meant we could no longer guarantee this was a secure way to transact with MyPHS. Moving to a username and password is standard functionality we all use everyday as consumers online, so we hope you understand our need to upgrade your account to maintain your cyber security.



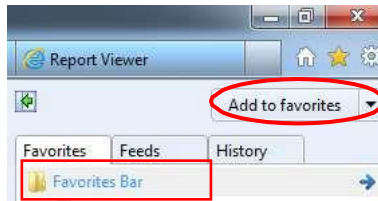
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Tip: Keep me logged in functionality

This still requires you to sign in using your username and password, but you will only ever have to do so once. To do this, bookmark the page <https://myphs.phs.co.uk/> as one of your favorites. To do this, look for the star button – this is usually located in the top right of your browser:



Click the star button, select your **Favourites bar** and click **Add to favorites**.



If you use Chrome, it may look like this in your browser:



Now when you enter your username and password on login, make sure the **Keep me logged in** option is ticked.

Keep me logged in

Log in to your account

Once you have finished your session, do **NOT** click log out in the header, as you would normally do. Instead, end your session online by closing either the tab, or your browser.



The next time you want to login, go to your favorites and select the MyPHS site that you bookmarked earlier, and hey presto, you should be instantly logged in without having to re-key your username & password – easy!



MyPHS User Guide

Your homepage

The screenshot shows the MyPHS user interface. At the top, there's a navigation bar with the PHS Group logo, contact number (02920 851000), and links for 'Request callback', 'Logout', 'Your Workplace', 'Our Services', 'About phs', 'Careers', and 'Contact Us'. The main header displays the user's name 'MyPHS | Hi FirstName LastName', account type 'My PHS Test Account', and account number 'Acc. no 4959401'. Below this are links for 'My Documents', 'My Profile', 'Resource Centre', 'My Help', and 'Raise A Query'.

The main content area is divided into several sections:

- MyPHS accounts & documents:** This section has three tiles. The left tile shows 'My account documents' with 'You have 0 unread documents' and a 'View my documents' button. The center tile shows 'My invoices' with an 'Outstanding invoice balance' of '£1.20' and a 'Pay now' button. The right tile is 'FAQ's & Help Pages' with links like 'I want a copy invoice', 'How can I pay my bill?', 'Setting-up a direct debit', 'Updating your contact details', and 'Need to add an account?'. A 'Manage your accounts (1)' link is at the top right.
- MyPHS Services & Products:** This section shows the current location: 'My PHS Test Account: ***DO NOT USE***, Block B Western Industrial Estate, CF83 1XH'. It features a 'Washrooms' section with 'My products' and a 'View my products' button. A promotional banner for 'Airstream Pure' is also present.
- Get more from PHS:** This section has three tiles: 'The Airstream Family, cleaners, faster, quieter', 'Our target is zero to landfill by the end of 2017', and 'Washroom bundle, from just £8 per week'. Each tile has a 'Find out more' button.
- Resources for My Business:** This section has three tiles: 'PHS Resource Centre', 'Keep your business legal' (with links for recycling, documents, data security, and ID fraud), and 'Helping you succeed' (with links for workplace wellbeing, supplier efficiency, facilities management, and time to go green).

The footer contains four columns: 'About phs', 'Customer Services', 'Connect with us!!', and 'Contact us'. The 'Contact us' column includes a 'Sales' contact number and the company address: 'PHS Group, Block B, Western Industrial Estate, Caerphilly, United Kingdom, CF83 1XH'. At the bottom, there is a small disclaimer: 'This site is owned & operated by Personnel Hygiene Services Limited - a member of the PHS Group, registered in England & Wales, under the address: Block B, Western Ind Estate, Caerphilly CF83 1XH. Company Reg: 00770813 | VAT No: GB542951438'.

Your personalized sub-header contains your account number, links to your profile, useful documents, help and raise a query features

The left tile displays how many new documents are available for you to view. The centre tile displays your outstanding balance, the number of unpaid invoices that make up this balance, and a quick pay option. The right tile is a small FAQ area.

Only e-billing registered users will be able to view the Accounts & Documents area.

Here we list all the addresses that we service or collect from as part of your contract. If you only have one address, this is pre-selected for you. If you have more than one, you will see a dropdown list or type ahead option. For the selected address, we present the relevant area of PHS you do business with. Selecting "View my products" allows you to see your products at that address, together with your service/collection history and future forecast date ranges

Both e-billing and service registered users will be able to view the Services & Products area.

These are other PHS products & services that may be of interest to your business

Both e-billing and service registered users will be able to view the Get more from PHS area.

The left tile is a link to a useful document area where you can download generic PHS documents such as risk assessments, insurance certificates or our waste carrier licenses. The centre tile contains links to help keep your business legal & compliant. The right hand tile contains blog posts that PHS publish featuring articles & content relevant to your business, helping you stay up to date with trends in your industry

Both e-billing and service registered users will be able to view the Resources for My Business area.

Our footer, choc full of interesting links and site content for you to explore!

