



## A guide to using our customer portal



FAQs   Raise a Query    Log in / Register

### Welcome to MyPHS

Manage your account. Access billing and other documents. Make payments. Raise queries. Track visits. All within MyPHS.

#### Login

Enter your details below to login to MyPHS

**Username or email address**

**Password**

☐ Keep me logged in

[Login to your account](#) >

[I've forgotten my password.](#)

#### Register for MyPHS

Register as either:

- An e-bill user, where we notify you when invoices and other documents become available for you to view. See past & future visit information online
- A service user, where you can view product information, obtain proof of service information & consignment notes. See past & future visit information online

[Register](#) >

[Learn more about MyPHS via our user guide](#)

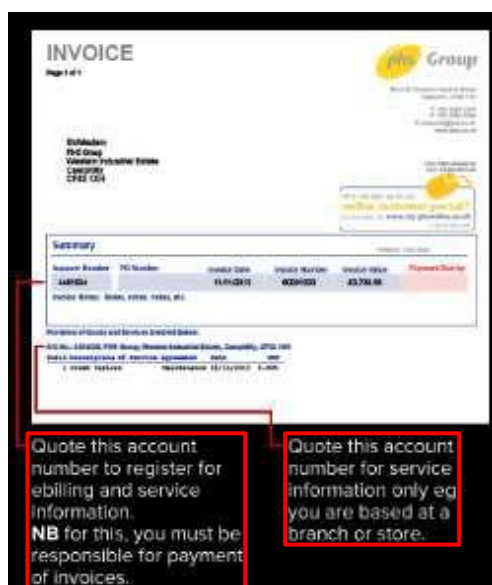
\* In order to view documents online in PDF format, we recommend the use of [Adobe Acrobat™ Reader software](#).

## Table of Contents

Registering for MyPHS .....	3
Logging in to your online account .....	4
Tip: Keep me logged in functionality .....	4
Your new homepage .....	5
Your personalized header .....	6
Your Profile area .....	7
Your contact details .....	7
Your billing account numbers (e-billing users only*) .....	8
Add more billing account numbers (e-billing users only*) .....	8
Your location account numbers .....	8
Add more location account numbers (service users only*) .....	9
Your documents .....	10
Push notification emails .....	10
Your invoice & documents summary .....	11
Your invoice & document centre .....	12
Your online pre-acceptance audit .....	12
Using filters to refine your document search .....	17
Making a payment (e-billing users only) .....	18
The quick option – the “Pay Now” button .....	18
The multi-select option .....	20
Making a part payment .....	21
Setting up a direct debit .....	22
Paying via BACS .....	25
Your services & products area .....	26
Selecting an address - single address premises .....	26
Selecting an address - multi-address premises .....	26
Viewing your products, spend and past & future visit schedule for your selected address .....	27
Viewing your products – the Billing tab: .....	28
Viewing your next visit or collection – the Servicing & Next Visit tabs .....	29
Viewing your previous visit or collection – the Servicing & History tabs: .....	30
Raise a query with us: .....	31
Track your query with us: .....	32
Help & FAQ's: .....	33
Feedback: .....	33

## Registering for MyPHS

You can register for MyPHS by clicking [here](#). You will need your PHS account number to register; this can be obtained from 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	✓	✗
View your annual duty of care (waste transfer note) online	✓	✓
Complete your pre-acceptance audit online	✓	✓
See your Hazardous Waste Quarterly Returns and Declaration Form	✓	✓
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	✓	✓

\* **NB:** by agreeing to e-billing, you will no longer receive invoices & certain other documents in the post. E-billing users will begin receiving email notifications to the registered email address once access has been granted.

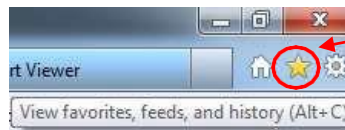
## Logging in to your online account

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

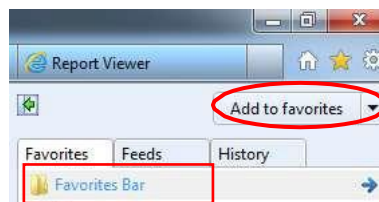
\* If you have registered for our e-billing service, your registered account will need to be verified for use by an administrator. If you have registered as a service user, access is granted straightaway and you can login immediately

### 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://my.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!

## Your new homepage

The Help & FAQ area allows you to download generic PHS documents such as risk assessments, insurance certificates or our waste carrier licenses.

Can't find your answer online? Raise a query. Thereafter, track its status using the My Queries facility.



My Audits My Documents My Services FAQs Raise a Query My Queries JD My Profile ▾

Your personalized sub-header contains your name, account number and company details

Hi John Doe | MyPHS Test Account | Acc. no 4959401

Welcome to our new homepage!

We've listened to your feedback and simplified the screen for you.

## Welcome to MyPHS

Download invoices. Make payments. Set-up a Direct Debit. Raise queries. Track visits. Manage your account, all within MyPHS.

Both e-billing and service users can view the Services & Products area. This is where we keep your visit related documentation, such as proof of service or hazardous waste consignment notes. You can view up to a year's worth of previous visits, and see a schedule for your next 3 visits\*.

\* Note: these are subject to change and are intended as a guide only

### My services

View your products. See past and future visit dates.

See services >

### My documents

View your duty of care and other account related documents.

See documents >

### Account balance: £1.20 ?

Balance shown based on close of business the previous working day.

Pay now >

1

See Invoices >

Only e-billing registered users will be able to view their account balance and see outstanding invoices. The number in red (alongside the quick pay option) indicates the number of unpaid invoices that make up your account balance\*.

\* Note: your balance excludes credits and any unallocated payments and is based on the close of business the previous

This pod will call out any new documents you haven't yet read. The documents area allows you to see all account related documents that we can display for your registered user type

## 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:

Welcome message features your name registered in your settings. You can change this at any time in the "My Profile" area

Click the home icon to take you back to the homepage wherever you are on the site

Your company name and account number. These can be changed at any time in the "My Profile" area

Our help center contains information related to using the site and answers to some of our most frequently asked questions. This area also includes non-account specific documents such as ISO and insurance certificates, waste carrier licences, and risk assessments

Rather than calling or emailing us, our raise a query facility will see your issue directed to the correct team to help triage the problem. Thereafter, a My Queries option becomes available to track the status of your query



My Documents

My Services

FAQs

Raise a Query

My Queries



My Profile ^

Hi John Doe | Portal Test Account | Acc. no 4959401

Welcome to our new homepage!

We've listened to your feedback and simplified the screen for you.

