



> Period product provision for schools and colleges in England

Period Product Provision for Schools and Colleges in England

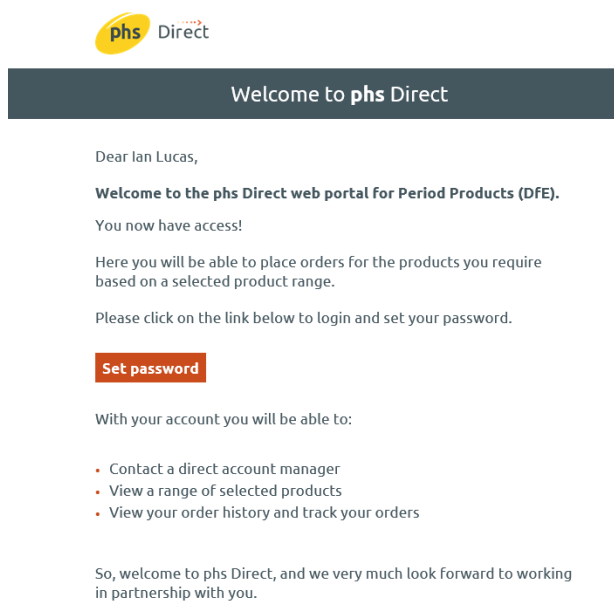
User Guidelines for the phs Portal

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Activating your Account

1. An **activation email** has been sent to the email address that the Department for Education holds for your organisation. Within this email there will be a link to your online ordering portal, on which you will be asked to set up a password.
2. If you have not received the activation email, please check your spam or quarantine folder. If you have still not received please call phs on 01827 255500



You can change the email address on the portal and request extra log-in accounts. To do so, please call phs on 01827 255500.

Once you have completed the activation you will be taken to a confirmation screen which asks you to confirm that you are eligible to access the account.

Warning!

This site may only be used to access supplies of Period Products under the Department for Education's Period Product Provision programme for eligible schools and colleges in England. By continuing to use this site you confirm that you are eligible to do so and agree that any unauthorised use will lead to all costs (including legal costs) of misuse being reclaimed from you by one or more of phs, it's suppliers, or the Department for Education.

When ordering products, you must access all of the relevant safety information for each product. This can be found on the product description page of this site, via your order confirmation email, or by calling phs on 01827 255500. You must ensure this is given in an accessible format to all learners who use the products, before they use the product.

If you are in any doubt regarding your eligibility to access this site you should check the [Gov.uk](https://www.gov.uk/government/publications/period-products-in-schools-and-colleges) guidance <https://www.gov.uk/government/publications/period-products-in-schools-and-colleges> for details of eligibility

Privacy
The Department for Education (and phs on its behalf) uses personal data (contact details) relating to and supplied by schools and colleges in England for the purpose of managing this service. For further information about DfE's use of personal data, please visit: <https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>

Please click CONFIRM to continue

Placing an Order

3. You will now be able to see full details of all available period products.

- You will also be able to see more detailed product information by clicking on the product itself, including:
 - Product pack sizes
 - Safety information
 - Product Ingredients and Environmental information

Please note that environmentally friendly Products are identified by a “green leaf” symbol

You can see more details by clicking on the **product image** or the **product name**

Fig.1

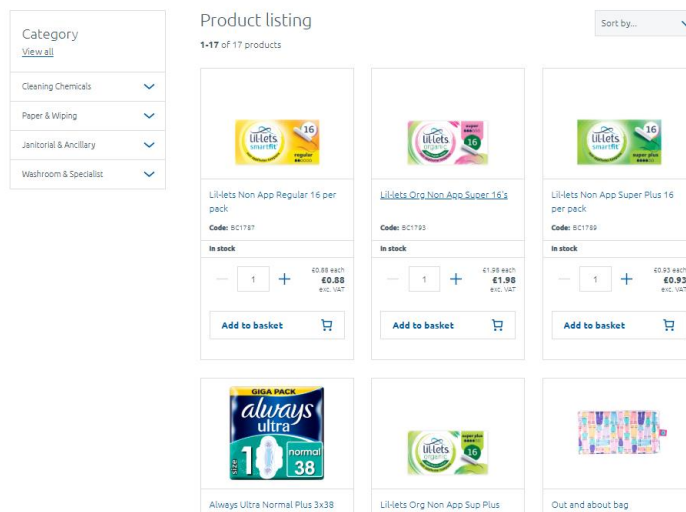


Fig.2



Search for a product



(DFE) Barnwell School

Basket (0)