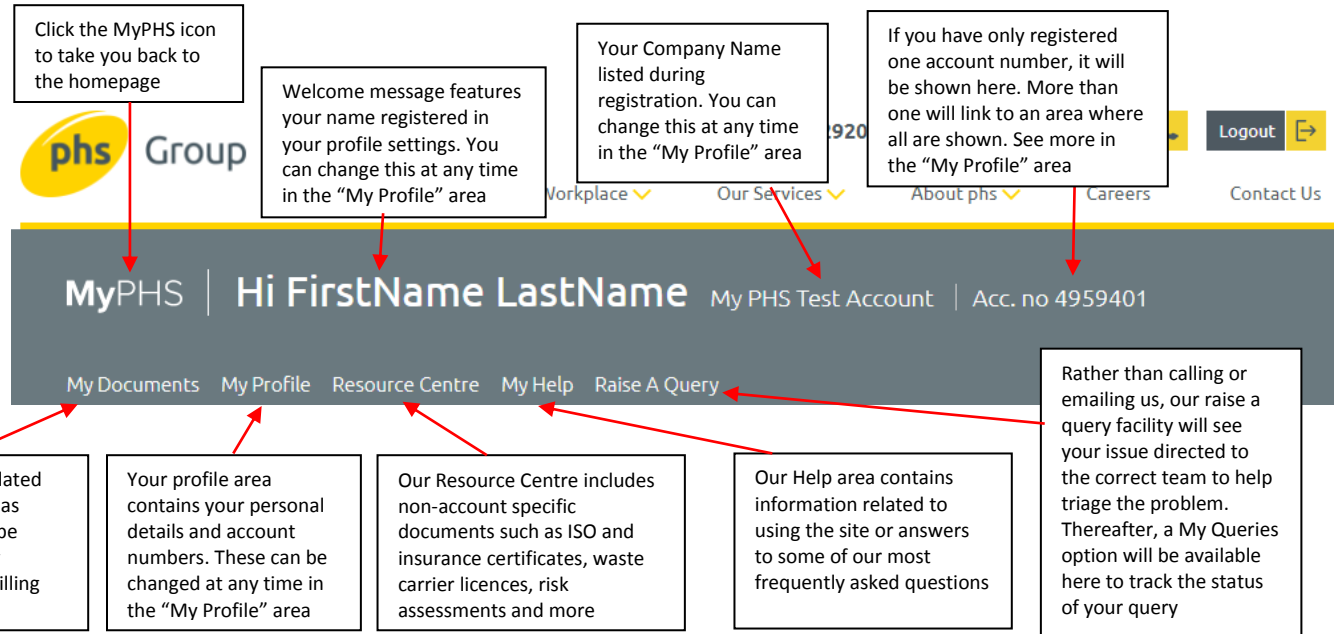


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Your personalized header

When you have logged in, you should be welcomed by a personalized header.

Other functionality embedded in the header is described below:





Your Profile area

Selecting the My Profile area from the logged in header area described on the previous page allows you to view or amend the personal details that you used to register with.

Your contact details

This area also allows you to change the email address you login with or set a new password. For e-billing users only, there is also the ability to amend the email address that our notifications go to. The details listed here, if amended, will, for now, affect your online profile only

Edit Profile

My details | My accounts (1) | My locations (1)

You are registered as:

- E-bill User** - You can view invoices & other documents, as well as view service information for your accounts

Email address: testaccount@phs.co.uk

First name: First Name

Last name: Last Name

Company name: My PHS Test Account

Phone number: 02920851000

E-billing address: testaccount@phs.co.uk

Old password: []

New password: []

Confirm new password: []

Marketing preferences

Do you want to receive the PHS email newsletter? Yes No

Are you happy for us to contact you about PHS offers and promotions? Email Post Phone

Save changes

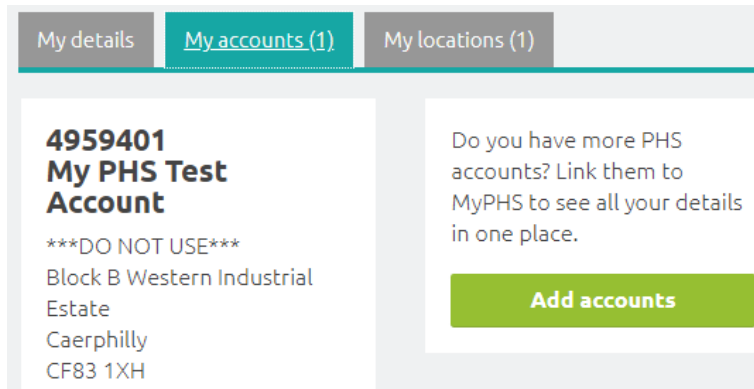
Callout boxes:

- Tells you the type of user you are registered as
- The names shown here are the ones displayed in the personalized header once logged in
- E-billing users can amend the email address that notifications go to warning you of newly delivered documents or, should it arise, overdue invoices
- Marketing preferences area allow you to dictate how you are contacted by PHS
- This is your username and the email address you use to login with
- Amend your Company name and Contact telephone number that you listed during registration
- Assuming you know your existing password, you can set a new one here. If you have forgotten your password, use the forgotten password link on the login page to reset your password
- Don't forget to save your changes should you make any amendments to your profile!



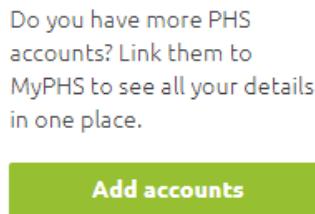
Your billing account numbers (e-billing users only*)

If you are an e-billing user, you can view your account number(s), company name(s) and address(es) we have on record as being attached to your profile. To do this, click on **My Profile** in the header and then select the **My accounts** tab. The number shown in brackets indicates how many accounts we have listed against your profile:



Add more billing account numbers (e-billing users only*)

If you believe that you have other accounts with PHS that you wish to see invoices for, use the **Add accounts** facility. One of our administrators will then perform a background check to ensure that the account you have added is made available for you to view online. Please note, it may take 1-2 working days to approve these requests during busier periods.



Your location account numbers

The addresses that PHS service or collect from as part of your contract with us can be seen under the My locations tab. Locations appear automatically if you are an e-billing user since they are already linked to your invoicing account number. For service users, your location account numbers are displayed under the My locations tab (these are not automatically linked like they would be for e-billing users):



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My details **My locations (1)**

4959401
My PHS Test Account
 DO NOT USE
 Block B Western Industrial Estate
 Caerphilly
 CF83 1XH
 Unlink this account

Do you have more PHS accounts? Link them to MyPHS to see all your details in one place.

Add accounts

Your 'location' account numbers give you access to service & product information and your 'account' numbers are billing related. It is best to check an invoice or call us if you are unaware of which one is which. We do try our best to illustrate using a picture of a sample invoice on the registration page [here](#) (hover over the tooltip on the account number field on the registration form) to see the image below.



Add more location account numbers (service users only*)

If you believe that you have other locations with PHS that you wish to view service or product details for, use the **Add accounts** facility. Once you have added your site account number, it should appear in the list and show in both your Products & Services area and under your "My Profile" area.