[Edit Profile](#)

[Log Out](#)

Your account related documents such as invoices and duty of care (waste transfer) notes

Your Services area displays a list of products for your chosen address, and allows you to see past and future visit information

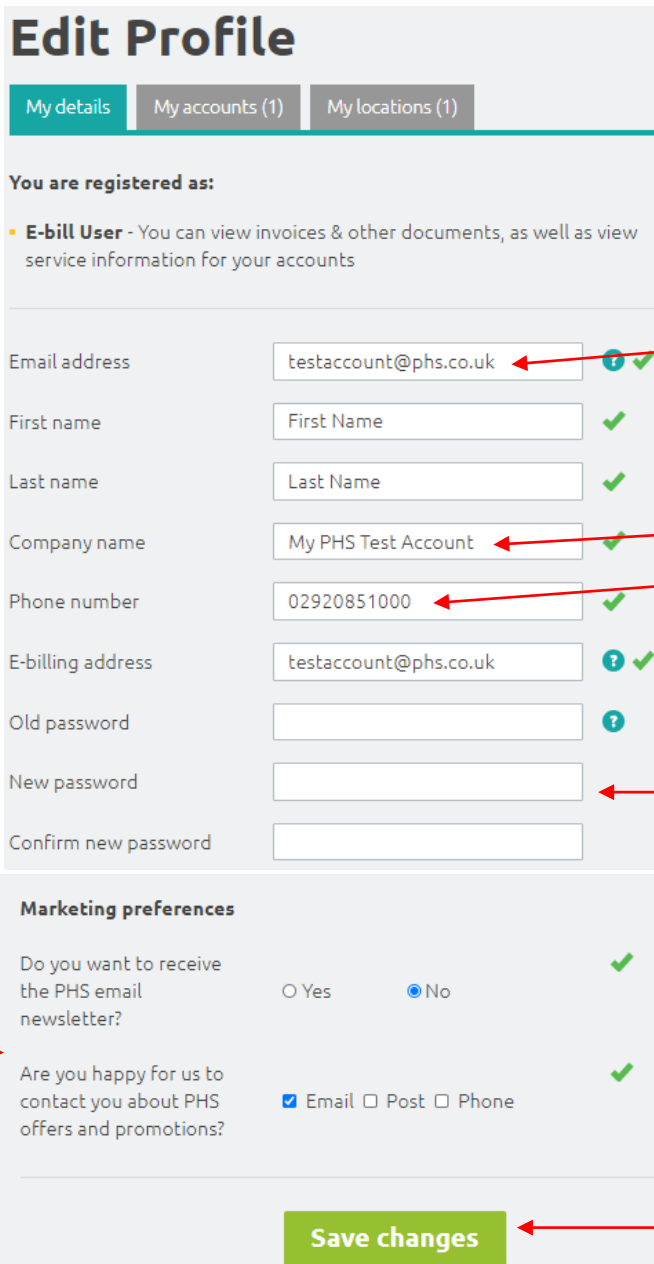


## Your Profile area

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

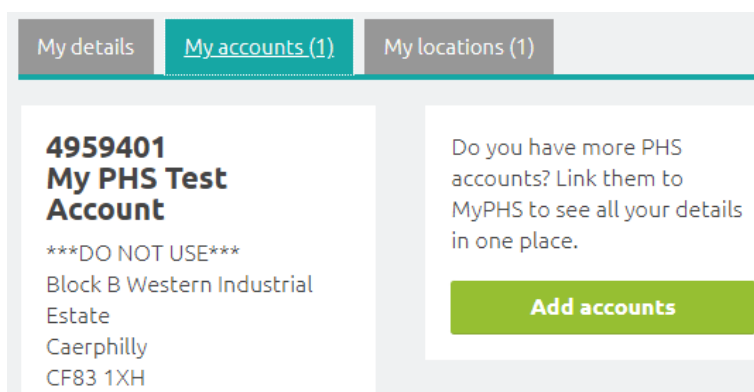
**Save changes**

**Callouts:**

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

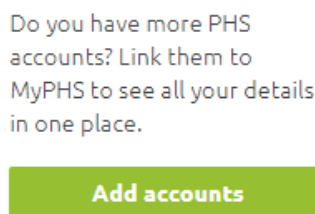
### Your billing account numbers (e-billing users only\*)

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):



My details

My locations (1)

**4959401**

**My PHS Test Account**

\*\*\*DO NOT USE\*\*\*

Block B Western Industrial Estate

Caerphilly

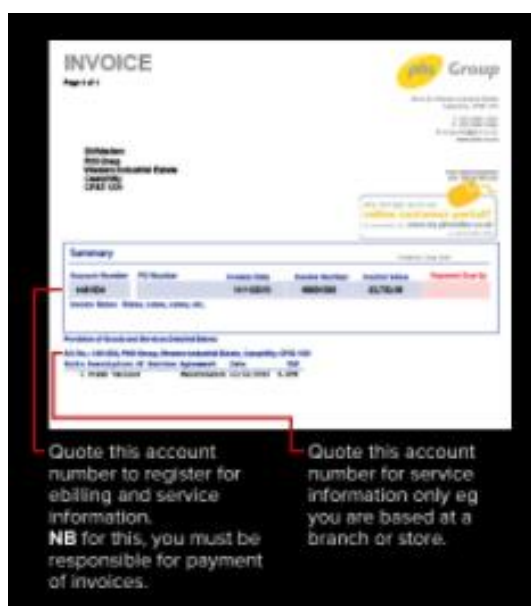
CF83 1XH

☐ 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 documents

The following documents will be available online as a PDF:

Document type	E-billing user	Service user
Invoices *	✓	✗
Invoice breakdowns (sometimes referred to as backing sheets)	✓	✗
Credits *	✓	✗
Statements	✓	✗
Duty of care note (sometimes referred to as waste transfer note) *	✓	✓
Hazardous waste quarterly return	✓	✓
Hazardous waste declaration form	✓	✓
Pre-acceptance audit**	✓	✓
Pre-acceptance certificate	✓	✓
Direct debit confirmation letter	✓	✗
Right of cancellation letter	✓	✗

*Note: our billing procedures prohibit us from being able to display some documents (such as invoices, credits, statements) to service users.*

## Push notification emails

For our e-billing users, 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 need 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 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 after you join our e-billing service.

*\*\*Note: push notification emails are not presently available to service users, with the exception of the Pre-acceptance audit, which we will be capturing in a digital format from Apr-2022.*

## Your invoice & documents summary

Underneath your personalized header area, e-billing users will see a summary of their unread documents and an account balance:

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 text will read, "View your duty of care and other account related documents."

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)

The screenshot displays two main summary tiles. The left tile, titled "My documents", states "You have 10 unread documents available to view." and features a "See documents" button with a right arrow. The right tile, titled "Account balance: £595.03", includes a help icon, a note about the balance being based on the close of business the previous working day, and two buttons: "Pay now" (with a red circle containing the number 1) and "See Invoices".