Cleaning Chemicals

Paper & Wiping

Janitorial & Ancillary

Washroom & Specialist

Yearly budget: £1084.88

Used budget: £162.10

Remaining budget: £922.78

Home / Washroom & Specialist / Washroom Accessories / Always Ultra Normal Plus 3x38 case



Always Ultra Normal Plus 3x38 case

Code: BC1782

[Read full product description](#)

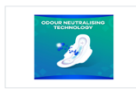
£ 4.90 each

In stock

— 1 +

£4.90 each
£4.90
exc. VAT

Add to basket



Want to buy in bulk?

Call us on +44 (0)1827 255 500 to discuss your quote

Product description

Stay protected and confident during your period with ALWAYS Ultra Normal (Size 1) Sanitary Towels with wings. Thanks to a super absorbent core with InstantDry System that absorbs wetness in seconds, ALWAYS Ultra Sanitary Towels keep you free from leaks. Plus, Odour Neutralising Technology keeps you feeling confidently fresh all day long, while a Flex & Fit System helps your pad contour to your individual body shape. Dermatologically tested to be gentle on your skin and approved by the Skin Health Alliance, 3mm thin ALWAYS Ultra Sanitary Towels help you stay confident and comfortable during your menstrual cycle.

Size 1 is ideal for light flow days for Small and Medium-sized knickers and can be also used for Small-sized knickers on moderate flow days.

Features

- Up to 100% leakage protection
- Super absorbent core with liquid-locking gel that can't leak
- Odour Neutralising Technology locks odours in, doesn't just mask them and contains a light scent
- Dermatologically tested sanitary towels to be gentle on skin
- Comfortable topsheet
- Secureguard contours keeps fluid in check
- 3mm thin for a great feeling of comfort
- With wings to keep sanitary towel in place

Ingredients

- Polyolefins,
- Absorbent wood cellulose with polyolefin,
- absorbent gel,
- rayon, or polyester

Expiry Information

No expiry date on pack
(recommended shelf life 2 years)

Safety Information

Procter & Gamble applies the highest standards to ensure the safety of our products. The pre-market safety assessment of our hygiene products is a systematic, stepwise process that includes toxicological evaluation of the raw materials. Confirmatory skin compatibility testing or prospective, controlled clinical trials to assess product safety-in-use are conducted as needed especially for innovative products. A broad clinical database developed over the past 20 years indicates that modern hygiene products are not associated with significant dermatologic, or microbiologic effects. Post-market surveillance provides further reassurance that these products are acceptable to consumers worldwide.

Safety Certificate

Procter & Gamble has a rigorous global Quality Assurance program comprising regular QA and GMP audits, together with stringent follow up requirements, at all our production sites. The audits are carried out by well trained and qualified personnel from both our Worldwide and Regional Quality Assurance organizations. The program is based on detailed and strict Procter & Gamble QA requirements. These requirements are consistent with ISO standards 9001, ISO standards 22716 and, where appropriate, with the GMP guidelines currently in force for Drug and Cosmetic products in the United States of America and the European Union. They are also compliant with pertinent laws and internationally recognized regulations. As far as product quality is concerned, the Procter & Gamble requirements follow closely those set by globally acknowledged Quality Programs such as the US Baldrige and the European EFQM Awards.

To ensure that this high standard is not only maintained but continuously improved, a Self Improvement Program exists at every site. In addition, regular audits on a regular basis will continue to be conducted in the future by Worldwide and/or Regional Quality Assurance.