Do you have more PHS accounts? Link them to MyPHS to see all your details in one place.

Add accounts



Your invoices & documents (e-billing users only)

If you have registered (and been approved) for our e-billing service, the following documents will be delivered online as a PDF:

1. Invoices*
2. Invoice breakdowns (sometimes referred to as backing sheets)
3. Credits*
4. Statements
5. Duty of care note (sometimes referred to as waste transfer note)*
6. Hazardous waste quarterly return
7. Hazardous waste declaration form
8. Pre-acceptance audit
9. Pre-acceptance certificate
10. Direct debit confirmation letter
11. Right of cancellation letter

Notification emails

Anytime one of the above documents are created, they will be delivered to your online account, and you will be notified of this via email. If an invoice becomes overdue, you will also receive notifications reminding you of such. In the event a document is mislaid or has been missed for processing, copies of your documents are stored online in the event you want to download a copy (without having to contact us to do so).

Some of these documents (those marked with an asterisk * above) are available historically (from Jan-2019 onwards) as soon you join the e-billing platform.

For other documents (those not marked with an asterisk * above), we will move your future documents online, but currently are only able to offer any documents issued from mid-May 2020 onwards once you join our e-billing service.

Changes to unread reminder email service from Jan-8th 2021 for e-billing users

Previously, you would receive a reminder email for each document that remained unread. This would occur on days 5 and 10 (should the document remain unread). This functionality has now been retired as of Jan-7th 2021. We apologise for any inconvenience.



Your invoice & documents summary tiles

Underneath your personalized header area, e-billing users will see a summary of their unread documents and a balance status (for all their registered accounts):

The screenshot shows three main tiles under the heading "MyPHS invoices & documents":

- My documents:** Displays "You have 3 unread documents" and a green button labeled "See unread documents". A red circle with the number "3" is next to the button.
- My invoices:** Displays "Total invoice balance £623.42" and a green button labeled "Pay now". A red circle with the number "1" is next to the button. A link "View unpaid invoices" is also visible.
- Coronavirus Help:** Lists resources like "phs response to COVID-19", "Cleaning an infected area", "Will my visit schedule change?", and "I have a COVID-19 query". A link "View all outstanding invoices" is also present.

Callout boxes provide the following information:

- Top Left:** "The total number of documents we have delivered to your online account, but you have not yet accessed (downloaded pdf). If you are up to date and do not have any unread documents, the button will read, 'View my documents'"
- Top Middle:** "Balance shown here reflects all invoices that are presently unpaid for your MyPHS registered account(s). This does not take into account any credits you may have available to you)"
- Top Right:** "Help and resource area featuring some of our most frequently asked questions"
- Bottom Left:** "Quick pay button which allows you to pay your outstanding invoices (indicated by balance shown above). If no invoices are outstanding for payment, this button will read, 'View paid invoices'"
- Bottom Right:** "Number of unpaid invoices for your MyPHS registered account"

Clicking either of the "My Documents" or "My invoices" tiles above (with the exception of "Pay now") will take you through to your document centre which is discussed on the next page.



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Your invoice & document centre

Here your documents are listed in date order (most recent first). Each document is represented by a small tile which displays pertinent information regarding that document:

The screenshot shows an invoice tile with the following details:

- Type of document:** Invoice
- Outstanding Value:** £1.20
- Due by:** 28/11/2020
- Value:** £1.20
- Date Issued:** 27/10/2020
- Reference:** 67859952
- Account:** My PHS Test Account • CF83 1XH
- Buttons:** Unread (green), Overdue (red), Download (blue)

 Callout boxes provide the following explanations:

- Multi-select option to download or pay more than one document:** Points to the square icon in the top left corner.
- Type of document:** Points to the word 'Invoice'.
- If the invoice is unpaid, the outstanding balance of the invoice will show here:** Points to 'Outstanding Value: £1.20'.
- Icon denotes that the document has yet to be accessed (downloaded), and therefore constitutes as "unread":** Points to the 'Unread' button.
- Icon denotes that the invoice is overdue for payment within the terms agreed for your account(s):** Points to the 'Overdue' button.
- If the invoice is not yet paid, a due date is displayed here:** Points to 'Due by: 28/11/2020'.
- Original value, date the document was issued, the document reference, the account name & postcode are all listed here:** Points to the 'Value', 'Date Issued', 'Reference', and 'Account' fields.
- To download a single document, click here:** Points to the 'Download' button.

Your unread documents

From Jan-7th 2021 at 5pm, we are performing an upgrade to MyPHS. This means we will have to reset the count on the number of unread documents you have on MyPHS. This is because we are changing the supporting platform and architecture and have no way of migrating that data over from one system to the other.

This means at the above date & time, every user will have their unread document count set to zero; we will begin your new unread document count for any documents created from Jan-8th 2021 onwards. We apologise for any inconvenience.



Using filters to refine your document search

We've given your document centre an overhaul and we can now let you refine your search by unread items, document types, dates and account name(s).

Filter by unread

Unread only

Filter by document type ^

Billing:

- All Invoices
- Overdue Invoices
- Unpaid Invoices
- Paid Invoices

Credit

Invoice breakdown

Statement

Other:

- Direct debit confirmation letter
- Duty of care note
- Hazardous waste quarterly return
- Hazardous waste declaration form
- Pre-acceptance audit
- Pre-acceptance certificate
- Right of cancellation

Filter by date issued

Start End

Apply filters >

x **Clear filters**

Download filtered documents as a CSV

Callout boxes:

- Select the "Unread only" filter to show only documents we have listed as not yet downloaded. This will only feature new documents delivered *after* the date your account is confirmed for e-billing
- Selecting any of the document types from the Billing area allows you to focus specifically on billing-related documents such as invoices, credits, invoice breakdowns or statements. You can also refine your search to those invoices, say, that are overdue or already paid
- Selecting any of the document types from the Other area allows you to focus specifically on non-billing related documents such as your duty of care note (commonly referred to as Waste Transfer Note), Pre-Acceptance certification or Hazardous Waste return information
- Once you have selected one or more of the filter options, select "Apply filters" to return your results
- To clear your filtered results (to revert to seeing all your documents listed in date order descending), select "Clear filters"
- Want to search for documents within a certain time period? Limit your search to a certain date range by setting your date parameters in the Start and End boxes shown here
- Allows you to download all results shown to a CSV file in Excel. This is particularly useful to offer a brief overview or downloading offline for accounting purposes