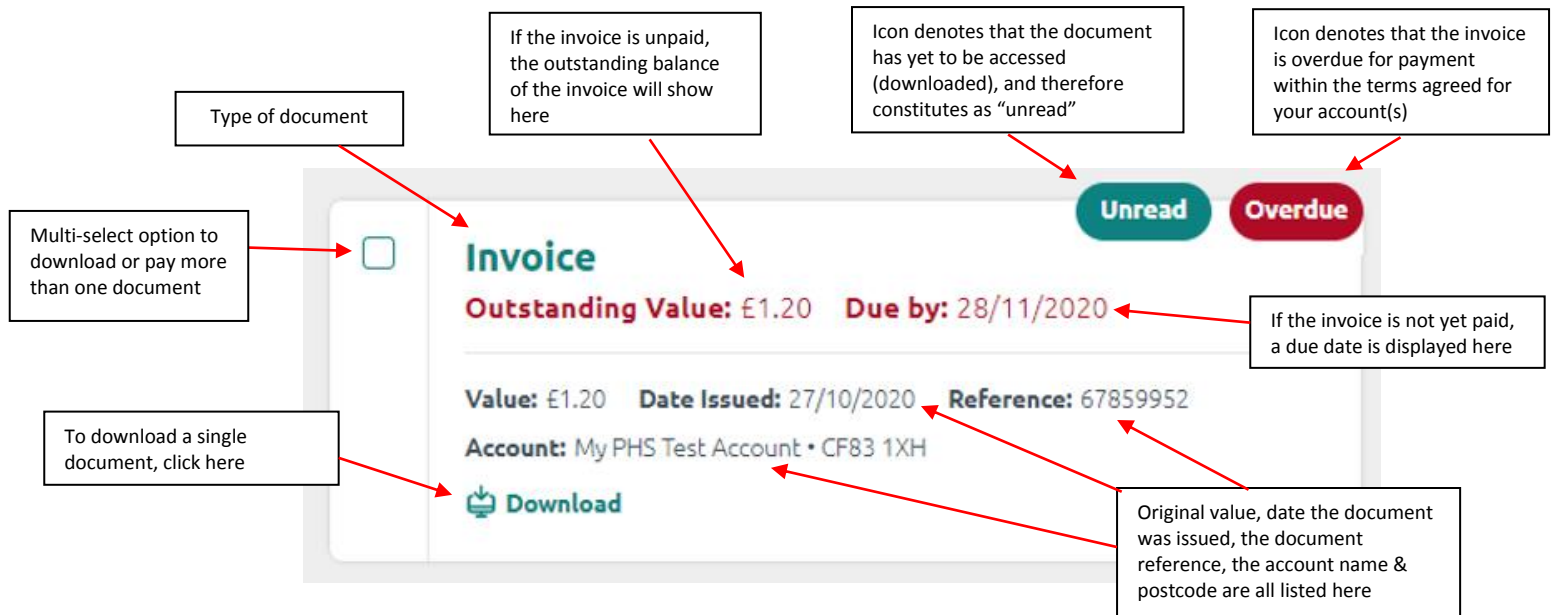
Callout boxes provide further details:

- My documents:** "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 text will read, 'View your duty of care and other account related documents.'"
- Account balance:** "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)"
- Pay now button:** "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'"
- See Invoices button:** "Number of unpaid invoices for your MyPHS registered account(s)" and "View all outstanding invoices"

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.

## 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:



## Your online pre-acceptance audit

### Why do phs require a pre-acceptance audit?

As phs undertakes medical waste disposal, we have a legal duty to obtain certain information from the waste producer before we can commit to collecting its waste: this is known as the Pre-Acceptance Audit.

The purpose of the audit is to:

- Ensure that waste is classified correctly
- Ensure that waste is correctly packaged and labelled
- Ensure that waste is correctly segregated, based on its hazard
- Ensure waste is transported in accordance with legal requirements
- Ensure that the site receiving waste is permitted to accept that waste
- Ensure that the site receiving waste has the resources to accept that waste (eg sites receiving anatomical waste are likely to require refrigerators)
- Prevent harm to human health and the environment
- Provide a comprehensive audit trail for waste for inspection by the Environment Agency

A £50 invoice will be generated after your pre-acceptance audit has been approved and is deemed compliant.

### Healthcare or medical waste examples

Healthcare waste is produced during human or animal healthcare or related research activities. It covers both clinical and offensive waste and is generally the result of healthcare activities, like those taking place in a hospital, clinic, veterinary practice, or care home.

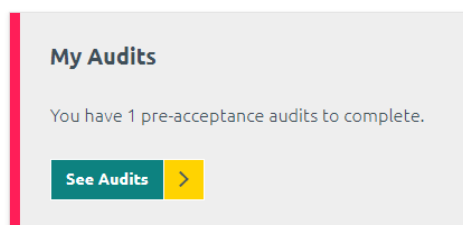
### When is a pre-acceptance audit needed?

The audit(s) should cover all the waste services on-site, regardless of whether these products are serviced by phs. The audit will need to be initially provided, or updated, if:

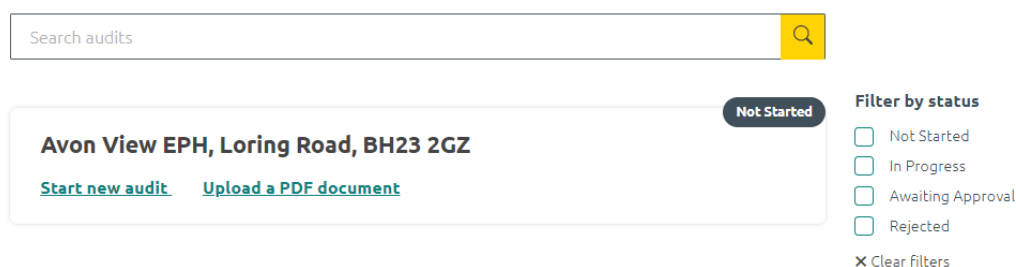
1. There are changes to your waste streams – a new product *that is related to healthcare waste* is added to your contract with us.
2. A previous audit you provided us has expired – the date for a review of their waste streams has been reached (1, 2 or 5 years). An overnight process checks to see if this date has been breached and an email is triggered to the PA contact to request that they submit an up-to-date audit.
3. Your waste weight changes – if the weight of waste we collect from you each year has been determined to surpass 5 tonnes, the frequency of audit(s) will need to increase to support this. See online at [HTM07-01](#) for more detail.

### Completing your audit online

If you are not already registered for myphs, we'll ask you to do so in order to complete your pre-acceptance audit. If you are already a user, we'll notify you and ask you to login. On the homepage, you'll notice a dedicated tile informing you of an outstanding audit to complete. Click **See Audits** or the **My Audits** option in the header:



This takes you to the **My Audits** screen where any outstanding audits due for completion are displayed:



Click **Start new audit** to fill in the online form or, alternatively, choose to **Upload a PDF document** if you already have a valid audit that you can share with us. Note that any existing audit you supply must be in a PDF format and should be no larger than 10MB in size. The PDF will be virus-checked before it enters the phs ecosystem.