Product specification

Dimensions	136 x 180 x 288 mm
Qty Per UOS	3x38
Weight	656 Kg

Product downloads

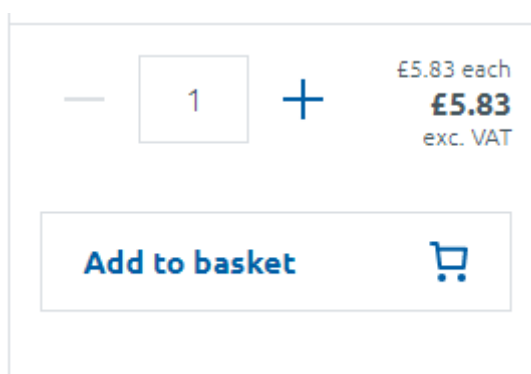
[Information Sheet](#)

For more product information, including safety information, click on the “**Information Sheet**” box, then click “save” then “open”

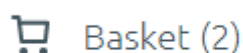
- 3.2. This page contains a “banner” at the top of the page, showing:
- Your individual organisation’s spend cap for this calendar year as allocated by the Department for Education
 - How much of this year’s allowance you have spent on previous orders
 - How much ‘credit’ is left in your account

Yearly budget: £524.81	Used budget: £379.84	Remaining budget: £144.97
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- 3.3. Once you have found the products you are looking for you will be able to add them to your basket by clicking on the product and choosing the quantity you want. Where products are in packs, the quantity refers to the number of packs. The number of items in each pack is shown in the product descriptions. VAT will be added automatically to your order when it is placed in the basket.



- 3.4. Your basket is located at the top right of this page and will update as you add items to it or change what is in your basket.



4. If you need to return to the “home page” simply click the “**search for a product**” symbol or the logo in the top left corner.



- 5 When ready, please go to the basket where you can review your items. If you are happy then please click "Proceed to Delivery".

Proceed to delivery

Checkout is secure. For more information read our [Terms & Conditions](#)

Reviewing Your Order



- 6 You will then be able to review your order here, this will confirm all delivery details including estimated delivery dates.

Delivery and payment

Delivery address

Holhouse Lane
Bury
BL8 4HD

Delivery 1 of 1 Standard Delivery Expected By: 14/12/2019

	Lil-lets Org Non App Super 16's Code: BC1793	Quantity: 4 £ 7.92 exc. VAT
	Lil-lets Non App Super Plus 16 per pack Code: BC1789	Quantity: 1 £ 0.93 exc. VAT

Select delivery type

Standard Delivery £0.00

- 7 If you wish to amend your basket at this point please click on the “Back to Basket” button.



- 8 Your minimum order value must be at least £5.

All organisations have a maximum amount they can spend, and larger organisations can only spend 25% of their credit on any one order.

If you have tried to spend more than the amount allocated by the Department for Education, then you will not be able to complete your order and you will need to change your order quantities before continuing any further. Please click **back to basket**, amend your order, and then click **proceed to delivery** again.

- 9 If you have any specific delivery arrangements that you want to make us aware of, please add the details here. PLEASE NOTE YOU CANNOT CHANGE THE DELIVERY DATE OR DELIVERY ADDRESS. If your delivery address is not correct, please call us on 01827 255500.

Add delivery instructions. E.g. Help finding address, security code, on arrival directions.

Additional Information for Organisations with Multiple Addresses

Initial Set Up

- phs will create one account for the parent organisation as part of the set-up process. This includes a single spend cap and the main delivery address for the parent organisation. One e-mail address for the parent organisation will also be allocated to the account
- An activation email will be sent to the allocated email address for the parent site only, allowing the parent site to activate their account.
- Any organisation can request additional log-ins, and these requests will be reviewed and verified by phs

Options

Option 1 - The parent organisation can manage ordering and spending, and have all products delivered to their main delivery address

Option 2 - The parent organisation can continue to manage ordering and spending but can request that deliveries are sent to other sites within the same organisation (satellite organisations). Initially, these orders must be placed by phone, and the delivery address will be amended **for that order only**.

