

Period product provision for schools and colleges in England



Contents

01.	Placing an Order	3
02.	Reviewing Your Order	9
03.	Order Confirmation	14
04.	Deliveries	17
05.	Complaints	20
06.	Protecting Your Account	22
07.	Ordering by Phone or Email	24
08.	Comments and Suggestions	27

01.

Placing an order

01. Placing an order

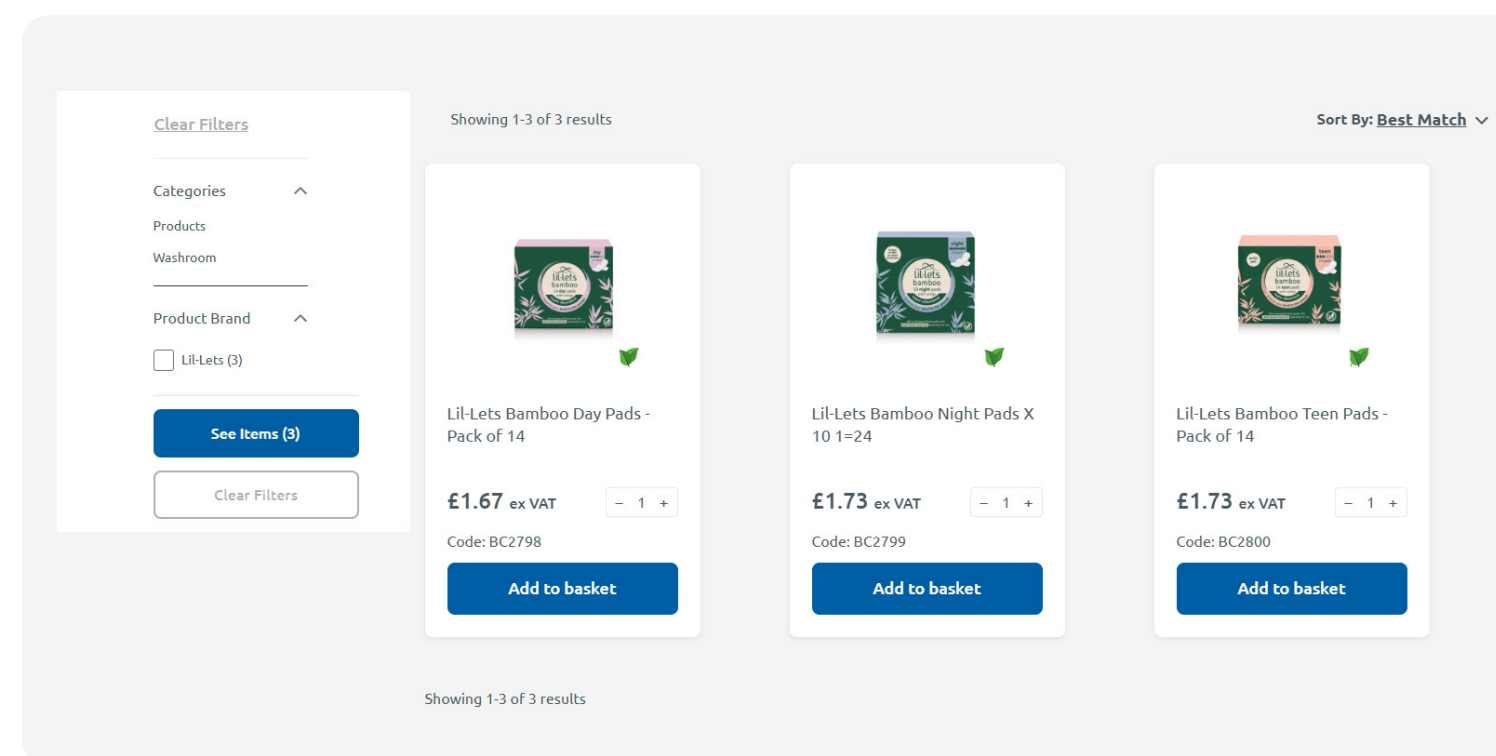
You will now be able to see full details of all available period products.

You will also be able to see more detailed product information by clicking on the product itself, including:

- o Product pack sizes
- o Safety information
- o 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**.