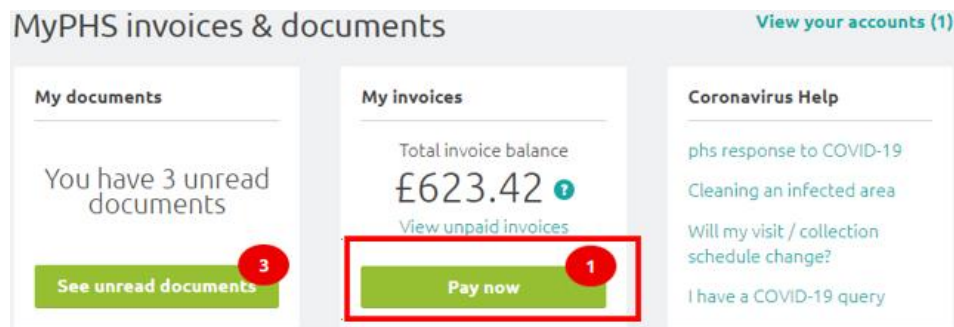
Making a payment (e-billing users only)

There are several ways to make a payment to us. All the options listed below can be done online within a few clicks.

The quick option – the “Pay Now” button

Post login, the homepage displays:

1. A count of the number of outstanding invoices (note: the invoices do not have to be due for the count to show here)
2. The sum of these invoices



Clicking the **Pay Now** button passes all your personal details and outstanding invoice(s) details into our payment portal; additionally, your details are preset to save any further keying.

Secure Payment

Please complete your details below to make a payment:

Fields marked * are MANDATORY.

PLEASE ENSURE YOU ENTER A VALID EMAIL ADDRESS BELOW AS OTHERWISE WE WILL BE UNABLE TO FORWARD YOU A PAYMENT RECEIPT

Account Details		
Full Name*	<input type="text" value="John Doe"/>	
Telephone *	<input type="text" value="02920851000"/>	
Email	<input type="text" value="testaccount@phs.co.uk"/>	
Invoice Details		
Account Number *	Invoice Number *	Amount(£)
<input type="text" value="4959401"/>	<input type="text" value="68030393"/>	<input type="text" value="1.20"/>
Add Another Invoice	Total	<input type="text" value="1.20"/>

[Proceed to Payment](#)

Select **Proceed to Payment**



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Key your credit or debit card details, then select **Confirm card details**:

Please enter the following information and click "Confirm card details" to continue.

The amount to pay is **£1.20**

Your card details

Name	John Doe
Card	0000 0000 0000 0000
Expiry	MM / YY
CVC	123

Confirm card details >

< Cancel

The page will load momentarily whilst your card details are validated, before briefly displaying this message:

Please enter the following information and click "Confirm card details" to continue.

The amount to pay is **£0.01**

Payment Complete

Your card has been verified and your payment has been completed.
You will now be re-directed to the receipt page.

If you are not automatically redirected please [click here](#)

And finally, you will receive confirmation payment has been successfully taken:

✔ An email has been sent to testaccount@phs.co.uk confirming this transaction

Secure Payment

Transaction Confirmation

Thank you for your payment which has been received by phs Group

Thank you payment has been taken

Payment Reference	0024167178		
Payment Type	card		
Name	John Doe		
Telephone	02920851000		
Email	testaccount@phs.co.uk		
Total Amount	£0.01		
Invoices	Account Number	Invoice Number	Amount
	4959401	68030393	£0.01

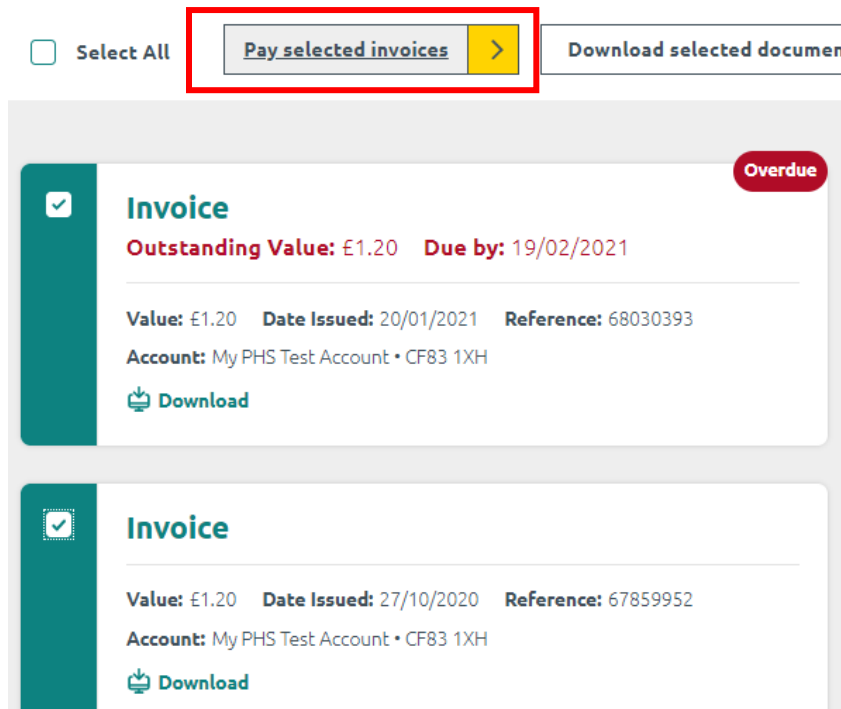


The multi-select option

What if you only wanted to pay some of your invoices, not all of them? What if you only wanted to pay the overdue ones? Now you can! Browse to the My Documents area by selecting it from the grey sub-header area:



Select the invoices you wish to pay by ticking the checkbox against them on the left hand side, then choose the Pay selected invoices button:



Et voila, just the invoices you selected will appear in our payment portal!