Option 3 - A senior individual (likely to be the Head Teacher or Finance Director) may contact phs and ask for the spending cap to be divided across their sites. They will need to provide names, email addresses, full postal addresses, and URN and /or UKPRN for their organisation

- a. phs will verify these details against information they hold, and will seek approval from DfE where required
- b. Once phs and DfE are satisfied with the information provided, phs will set up the satellite organisations as separate accounts, including a site-specific delivery address and spend limit for each satellite organisation
- c. The parent organisation will be able to place orders and arrange deliveries on behalf of the satellite organisation if required.
- d. The satellite organisations will only be able to place orders and arrange deliveries for themselves, NOT each other, or the parent

10 There is also the option to add a PO number or order reference here – you do not have to complete this and will be able to continue if you leave this section blank.

Billing reference (optional)

Add billing information for your reference. Eg P.O. number

- 11 When you are satisfied with your order continue to **pay with credit on account**, where your order will be sent for processing. At this point you will see confirmation of your order on the screen. This will give you a reference number and will state where the Order Confirmation email will be sent (your registered email). If this email is not correct then please call phs on 01827 255500.

PLEASE NOTE THAT YOU ARE NOT REQUIRED TO PAY FOR THIS SERVICE. THIS SCHEME IS FUNDED BY THE DEPARTMENT FOR EDUCATION WHICH HAS CREDITED YOUR ACCOUNT

Pay with credit on account

Checkout is secure. For more information read our [Terms & Conditions](#)

- 12 Please then log out by clicking on your institution name. This will bring up a screen showing your details, and a **log out** option.

Cleaning Chemicals	Paper & Wiping	Janitorial & Ancillary	Washroom & Specialist
Yearly budget: £1084.88	Used budget: £162.10	Remaining budget: £922.78	
Home / Account / Personal Information			

Ian Lucas Log out
Account Personal Information
Company Information
Order History

Account

Your contact details

First name
Ian

Order Confirmation

- 13 You will now receive an **Order Confirmation** to your registered email. Please check carefully that all details are correct. If you do not receive your Order Confirmation within thirty minutes, or if your order is not correct, please telephone phs immediately on 01827 255500



We've received your order!

Dear Ian Test,

Thank you for your recent order

Please see your order details and delivery information below.

Your order number: phsDirect-UAT-143

Lil-lets Org Non App Super 16's Code: BC1793	Quantity: 4 £7.92 exc. VAT
Lil-lets Non App Super Plus 16 per pack Code: BC1789	Quantity: 1 £0.93 exc. VAT

Delivery address: (DFE) The Harefield Academy, Holhouse Lane, Bury, BL8 4HD
Delivery type: Standard Service
Expected standard delivery: 14/12/2019
Please note, all delivery dates are estimated and are subject to change. To discuss your delivery dates further please contact us.

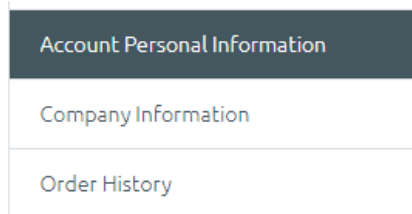
- 14 You can obtain safety details and other product information by clicking on any item on the **Order Confirmation**. This will take you back into the ordering portal.
- 15 Your **Order Confirmation** will show you the estimated delivery date. Please allow up to 5 business days for delivery, with the first day being after you have placed your order. If you place your order after 6pm then it will arrive 6 working days later.
- 16 If you wish to track your order, please click on the "Go to your account" link provided on your order confirmation. This will enable you to view your order history and track your order.

Track delivery
Your tracking link www.trackdelivery.com/tracktrack

Previous Orders, and Making a Repeat Order

17 If you wish to see your previous order history:

- Click on the name of your organisation on the right-hand side of the portal.
- Once this page is loaded you will see your account details such as name, address, spending levels.