01.1

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

Max order value **£500.00**

This year’s budget **£2,000.00**

Used budget **£1,954.44**

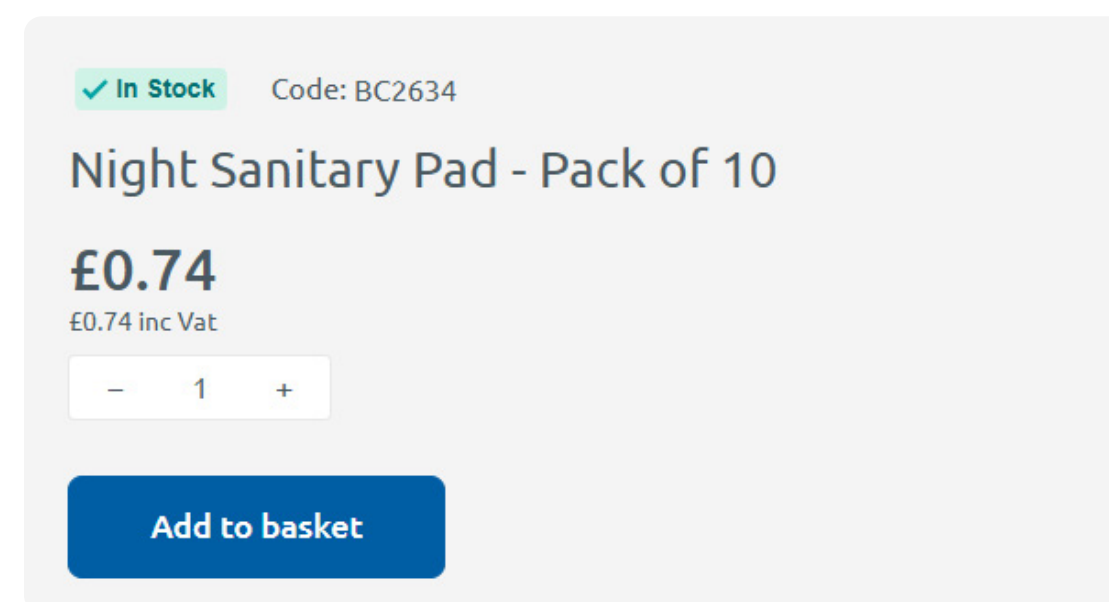
Remaining budget **£45.56**

Current basket total **£39.34**

01.2

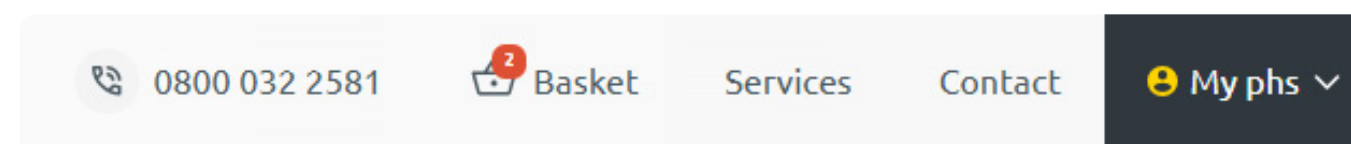
Once you have found the products you are looking for you will be able to add them to your basket by clicking on the product and choosing the quantity you want.

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.