— Invoice Details —

Account Number *	Invoice Number *	Amount(£)	
<input type="text" value="4959401"/>	<input type="text" value="68030393"/>	<input type="text" value="1.20"/>	
<input type="text" value="4959401"/>	<input type="text" value="67859952"/>	<input type="text" value="1.20"/>	✘
Add Another Invoice	Total	<input type="text" value="2.40"/>	



Making a part payment

After either using the quick “Pay Now” option or the multi-select option, you are taken to our payment gateway where your invoices are displayed.

However, should you wish to, for whatever reason, you are able to amend the amount shown to a lower figure where necessary. This may be because you have a credit on your account and you have instructed PHS that you will deduct the value of the credit from your payment to us.

When viewing the invoice details, simply overwrite the value indicated from one to another

Example – payment here should be £1.20 for each invoice

– Invoice Details –

Account Number *	Invoice Number *	Amount(£)	
<input type="text" value="4959401"/>	<input type="text" value="68030393"/>	<input type="text" value="1.20"/>	
<input type="text" value="4959401"/>	<input type="text" value="67859952"/>	<input type="text" value="1.20"/>	✘
Add Another Invoice	Total	<input type="text" value="2.40"/>	

However, the top invoice has been amended (click in the **Amount** cell and overtype the number shown) to make a payment of £1.00 rather than £1.20.

– Invoice Details –

Account Number *	Invoice Number *	Amount(£)	
<input type="text" value="4959401"/>	<input type="text" value="68030393"/>	<input type="text" value="1.00"/>	
<input type="text" value="4959401"/>	<input type="text" value="67859952"/>	<input type="text" value="1.20"/>	✘
Add Another Invoice	Total	<input type="text" value="2.20"/>	

Note that when you click off the amended cell (or use tab key), this has caused a recalculation of the **Total** in the bottom cell, and the sum now reflects the instructed payment values.

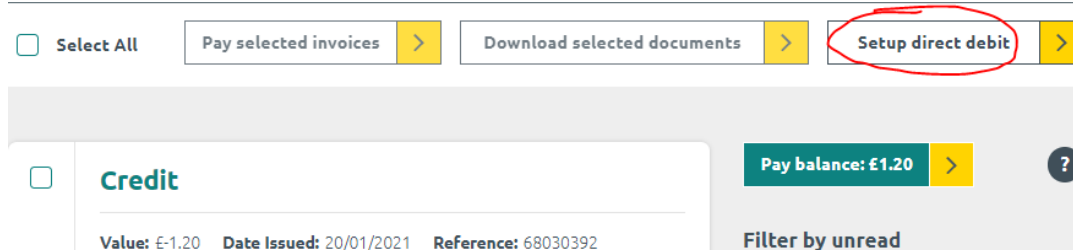


Setting up a direct debit

Did you know that you can apply to set-up a direct debit straight from MyPHS? Browse to the My Documents area by selecting it from the grey sub-header area:



The sticky nav bar (so called because it sticks as you scroll down the page!) has a Setup direct debit option available on the far right:



Selecting this button takes you to our direct debit suitability pre-screening area. We ask you a series of questions which determine if you can continue set-up online or whether we need you to break out into the traditional print & post method (usually where it gets a little bit more complicated, such as your account needing two signatories to authorise payment for example).



Direct Debit Step 1: Your Authorisation

In order to submit a request for us to set up your Direct Debit instruction, you will need to provide the following information during the set-up procedure:

- Your Bank (or Building Society) account number
- Your Bank sort code (your cheque book, bank card or bank statement will contain these details).

If you do not have these to hand, click [here](#) where you can download a blank direct debit instruction to complete by hand.

If you require any assistance with this process at any time, please contact us on 02920 851000 to speak to our Customer Services department or send an email to: directdebits@phs.co.uk.

Are you the bank account holder and the bill payer?

Yes
 No

Are you the only person required to authorise direct debits?

Yes
 No

Is the bank account you intend to use to set up the direct debit a personal or a business account?

Personal
 Business

How many people are authorised to make payments from this account?

One
 More than one

Continue



MyPHS User Guide

If you answer the questions in the manner needed to proceed, you move to step 2, where you are required to enter your bank details at the foot of the screen, then **Submit**.



Direct Debit Step 2: Your Details

Your Account Details

Company Name:

Title:

First Name(s):

Surname:

Phone Number:

Email:

Confirmation of your request to set up a Direct Debit Instruction will be sent to the above email address

Your Bank Details

Sort code:

Account number:

Account Type:



MyPHS User Guide

At this point, we check your bank account details are valid by playing back the address of your bank and check you have understood the direct debit guarantee by asking you to tick a checkbox.

If you are happy to proceed, press Confirm



Direct Debit Step 3: Confirm Your Details

Your Account Details

Company Name:

Title:

First Name(s):

Surname:

Phone Number:

Email:

Confirmation of your request to set up a Direct Debit instruction will be sent to the above email address

Your Bank Details

Sort code:

Account number:

Account Type: Business

Bank: NATIONAL WESTMINSTER BANK PLC


Bank Address: Caerphilly, Chatham Customer Service Centre, Chatham, Waterside Court, Chatham

Bank Post Code: ME4 4RT

I have read and understood the Direct Debit Guarantee (please tick after reading the guarantee below)

Are these details correct?

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Personnel Hygiene Services Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Personnel Hygiene Services Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Personnel Hygiene Services Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Personnel Hygiene Services Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

The final screen confirms your request to set-up a direct debit has been received and we'll be in touch!



Paying via BACS

If you want to login to your internet banking app or website to make a payment to us, please find all the necessary details below.