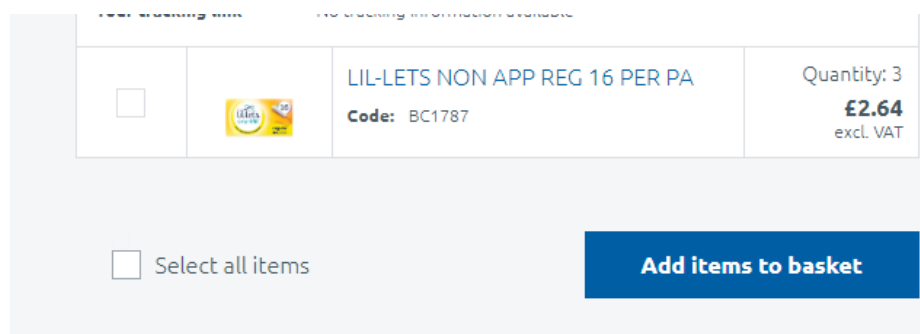
- On the left-hand side of this page you will see the ordering history option. Please click this and you will be able to see all orders placed.



Your order history

Order: 0020588803 processing Date placed: 03/12/19 Source: M3	Items: 2 excl. VAT £4.70 incl. VAT £5.64	Query order View order
Order: 0020588804 processing Date placed: 03/12/19 Source: M3	Items: 2 excl. VAT £2.64 incl. VAT £3.16	Query order View order
Order: 0020588696 Despatched Date placed: 03/12/19 Source: M3	Items: 2 excl. VAT £2.64 incl. VAT £3.16	Query order View order
Order: 0020588682 processing Date placed: 02/12/19 Source: M3	Items: 4 excl. VAT £0.88 incl. VAT £2.11	Query order View order
Order: 0020588687 Despatched Date placed: 02/12/19 Source: M3	Items: 2 excl. VAT £7.92 incl. VAT £9.50	Query order View order
Order: 0020588630 Despatched Date placed: 28/11/19 Source: M3	Items: 4 excl. VAT £14.54 incl. VAT £17.44	Query order View order

- You can re- order previous orders by clicking on order history and adding these items to your basket.



Deliveries

- 18 Your delivery will arrive by carrier up to 5 working days after your order is placed (please remember day 1 is the day **after** your order was placed). If you place your order after 6pm then it will arrive 6 working days later.
- 19 If you place a large order, and your delivery requires a pallet, we will call you to confirm your exact delivery date and to check your access requirements.
- 20 Once delivery is received please
 - check all items are present and undamaged
 - Sign for delivery in full
 - Store products in a clean, dry, damp free environment at ambient temperatures.
- 21 If all or part of the delivery is damaged, please refuse delivery of the damaged items, sign for the undamaged items (you will be signing for a “partial delivery”) and either complete the online customer service query form available on our order portal or contact phs customer service on 01827 255500 who will assist you in arranging replacement.
- 22 If you believe all or part of your delivery is incorrect, please check your order confirmation. If the delivery matches the order confirmation form then you will need to accept the order, then call phs on 01827 255500 to discuss next steps. If the delivery does NOT match the order form then you should refuse delivery of the incorrect items (you can accept the correct items and sign for a “partial delivery”).
- 23 If part of the delivery is missing you should sign for what you have received and then either complete and return the online customer service query form available on our ordering portal or contact phs customer service on 01827 255500.
- 24 If you wish to cancel an order, then you should do so as soon as possible by calling phs customer services on 01827 255500. Cancellations will be accepted up to 3pm on the day before delivery.

