

# When are you coming to visit?



## Using technology to plan your visit

All the visits by our service experts for your washroom and healthcare services are put into a smart scheduling system to ensure that we can visit as many customers as possible every day of the week. The system has to crunch lots of different requirements from our customers, including different opening times, security requirements and many others.

### What does this mean?

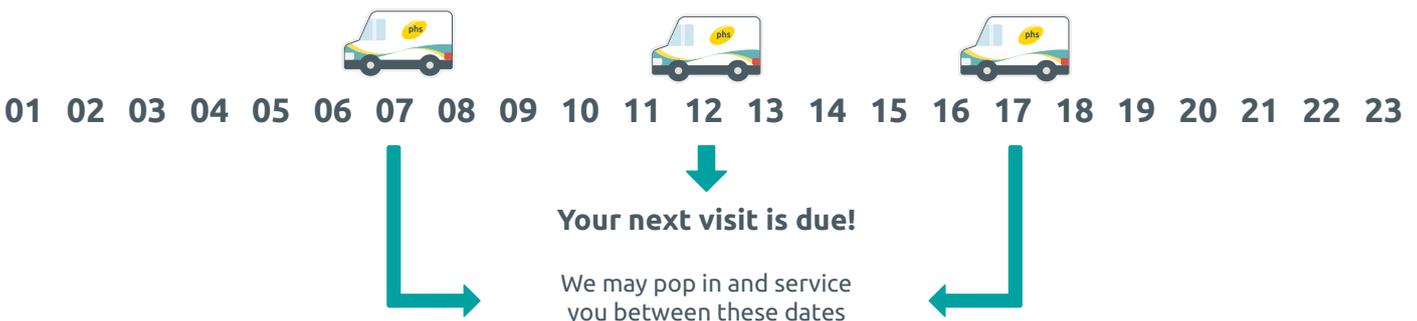
As you can imagine, lots can change in a busy week in our operation centres. Like in other businesses, we might have a driver off sick, a van breaks down or an emergency issue needs fixing. Having a flexible routing system ensures we visit as many customers as possible even when these bumps happen.

### What does the system do to make your visit happen?

We use something called service windows, but what does this actually mean? Depending on how regularly we visit you, if the system can slot you in a little bit before or after your usual due date, then it will. This means we can be as efficient as possible, discreetly complete your visit and those for other customers too.

### Can you show me an example of how this might work?

One of our popular service frequencies is once every four weeks or 13 times a year. This is how a visit by one of our service experts may work...



### How do I find out the service frequencies for my business?

You can find more details about your service frequencies on your portal account [here](#). They are also on the contract you signed when you joined **phs**.

### My account or contract says you visit me more than 13 times a year, how do the visits work for me?

To help every customer with understanding how their visits will work, we have added a useful guide to the end of this document.

### Are there any exceptions to this?

If you usually have a large bin-type lorry turn up for your healthcare waste or one of our mats team visit for your floorcare products, these will on the whole be on the same day each week, month or quarter depending on what's in your contract. There may be times when this might change as similar to our washrooms and healthcare service lines, we might have a driver off sick, a vehicle breaks down or an emergency issue needs fixing but we will endeavour to tell you so you are aware.

For further information please contact us on :

United Kingdom : 029 2080 9098 | [productinfo@phs.co.uk](mailto:productinfo@phs.co.uk) | [www.phs.co.uk](http://www.phs.co.uk)



## Is there anything you can do to help?

Having a wide access window for our experts to visit your business is really helpful. It helps our whizzy routing system slot visits into gaps.

It is also really important for you to tell us if something changes at your site, including those important access times and days. Have any of our products moved to somewhere else in your building? Are there any seasonal dates and opening times we need to know about?

If there is something we need to know, you can tell us by raising a query on the MyPHS customer portal, speaking to our customer services team or inform your account manager.



## Your visits guide

How many visits a year?	How many days either side of my due date could you visit?
1 or 2	14 days
3 or 4	10 days
6	9 days
8,12 or 13	5 days
16	3 days
26	Always in the week due
52	Always in the week due
104	1 day
156	1 day
208, 260 or 365	Always on the due date