Bank Name:	National Westminster Bank, 19 Cardiff Road, Caerphilly, CF83 1WF
Sort Code:	52-10-40
Account Number:	15585751
Account Name:	Personnel Hygiene Services Ltd
IBAN:	GB41 NWBK 521040 15585751
SWIFT:	NWBKGB2L
VAT Registration No:	GB542951438
Company Tax Reference:	94790 23920



Your products & services area

Choosing an address

Underneath the summary of your invoices & documents (e-billing users only), the addresses that PHS service or collect waste from you are listed. If you have several sites, you can select one from a drop-down list:

Select a location

Where presenting a drop-down list becomes impractical (more than 12 results), we provide a search bar where you can intelligently search by keying any part of your address:

Select a location

The intelligent search begins after the third keystroke and narrows your address selection accordingly:

Select a location

You're currently viewing

- Washroom**
- My products**
- See detail of products you have

- Glasgow: 99 Borron Street, Port Dundas, G4 9XF
- Prestwick: Glasgow Prestwick Intl Airport, KA9 2RW
- Glasgow: 500 Renfrew Road, Shieldhall, G51 4SA
- Glasgow: 1 Little Drum Road, G68 9LH
- Paisley: International Departure Pier, Main Terminal Building, PA3 2ST
- Glasgow: Milton Road, East Kilbride, G74 5DJ

Once you have selected an address, the screen will momentarily load a tile (or group of tiles), depending on which PHS products or services are located at the selected address.

If we deduce that the address you have selected is serviced by, say, our *Washrooms* or *Waste Management* division, you will see a tile for that division. This means you may see more than one tile for your selected address, as per the example below. Select **View my products** to access product or visit / collection information:

You're currently viewing **Inveraray: Achagoil, PA32 8YE**

Washrooms

My products

See detail of PHS Washroom products & services you have at the above selected location

[View my products](#)

Waste Management

My products

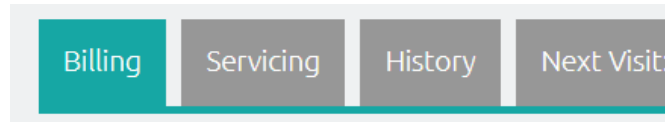
See detail of PHS Waste Management products & services you have at the above selected location

[View my products](#)



MyPHS User Guide

Clicking **View my products** loads product and service / collection data in a new tab. You will be presented with 4 options for the selected address:



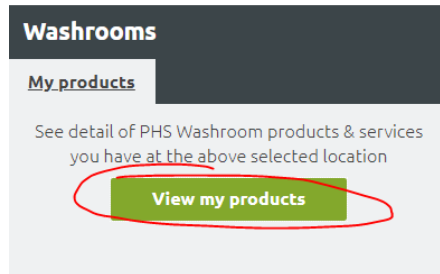
Tab Name	Description
Billing	Lists your PHS products at the selected address. Also included are the quantity onsite, where the product is onsite, how often we visit the premises, how much you pay and how often you are billed for the product
Servicing	Displays the last 3 dates the product was serviced / collected, and the next 3 dates we are forecasted to attend your premises. Dates will display a range until we narrow the date we will attend, which can be up to 72 hours before we attend
History	Displays the dates we have attended your premises for the last 12 months (data can also be downloaded offline to CSV in Excel). Proof of service notes and Hazardous Waste Consignment notes can also be viewed here
Next Visit	Displays the next nearest date we plan on visiting your premises. We also show the products we plan on servicing or collecting on our visit to you. This can be particularly useful if you have several products with us since not all might be serviced at the same time

The next sections look at the above areas individually.



Viewing your products – the Billing tab:

Once you have selected an address, click the “View my products” button on the relevant divisional tile



This will bring back a list of all the PHS products you own or rent at that address (for the selected division):

Product Category	Services P.A.	Quantity	Billing Frequency	Billing Value (Total £2.95)
+ Collection of Clinical Waste	2	1	Monthly	£2.64
+ Sanitary Disposal	2	1	Monthly	£0.31

The columns shown indicate:

- **Product Category** – the name of the product or service you have with PHS at that address
- **Services P.A.** – the number of services or collections we carry out per annum for the listed product,
- **Quantity** – the total number of the listed product at that address,
- **Billing Frequency** – how often you are billed for the listed product at that address, and
- **Billing Value** – the value you are billed for the listed product at that address. In the above example, this would be £2.64p per month for clinical waste disposal and £0.31p per month for sanitary disposal. The total is shown in brackets at the top of the Billing Value column, totaling £2.95p per month here.

You can inspect further detail about a product by clicking the plus symbol + to the left of the product name. This allows you to see a sited description (example shown as “Outside, area”) of where our technician has reported the product as being located at that address:

Product Category	Services P.A.
– Collection of Clinical Waste	2

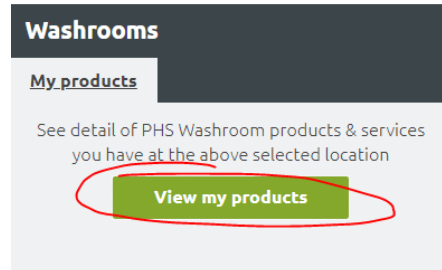
Siting	Quantity
outside, area	1

Select the minus symbol – to the left of the product name – to collapse the sited description.