We have tried to simplify the current paper-based form and so there are only four sections of the online audit for you to complete.

Should you need help or advice filling this in, these sections are described in the following pages.

## Step 1 – Information about the producer of the waste

Step one details the company address and asks for confirmation of the contact details.

**Oakridge, 14 Magheraknock Road, BT24 8TJ**

1 Waste producer    2 Departments    3 Waste streams    4 Auditor

**Company name\***  
Oakridge

**Type of healthcare establishment\***  
Adult care with qualified healthcare prof...

**Address line 1 - Waste producer address\***  
14 Magheraknock Road

**SIC Code**  
Type here

**Address line 2**  
Type here

**Contact name\***  
Rich

**Address line 3**  
Type here

**Contact number\***  
12345678

**Town**  
BALLYNAHINCH

**Contact email address\***  
rw@phs.co.uk

**County**  
County Down

**Postcode\***  
BT24 8TJ

☒ I am aware of and comply with HTM 07-01 guidance

< Back    Save progress    Next >

At any point, you are able to save your progress should not be able to finish it in one sitting.

You must declare that you are aware of and comply with the legal guidance (HTM-07-01).



## Step 2 – Creating departments to which to assign your waste

You will fill in all departments that create waste.  
The waste can be either human or animal.

A department could be a ward, a floor, a room or a set of rooms.

The waste can be either human or animal.

## Step 3 – Adding & assigning waste streams to your departments

Here, you will detail the waste streams relating to those departments mentioned in step 2.

These are largely dropdown picklists to help guide you through the process.

You can add a description to help identify the waste (the weight, collection frequency and quantity on-site are all mandatory fields).

A checkbox allows you to indicate if the waste is collected by **phs** (checked) or a competitor (unchecked).

## Step 4 – Who completed your audit and when is it next due

This step is the detail about the person completing the audit.

This may be a different person from the one who's been in contact with **phs**.

The completion date (pre-set to today) and a playback of the system-calculated audit frequency complete all information you need in order to submit the audit.

## What happens after I've submitted the audit?

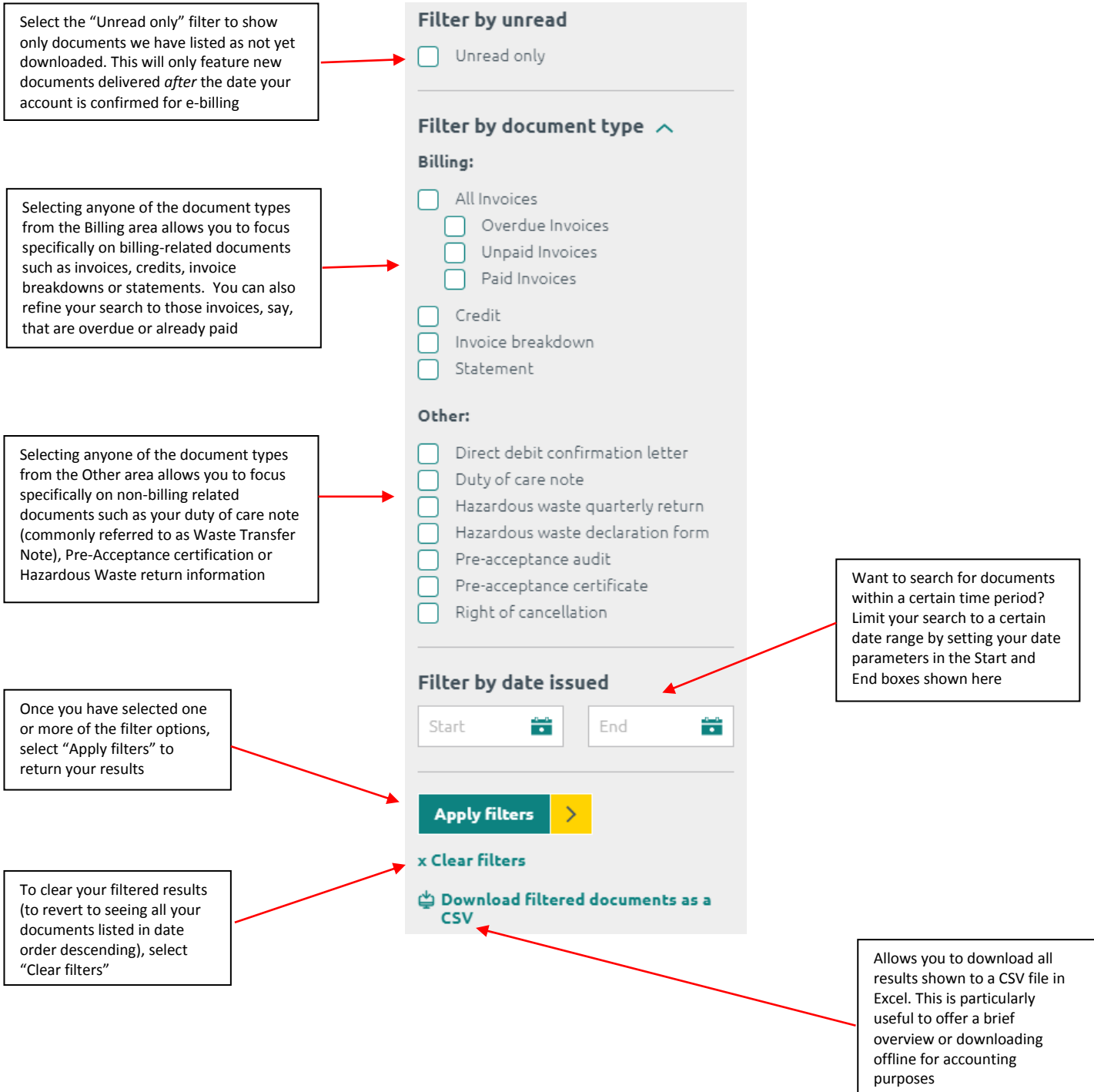
Once you have completed the audit, it must be assessed by phs to ensure that all required information has been received and that we have the necessary permits and resources to accept and process your waste.

The audit will be reviewed and either accepted or rejected. Where the audit has been assessed and approved, you will be able to access a certificate online which ratifies you have completed a valid, compliant pre-acceptance audit – this can be found in the My Documents area – you will be notified when this is ready to view online in MyPHS.

If your circumstances change and any of the scenarios listed [here](#) cause us to request an up-to-date audit, an email notification will automatically be dispatched to you and you will be asked to login to MyPHS and submit a revised pre-acceptance audit.