Complaints

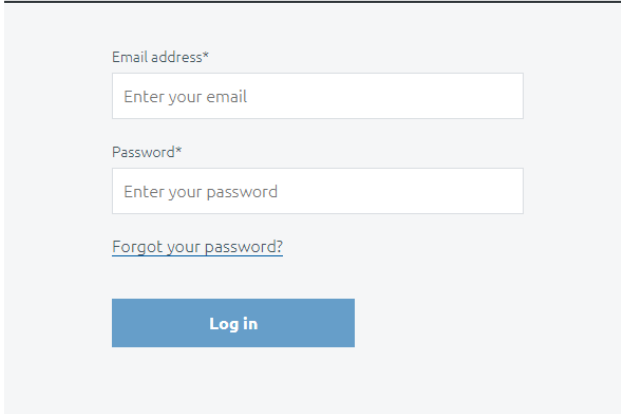
- 25 If you wish to make a complaint regarding product, ordering, delivery or service provided by phs then please call our customer service team on 01827 255500 or email periodproducts@phs.co.uk. If your complaint relates to Period Product Provision policy or spending caps for your institutions, please contact the Department for Education at <https://www.gov.uk/contact-dfe>

Logging in and Out, and Re-setting your Password

26 Logging back in:

Once you have activated your account you can log in at any point by clicking this link. www.phsdirect.co.uk/periodproducts Once you have entered your registered email address and password then this will take you directly to products available to you and account information.

Log in



The screenshot shows a login form with the following elements:

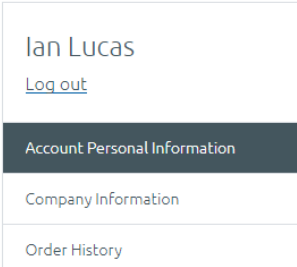
- Label: Email address*
- Input field: Enter your email
- Label: Password*
- Input field: Enter your password
- Link: [Forgot your password?](#)
- Button: Log in

27 Resetting your Password

If you have forgotten, or need to reset, your password, then you should click the “forgotten password” link and follow the instructions

28 Logging out

click on your institution name. This will bring up a screen showing your details, and a **log out** option



The screenshot shows a user profile menu with the following elements:

- Text: Ian Lucas
- Link: [Log out](#)
- Menu item: Account Personal Information (highlighted)
- Menu item: Company Information
- Menu item: Order History

If you remain inactive for more than thirty minutes while on the portal, you will automatically be logged out. To re-enter the site please click on the link in point 27, above

29 Protecting Your Account

Please contact phs immediately on 01827 255500 if you have reason to believe your account has been compromised or you have received notice of an order that you did not place.

Ordering by Phone or by Email

30 User Guidelines for ordering by phone

Although we believe that the quickest and easiest way to order products is to use our online ordering system, you can also place orders by phone or by email.

phs Direct telephone lines will be open from 8.30 am until 5pm Monday to Friday, excluding weekends and bank holidays, and we are happy to assist you with ordering via the telephone.

Please have your full delivery details, including postcode, telephone number and URN number to identify your organisation when calling.

Once you have placed your order you will receive an email confirmation, which will be sent to your registered email account. If you do not receive the email, please call phs on 01827 255500

To obtain product details and safety information, please click on the products displayed on your order confirmation

Your order confirmation will also show your estimated delivery date. Please allow up to 5 business days for delivery, with the first day being the day after you placed your order (a day later if you place your order after 6pm)

31 User Guidelines for ordering by email.

An email ordering form is available from our website by clicking here: www.phsdirect.co.uk/periodproducts . Once you have completed the form please email it to periodproducts@phs.co.uk .Please note that you can only order products on the portal, and that if you exceed the spending and ordering limits placed on your account then phs will call you to discuss an amended order

You will now receive **order confirmation** which will be sent to your registered email account. If you do not receive the email, please call phs on 01827 255500.

Please check carefully that all details are correct. If your order is not correct, please telephone phs on 01827 255500.

To obtain product details and safety information, please click on the products displayed on your order confirmation.

Your order confirmation will also show your estimated delivery date. Please allow up to 5 business days for delivery, the first day being the day after you placed your order and a day later if you place your order after 6pm

32 For details of deliveries, returns, cancellations, queries, and complaints, please refer to points 18-24 of this guide

Comments and Suggestions

33 If you have any comments or suggestions on how this guide could be improved, please email them to periodproducts@phs.co.uk.

phs customer services

January 2020