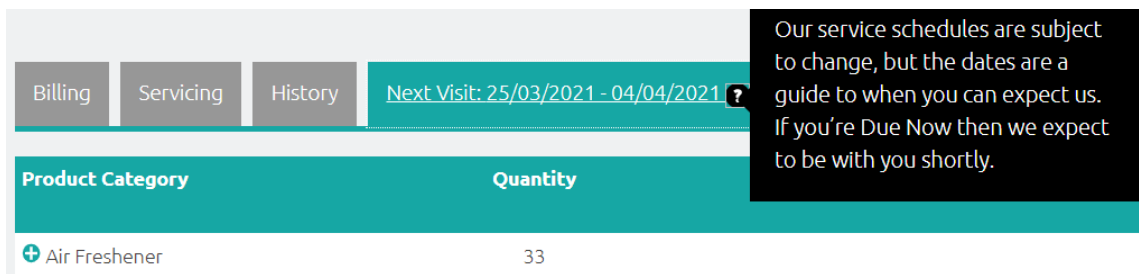


Viewing your next visit or collection – the Servicing & Next Visit tabs

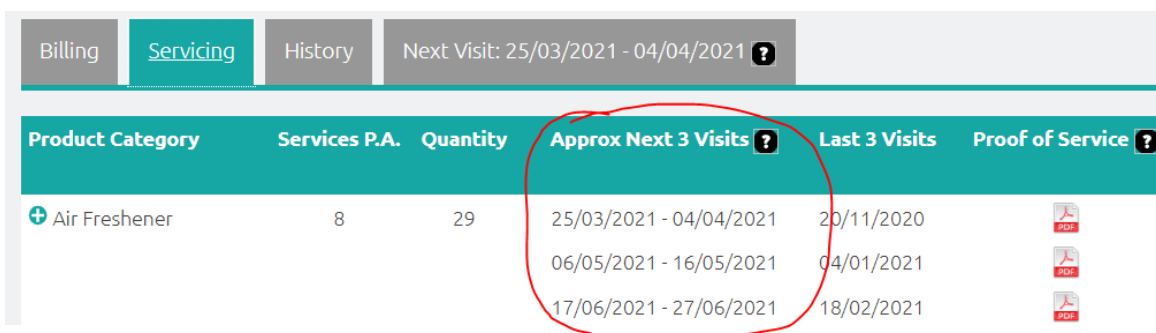
Once you have selected an address, click the **View my products** button on the relevant divisional tile:



Your next nearest service / collection date is played back in the **Next Visit** tab. Here we display the date (or window of dates) in which we intend to visit your premises. We also show the products that we will be servicing or collecting during that visit:



If you are interested in an approximate schedule or timeline of when PHS are due to attend your premises, this can be found in the **Servicing** tab. In the **Approx Next 3 Visits** column, we tell you when we plan on carrying out your next service or are coming to collect your products.



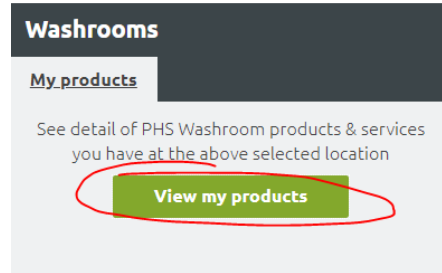
We don't tend to forecast more than 3 visits ahead as exact dates are liable to move and are subject to change. Please also note that we regularly update this information and refine the date we expect to attend as your service or collection day gets closer. We can more accurately forecast our attendance within 72 hours of our visit. If you see **Due Now** rather than a date, you can expect a visit from us imminently.



MyPHS User Guide

Viewing your previous visit or collection – the Servicing & History tabs:

Once you have selected an address, click the **View my products** button on the relevant divisional tile



Your last 3 visits for each of your products are shown in the **Servicing** tab. Here we display the date we attended and, if applicable, an accompanying proof of service document (pdf format). This document represents a geotag snapshot of the time our technician arrived and left your premises.

Billing **Servicing** History Next Visit: 28/03/2021 - 01/04/2021 ?

Product Category	Services P.A.	Quantity	Approx Next 3 Visits ?	Last 3 Visits	Proof of Service ?
Amalgam Container	2	1	19/07/2021 - 16/08/2021 03/01/2022 - 31/01/2022 20/06/2022 - 18/07/2022	03/03/2020 17/08/2020 09/02/2021	
Collection of Clinical Waste	52	1	28/03/2021 - 01/04/2021 04/04/2021 - 08/04/2021	13/03/2021 19/03/2021	

The geotag tracking report confirms PHS were present at the stated location during the time span indicated. This report can serve in place of a customer signature

The **History** tab plays back all visits / collections at this address for the last year. The proof of service document can also be found here, along with your consignment notes (the latter only display where the collection of any hazardous waste took place). The CSV icon on the far right also allows you to download all visits / collections from the past year (inc. the accompanying products and their sitings)

Billing Servicing **History** Next Visit: 28/03/2021 - 01/04/2021 ?




Visit Date	Type	Qty	Proof of Service ?	Consignment Note ?	CSV ?
23/03/2021	Service	1			
19/03/2021	Service	3			
13/03/2021	Service	1			



Recommended products & services:

Towards the bottom of the page, we show you some products & services we think could help your business. These may change from time to time. This is because often there are complementary PHS products & services that we feel could improve, or even add value and satisfaction to your workplace or business, and thus your staff.


Get more from PHS

 <p>30% off FLB when you buy an Auto bin</p> <p>FLB Find out more</p>	 <p>10% off a bag dispenser when you order a nappy bin</p> <p>Find out more</p>	 <p>Washroom bundle, from just £8 per week</p> <p>Find out more</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------

Clicking on one of these tiles can do one of two things:

1. Take you to our main website, <https://www.phs.co.uk/>, where that product is listed, or
2. Take you to a page where we explain a little bit more about this product or related service, and, should you want someone to get in touch with you to discuss your requirements, select **Request a callback**:

New hand dryer unit



Request a callback

Speak to one of our consultants to see how the Airstream Pure could benefit your business

Request a callback

Airstream Pure
Pure Filtered air. Hygienically dry hands

Offering a fast dry time of less than 15 seconds, integral HEPA Filters



MyPHS User Guide

To make things easy for you, we pre-populate a short contact form with your profile details already provided as part of the registration process, and all that you are required to do is enter your postcode and any specific comments about your enquiry:

Enquiry Form

Please complete the form below.

* denotes required fields

Name *	<input type="text" value="First & Last Name Here"/>	✓
Company *	<input type="text" value="My PHS Test Account"/>	✓
Contact number *	<input type="text" value="02920851000"/>	✓
Email address *	<input type="text" value="youremailhere@example.com"/>	✓
Postcode *	<input type="text"/>	✗
Enquiry *	<input type="text" value="Please enter your enquiry here"/>	

Select **Submit** and one of our representatives will soon be in touch!



Resource Centre:

The most regularly requested documents by our customers are shown under the Featured Documents filter. Our Resource Centre includes documents such as ISO and insurance certificates, waste carrier license, risk assessments and more. If you are specifically looking for a document relevant to the PHS division you do business with, use the filter to aid your keyword search.