## 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).



The screenshot shows the 'Filter by unread' and 'Filter by document type' sections of the my phs interface. Red arrows point from callout boxes to specific UI elements.

**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**

**Callouts:**

- 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 anyone 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 anyone 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

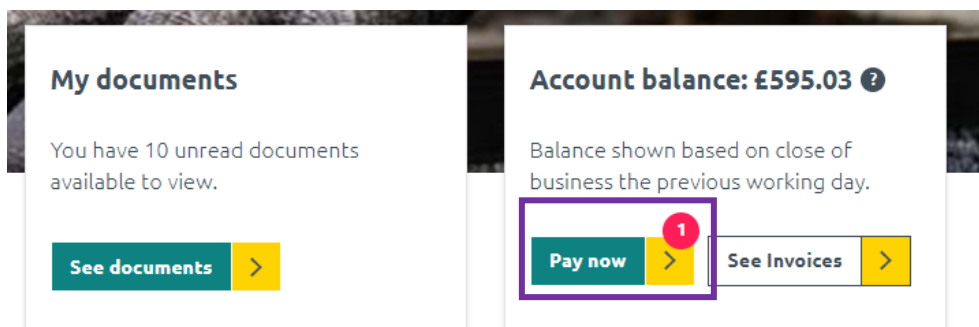
## Making a payment (e-billing users only)

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 tile labelled “Account balance” on 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). This is denoted by a red circle on the “Pay Now” button.
2. The sum of these invoices. This is the figure displayed next to the “Account balance” wording.



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\* John Doe  
 Telephone \* 02920851000  
 Email testaccount@phs.co.uk

#### Invoice Details

Account Number *	Invoice Number *	Amount(£)
4959401	68030393	1.20
Add Another Invoice		Total 1.20

**Proceed to Payment**

Select **Proceed to Payment**

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

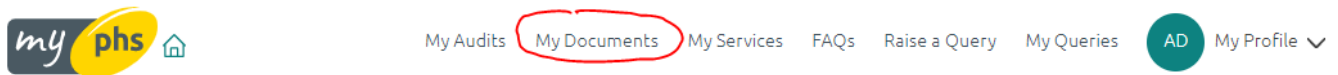
Thank you for your payment which has been received by phs Group

Thank you payment has been taken

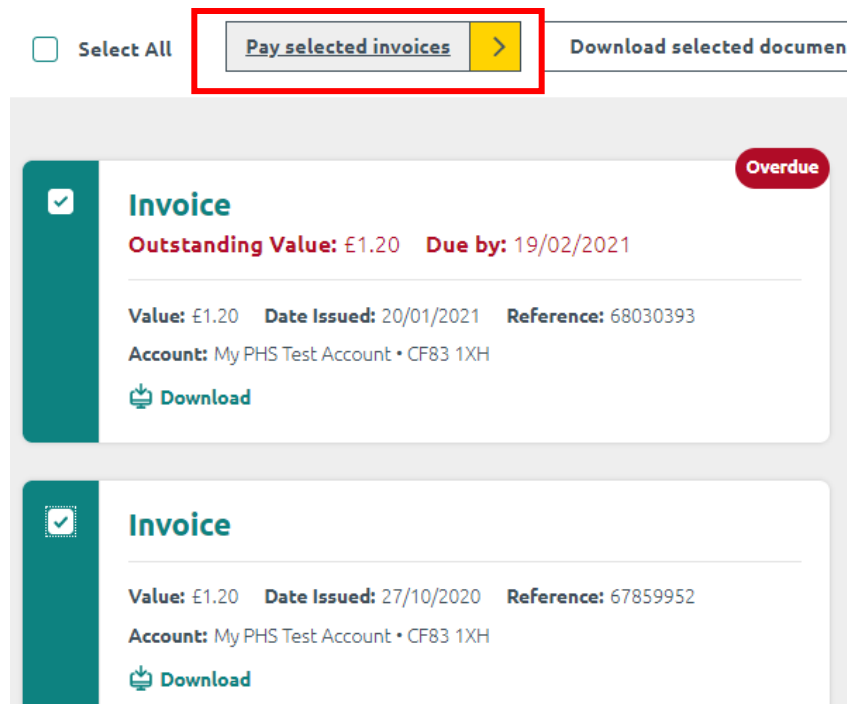
Payment Reference	0024167178		
Payment Type	card		
Name	John Doe		
Telephone	02920851000		
Email	testaccount@phs.co.uk		
Total Amount	£0.01		
Invoices	Account Number	Invoice Number	Amount
	4959401	68030393	£0.01

## 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 —

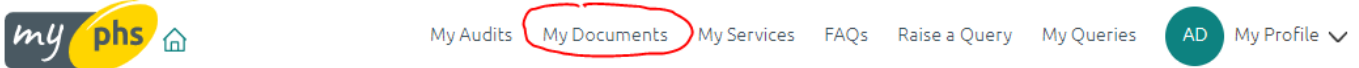
Account Number *	Invoice Number *	Amount(£)
<input type="text" value="4959401"/>	<input type="text" value="68030393"/>	<input type="text" value="1.00"/>
<input type="text" value="4959401"/>	<input type="text" value="67859952"/>	<input type="text" value="1.20"/>
Add Another Invoice		Total <input type="text"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

✗

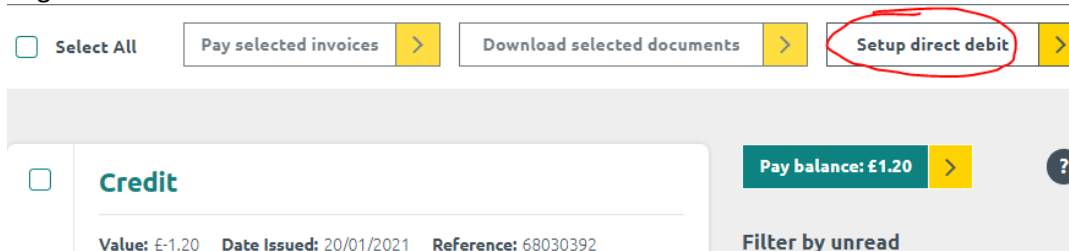
Note that when you click off the amended cell (or use tab key), this has caused a recalculation of the **Total** in the bottom cell, and the sum now reflects the instructed payment values.

## 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](mailto: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](#)

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:

MyPHS Test Account

Title:

Mr ▾

First Name(s):

John

Surname:

Doe

Phone Number:

02920 851000

Email:

testaccount@phs.co.uk

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

Submit

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:

Bank:


Bank Address:

Bank Post Code:

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

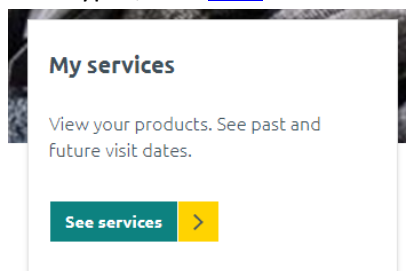
If you want to login to your internet banking app or website to make a payment to us, please find all the necessary details below.