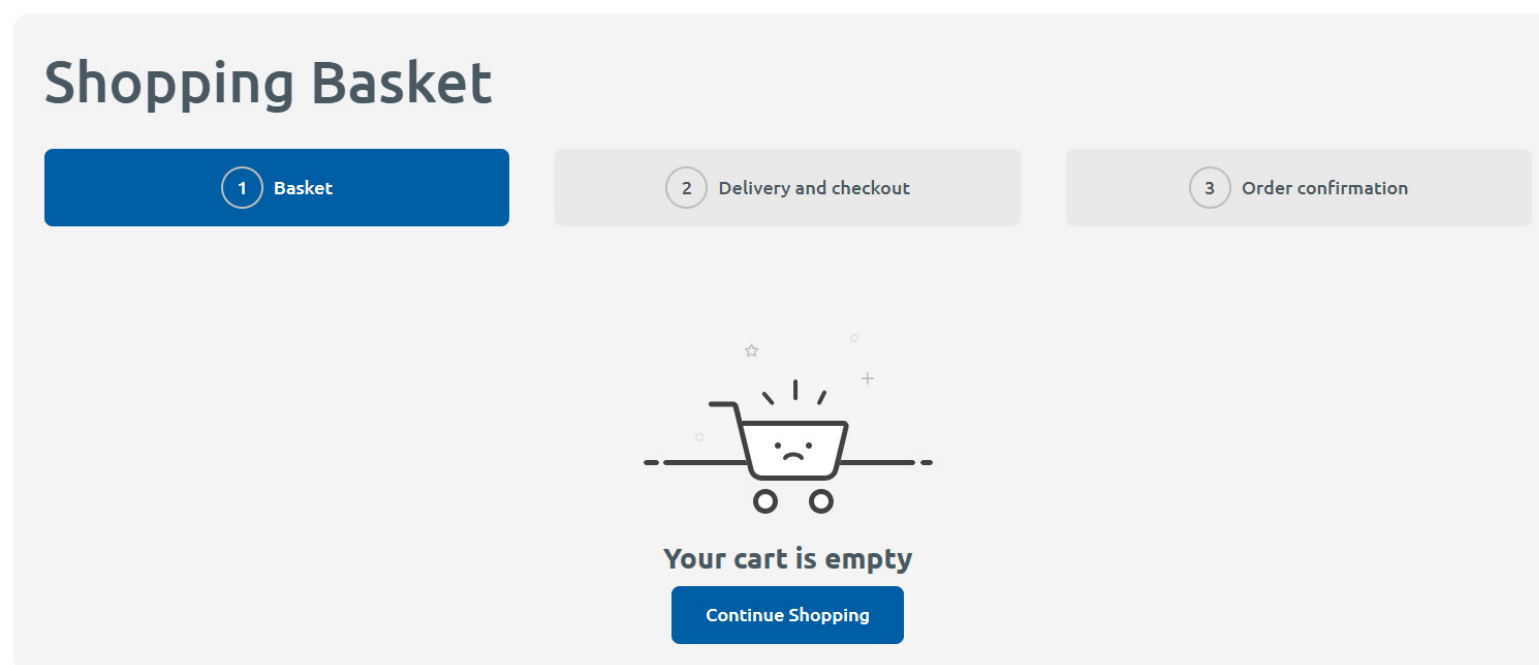
01.3

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.



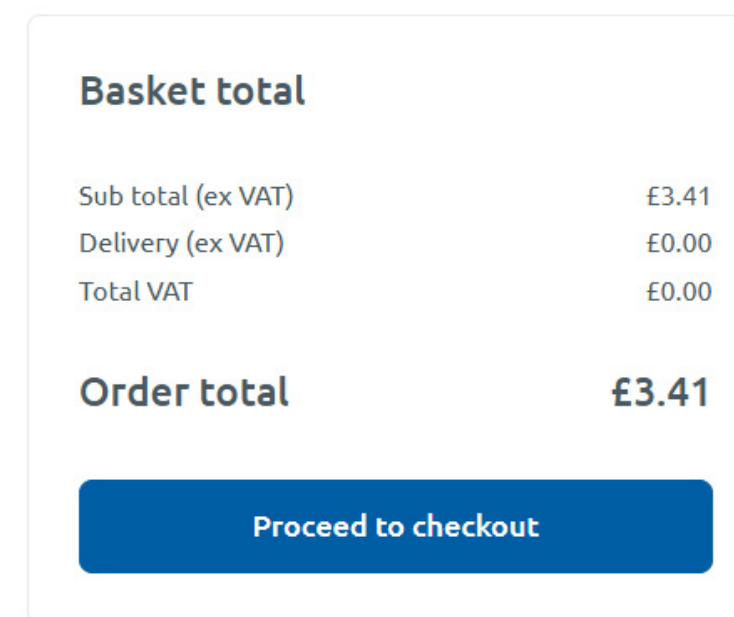
01.4

If you need to return to the “home page” simply click the “Continue Shopping”.



01.5

When ready, please go to the basket where you can review your items. If you are happy then please click “Proceed to checkout”.



02. ● Reviewing an order

02. Reviewing an order

From Checkout you will then be able to review your order here, this will confirm all delivery details including estimated delivery dates.

02.1

If you wish to amend your basket at this point please click on the “Edit order” button.

Summary order

[Edit order](#)

Please review your items and ensure they are accurate before moving forward

Delivery 1
Expected by: 10 Sept 2026

 ✓ In stock Code: BC2547 Always Ultra Normal Plus Sanitary Towel - 4x30 Towels 1 Item	£7.23 Sub total £7.23
 ✓ In stock Code: BC2632 Regular Day Sanitary Pad - Pack of 14 1 Item	£0.66 Sub total £0.66

Summary order

[Edit order](#)

Please review your items and ensure they are accurate before moving forward

02.2

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.