Filter and Search for helpful PHS documents

Featured Documents

Show results 1-5 of 5

- ★ Environmental Policy** Updated 06/11/2019
Company Policy Group Environmental and sustainability Policy 1.0 Reference 1 ISO14001 Section 4.1 "General Requirements" 1.1 ISO14001 Section 4.2 "Environmental Policy". 2.0 Scope This policy ap...
[Download File](#) (239KB)
- ★ Health and Safety Policy** Updated 06/11/2019
Group Policy Health and Safety Policy OHSAS 18001, ISO9001 & ISO14001 1.0 Health & Safety Policy Statement 1.1 PHS Group recognises our responsibility under the Health & Safety at Work Act 1974, t...
[Download File](#) (359KB)
- ★ ISO14001 Certificate** Updated 02/05/2019
Alcumus ISOQAR Certificate Annex PHS Group incorporating Personnel Hygiene Services Limited
[Download File](#) (2309KB)
- ★ Waste Carrier Licence – Great Britain** Updated 06/11/2019
Dear Sir/Madam, PERSONNEL HYGIENE SERVICES LTD is registered as an upper tier waste carrier, broker or dealer with Natural Resources Wales under The Waste (England and Wales) Regulations 2011. Bus...
[Download File](#) (133KB)
- ★ Employers & Public Liability 2020-21** Updated 23/12/2020
Insurer: QBE UK Limited covering period 30th October 2019 To 02nd March 2021
[Download File](#) (79KB)

If you still haven't found the document you are looking for, send us a brief description of the document in question. We'll send it to you and try and get it added to our Resource Centre the next time you visit

Still haven't found the document you are looking for?

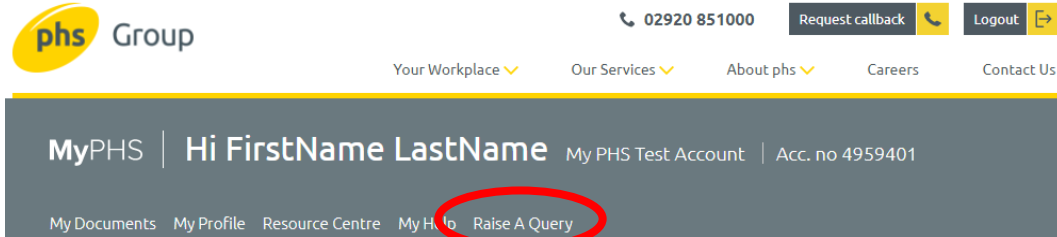
Send us a brief description of the document in question and we'll send it to you and get it added here for next time!

[Submit Document Query](#)



Raise a query with us:

If you need to raise an issue with us, please use the [raise a query](#) functionality found in the sub-header menu:



After selecting this, you are shown a query form, much of which has been pre-filled for you:

Raise A Query

Contact Name	<input type="text" value="MyPHS Test Account"/>	✓
Company Name	<input type="text" value="My PHS Test Account"/>	✓
Email Address	<input type="text" value="testaccount@phs.co.uk"/>	✓
Phone Number	<input type="text" value="02920851000"/>	✓
Address to relate query to	<input type="text" value="Caerphilly: ***DO NOT USE**"/>	✓
Query Type	<input type="text" value="--None--"/>	?
Subject of your query	<input type="text"/>	*
Describe your query here	<input type="text"/>	*

The only things that remain for you to do are as follows:

1. Choose an **Address** to relate your query to (this will be pre-selected if you only have one)
2. Choose a **Query type** from our dropdown menu
3. Add a brief **Subject** for your query
4. **Describe** the problem in more detail in the larger space below

Clicking **Submit** sees the query submitted to our customer support team instantly, and you should be shown your new query details listed on the page thereafter. Also, you should receive an email with a ticket reference (case number) confirming that your query has been received. Our support team will be in touch!



Track your query with us:

Once you have raised your query with us online, we provide you with a **My Queries** area where you can track the status of your query.

My Documents My Profile Resource Centre My Help Raise A Query **My Queries**

MyPHS >

My Queries

Date Opened	Case No.	Account No.	Subject	Status
07/01/2021 20:02:05	02802733	4959401	How does it work?	Closed (Raised in error)
11/05/2020 09:48:29	02397605	4959401	test	Closed (Raised in error)
24/06/2019 22:15:15	01856042	4959401	Test Web to case auto response 3	Closed
24/06/2019 21:11:40	01856031	4959401	Testing web to case	Closed
04/11/2018 10:21:29	01356724	4959401	This is a web test	Closed

Below are a list of the columns and what information is being played back to you.

Column Name	Description
Date Opened	The date and time you raised your support issue
Case No.	The case number logged on our ticketing system should you need to follow up / chase
Account No.	The account number you chose to relate the query to
Subject	The subject/title you gave to denote the query
Status	The current (real-time) status of the query

In the future, we do plan on adding to the above to allow you to inspect your support query, and effect it online thereafter. Please keep an eye out on this for future developments.



Help & FAQ's:

If you are logged in, there is a help and FAQ section you can use by clicking in the grey sub-header [here](#) . The help page is shown below:

My Documents My Profile Resource Centre **My Help** Raise A Query My Queries

MyPHS >
Help

What internet browsers does MyPHS support? ▾

I have a query. How do I get in touch? ▲

Click on the "Raise a query" option that is available in the grey header area, Fill in the form with the detail of your query and press "Submit". You can then track the status of your query in the "My Queries" section in the grey header area (note: "My Queries" option only displays for those queries raised online).

Do you have user guide to MyPHS? ▾

What documents can I view online? ▾

In case of queries with how to use the platform, please use the MyPHS raise a query functionality described [here](#).

If you are unable to login, please use our alternative raise a query functionality on our [phs.co.uk](#) website [here](#).

Feedback:

Your feedback is always welcome as we are consistently looking to improve the MyPHS site.

Thanks for expressing an interest in using MyPHS!