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

## Your services & products area

### Selecting an address - single address premises

On the homepage, you will see a tile on the left-hand side labelled, “My services”. If you are a customer that has phs products at only one address or premises, then selecting the **See services** button takes you to an area where you can see which phs products are on your premises, where they are situated (something we call ‘sittings’ eg ground floor ladies toilet), how much you pay for them, when we last came to service that product, and when we are next due to service that product. For more instructions on using this part of myphs, click [here](#).



### Selecting an address - multi-address premises

On the homepage, you will see a tile on the left-hand side labelled, “My services”. If you are a customer that has phs products at more than one address or premises, selecting the **See services** button presents a list of your registered addresses that PHS service or collect from.

If you have less than a dozen addresses, you can select one from a drop-down list:

Select an address from the list below to view your related products and services.

Please select

132001, FOWLER WELCH Integrated Service Solutions Ltd, London Road, Teynham, Sittingbourne, ME9 9PR  
5136087, Wares Farm Packhouse, Wares Farm, Redwall Lane, Linton, Maidstone, ME17 4BA  
5138833, ISS, REDWALL LANE, Linton, ME17 4BA

To view your related products and services, you must select an address from above.

Where presenting a drop-down list becomes impractical (more than a dozen results), we provide a search bar to help narrow your results:

Search below using any part of your address, postcode, account number or your own site reference. Click 'Find' to view your related products and services.

Search here...
Find

The search refines your address selection accordingly:

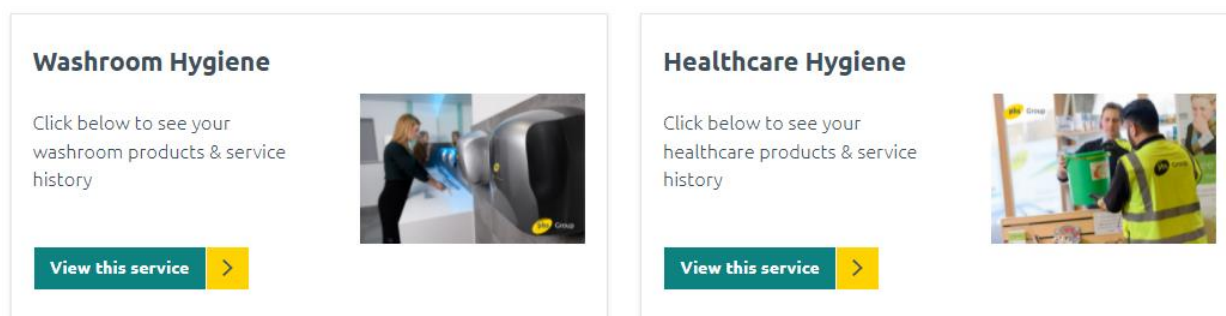
birming

4485767, Birmingham Airport, Birmingham International Airport, Birmingham, B26 3QJ  
4997616, MITIE - NROS - Aston Signal Box, Erskine Street, Birmingham, B7 4LH  
4999046, NROS Main - Renewals Depot, National Exhibition Centre, Station Way, Birmingham, B40 1PA  
4999065, NROS Main - Level 6&4, Navigation Street, Birmingham, B5 4AD  
4999184, NROS - Whitacre Depot, Station Road, Whitacre Heath, Coleshill, Birmingham, B46 2JG



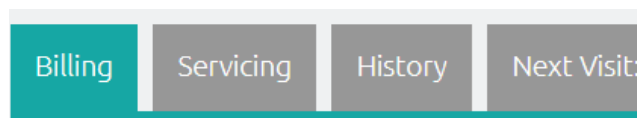
Once you have selected an address, the screen will momentarily load a tile (or group of tiles), depending on which PHS products or services are located at the selected address.

If we deduce that the address you have selected is serviced by, say, our *Washrooms* or *Healthcare Waste* 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 this service** to access product, visit or collection information for your chosen address. This will open in a new tab.



## Viewing your products, spend and past & future visit schedule for your selected address

You will be presented with 4 options once you have selected your chosen address:

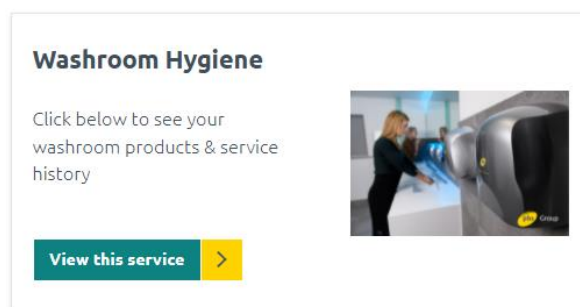


Tab Name	Description
<b>Billing</b>	Lists your PHS products at the selected address. Also included are the quantity onsite, where the product is situated onsite, how often we visit the premises, how much you pay and how often you are billed for the product
<b>Servicing</b>	Displays the last 3 dates the 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
<b>History</b>	Displays the dates we have attended your chosen address 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
<b>Next Visit</b>	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 this service** 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.

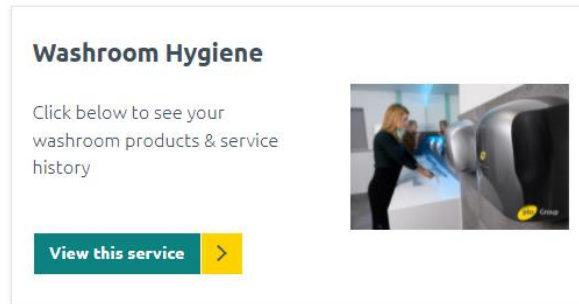
You can inspect further detail about a product by clicking the plus symbol + to the left of the product name. This allows you to see a sited description (example shown as “Outside, area”) of where our technician has reported the product as being located at that address:

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 this service** 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:

Billing	Servicing	History	Next Visit: 25/03/2021 - 04/04/2021 ?
Product Category		Quantity	
+ Air Freshener		33	

Our service schedules are subject to change, but the dates are a guide to when you can expect us. If you're Due Now then we expect to be with you shortly.

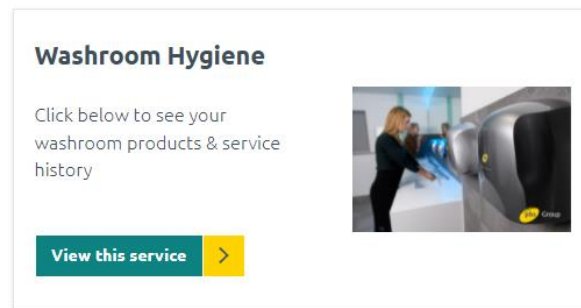
If you are interested in an approximate schedule or timeline of when PHS are due to attend your premises, this can be found in the **Servicing** tab. In the **Approx Next 3 Visits** column, we tell you when we plan on carrying out your next service or are coming to collect your products.