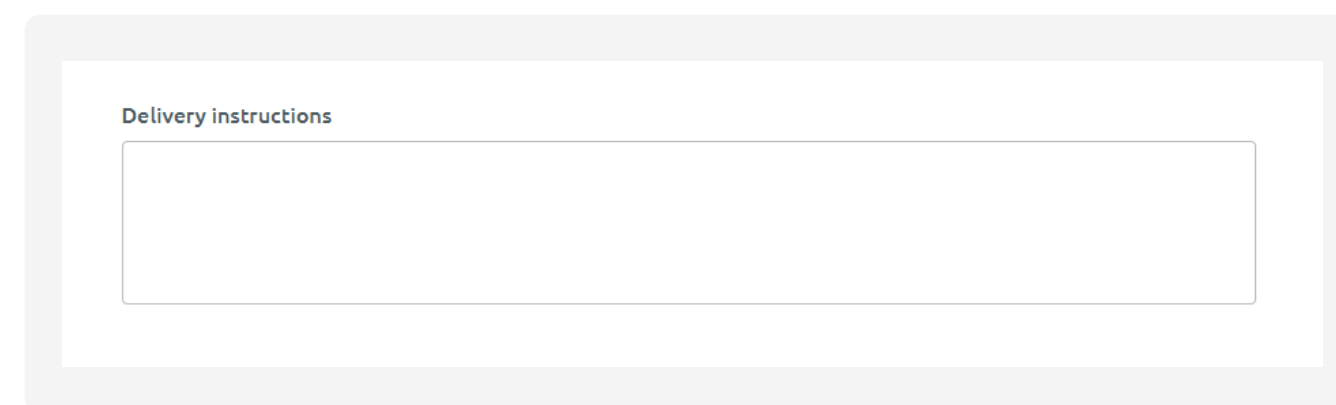
If you have tried to spend more than the amount allocated by the Department for Education, then you will not be able to complete your order and you will need to change your order quantities before continuing any further. Please click **edit order**, amend your order, and then click **proceed to checkout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

02.3

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 opt 3**.

A screenshot of a web form for delivery instructions. It has a light grey border and a white background. At the top, the text 'Delivery instructions' is written in a small, dark font. Below this text is a large, empty rectangular box with a thin grey border, intended for users to enter their delivery details.

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

phs will verify these details against information they hold, and will seek approval from DfE where required

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

The parent organisation will be able to place orders and arrange deliveries on behalf of the satellite organisation if required.

The satellite organisations will only be able to place orders and arrange deliveries for themselves, NOT each other, or the parent

02.4

When you are satisfied with your order continue to **pay 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 opt 3**.

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.

Payment method

☒ Pay on account

Basket total

Sub total (ex VAT)	£7.89
Delivery (ex VAT)	£0.00
Total VAT	£0.00
Order total	£7.89

By continuing to payment and submitting this order, you agree acceptance of our Terms and Conditions

Place order

03. Order confirmation

We've got it



Thank you for your recent order - we're on it.

Below, you'll find everything you need to stay up to date with your delivery.

Your order number: phsDirect-WEB-85275-craig2

Institution name: Test institution name

Delivery address: 123 Delivery Address, AB12 3CD

Delivery 1
Expected by: 01 Jan 2026

Code: TestSku1	£30.00
Test ProductName 1	Discount: £20.00
5 items	Sub Total: £50.00
Code: TestSku2	£30.00
Test ProductName 2	
14 items	

Delivery 2
Expected by: 02 Jan 2026

Code: TestSku3	£86.00
Test ProductName 3	Discount: £14.00
1 item	Sub Total: £100.00

Order Value Summary

Sub total (ex VAT)	£500.00
Discount	-£200.00
Delivery (ex VAT)	£50.00
Total VAT	£100.00
Order total	£450.00

03. Order confirmation

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 opt 3**.

03.1

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.

03.2

[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.

03.3

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.

Delivery 1/1	Status Despatched	Estimated delivery 01/07/2026	Track order
--------------	----------------------	----------------------------------	-------------

04. Deliveries

04. Deliveries

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.

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

04.1

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 opt 3** who will assist you in arranging replacement.

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 opt 3** 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”).

04.2

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 opt 3**.

If you wish to cancel an order, then you should do so as soon as possible by calling **phs** customer services on **01827 255500 opt 3**. Cancellations will be accepted up to 3pm on the day before delivery.

05. Complaints

05. Complaints

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 opt 3** or email **periodproducts@phs.co.uk**.

If your complaint relates to the Period Product Scheme policy or spending cap for your organisation, please contact the Department for Education at **<https://www.gov.uk/contact-dfe>**.

06. Protecting your account

06. Protecting Your Account

Please contact **phs** immediately on **01827 255500 opt 3** if you have reason to believe your account has been compromised or you have received notice of an order that you did not place.

07. Ordering by Phone or by Email

07. Ordering by Phone or by Email

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 UKPRN 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 opt 3**.

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).

07.I

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 opt 3**.

Please check carefully that all details are correct. If your order is not correct, please telephone phs on **01827 255500 opt 3**.

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.

For details of deliveries, returns, cancellations, queries, and complaints, please refer to points **05** of this guide.

08. ● Comments and suggestions

08. Comments and suggestions

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