Billing	Servicing	History	Next Visit: 25/03/2021 - 04/04/2021 ?		
Product Category	Services P.A.	Quantity	Approx Next 3 Visits ?	Last 3 Visits	Proof of Service ?
+ Air Freshener	8	29	25/03/2021 - 04/04/2021 06/05/2021 - 16/05/2021 17/06/2021 - 27/06/2021	20/11/2020 04/01/2021 18/02/2021	  






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.

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

Once you have selected an address, click the **View this service** 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	 	

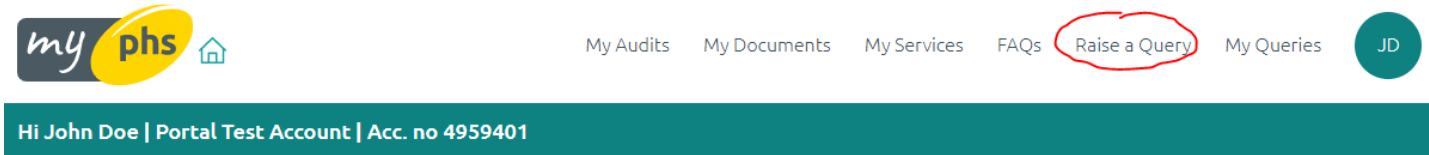
The geotag tracking report confirms PHS were present at the stated location during the time span indicated. This report can serve in place of a customer signature

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)

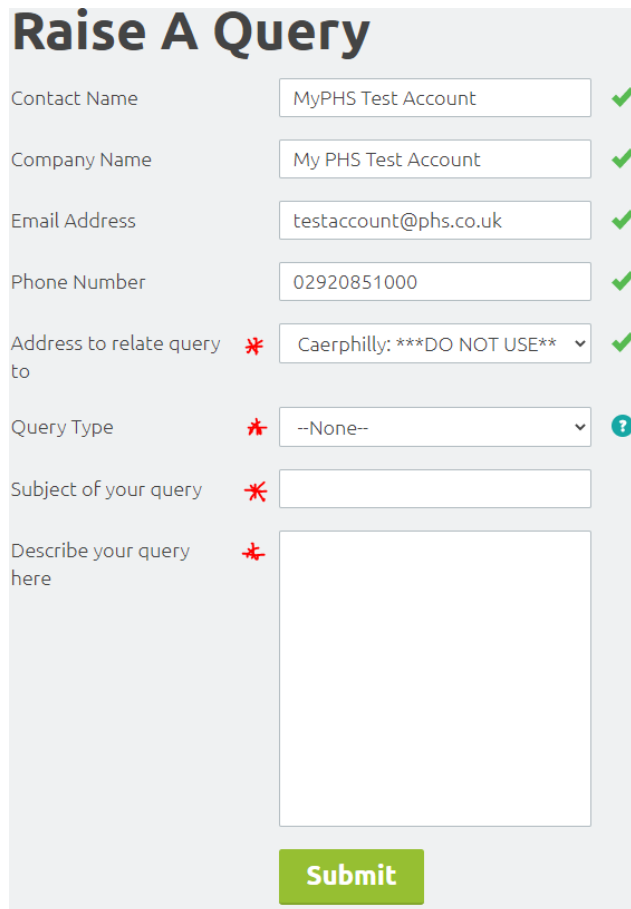
Billing	Servicing	History	Next Visit: 28/03/2021 - 01/04/2021 ?			
Visit Date	Type	Qty	Proof of Service ?	Consignment Note ?	CSV ?	
23/03/2021	Service	1				
19/03/2021	Service	3				
13/03/2021	Service	1				

## Raise a query with us:

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



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

The screenshot shows the 'Raise A Query' form. The title 'Raise A Query' is at the top. Below it are several input fields, each with a red asterisk icon to its left and a green checkmark icon to its right, indicating they are pre-filled or validated. The fields are: 'Contact Name' (MyPHS Test Account), 'Company Name' (My PHS Test Account), 'Email Address' (testaccount@phs.co.uk), 'Phone Number' (02920851000), 'Address to relate query to' (Caerphilly: \*\*\*DO NOT USE\*\*), 'Query Type' (--None--), 'Subject of your query' (empty), and 'Describe your query here' (empty text area). A green 'Submit' button is at the bottom right.

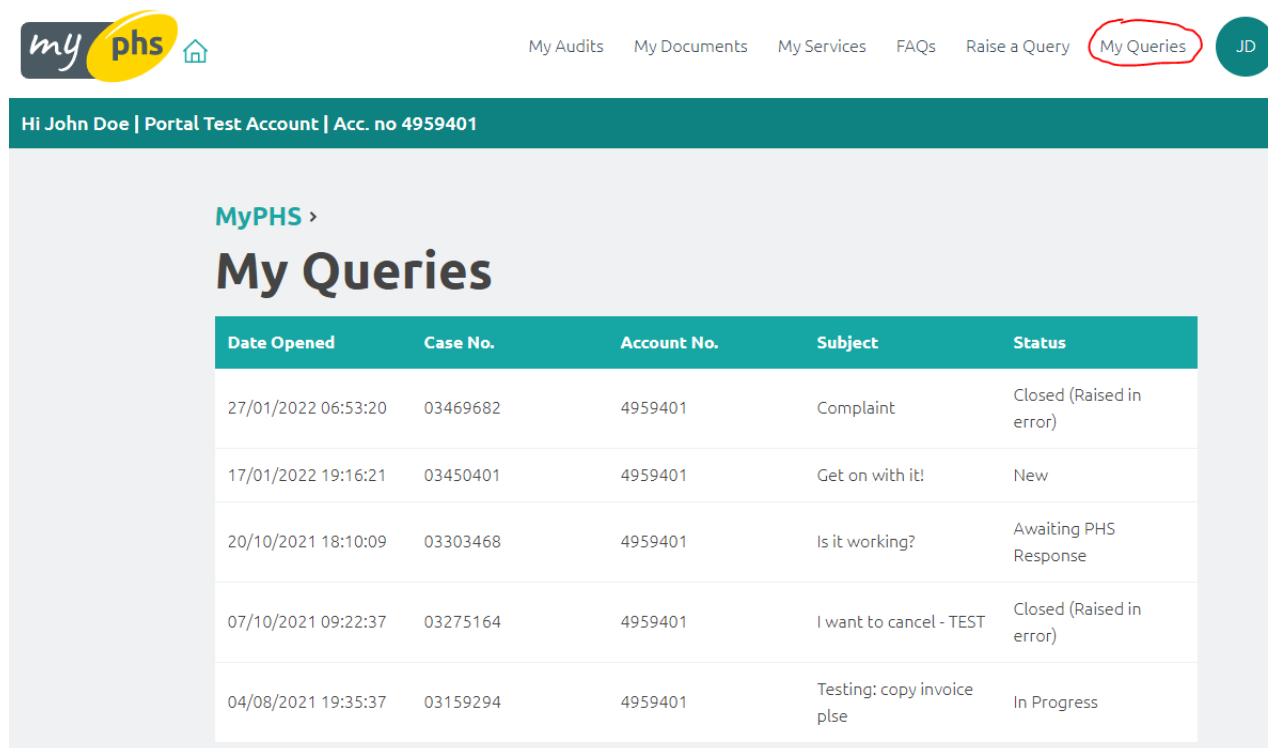
The only things that remain for you to do are as follows:

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 phs User Guide

My Audits My Documents My Services FAQs Raise a Query **My Queries** JD

Hi John Doe | Portal Test Account | Acc. no 4959401

MyPHS >

### My Queries

Date Opened	Case No.	Account No.	Subject	Status
27/01/2022 06:53:20	03469682	4959401	Complaint	Closed (Raised in error)
17/01/2022 19:16:21	03450401	4959401	Get on with it!	New
20/10/2021 18:10:09	03303468	4959401	Is it working?	Awaiting PHS Response
07/10/2021 09:22:37	03275164	4959401	I want to cancel - TEST	Closed (Raised in error)
04/08/2021 19:35:37	03159294	4959401	Testing: copy invoice plse	In Progress

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

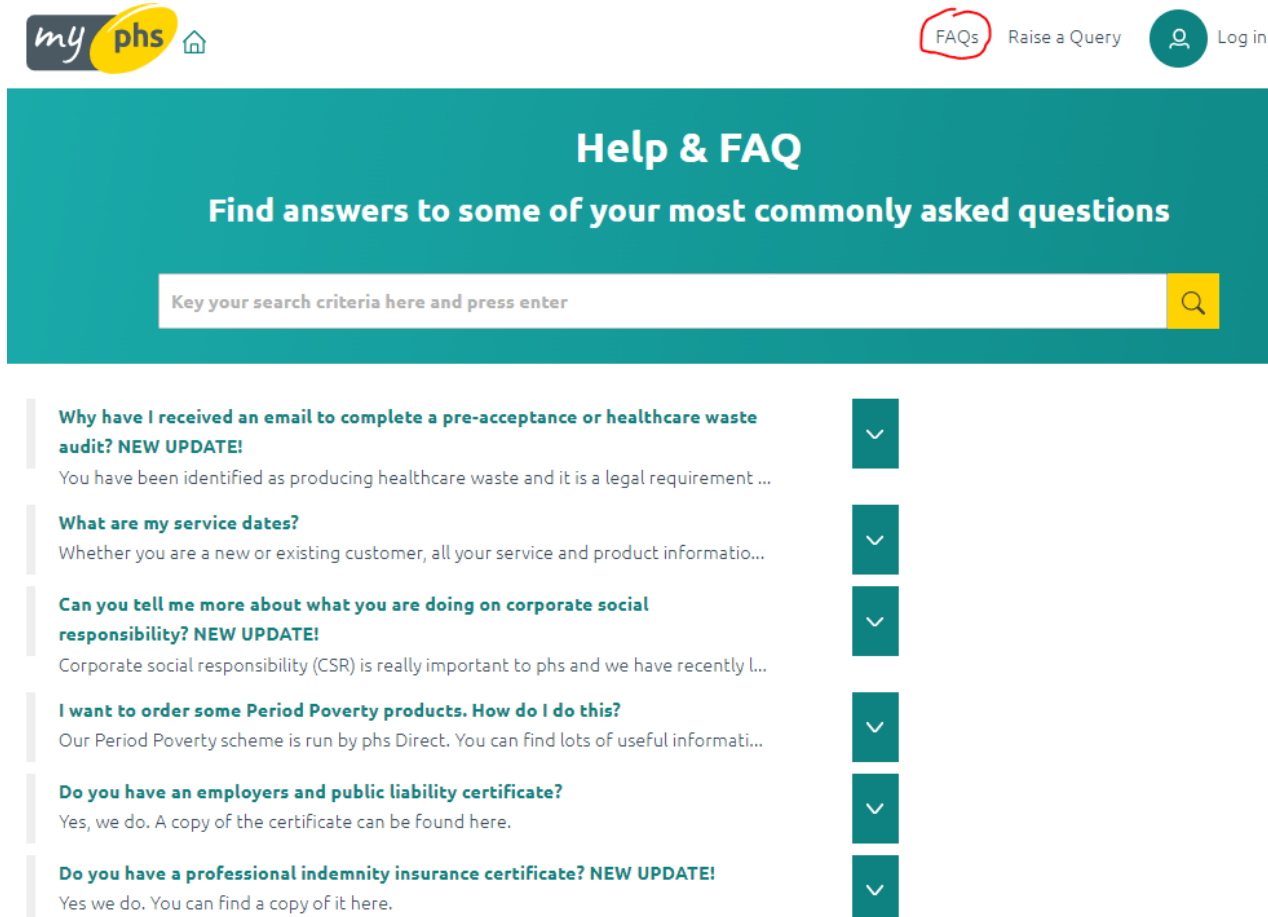
Column Name	Description
Date Opened	The date and time you raised your support issue
Case No.	The case number logged on our ticketing system should you need to follow up / chase
Account No.	The account number you chose to relate the query to
Subject	The subject/title you gave to denote the query
Status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



**Why have I received an email to complete a pre-acceptance or healthcare waste audit? NEW UPDATE!**  
You have been identified as producing healthcare waste and it is a legal requirement ...

**What are my service dates?**  
Whether you are a new or existing customer, all your service and product informatio...

**Can you tell me more about what you are doing on corporate social responsibility? NEW UPDATE!**  
Corporate social responsibility (CSR) is really important to phs and we have recently L...

**I want to order some Period Poverty products. How do I do this?**  
Our Period Poverty scheme is run by phs Direct. You can find lots of useful informati...

**Do you have an employers and public liability certificate?**  
Yes, we do. A copy of the certificate can be found here.

**Do you have a professional indemnity insurance certificate? NEW UPDATE!**  
Yes we do. You can find a copy of it here.

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 – good, bad, or indifferent! We'd love to know what or how we could do better. There are various surveys scattered around the site which, together with the insight you give on any critical commentary, provide lots of opportunities for us to help improve the myphs site. We have a roadmap we review regularly so please do help us by telling us what we are missing. Thank you.