



Got some questions about Concur? Take a look at our FAQs below to help answer the most common questions we get asked as well as some Top Tips to help you get the most out of the Concur Request system.

Concur Request is Greene King's solution to manage the spend in pubs for goods and services supplied by local suppliers. A 'Request' is an order, approved ahead of goods and services being provided.

Q. Do I need to use a computer or can I use a mobile?

A. You can use either! Concur Request will work both on the web version and also on the mobile app. However, you will have to complete the initial setup on the web version

Q. What information is available to help me use the system?

A. In your welcome email you will receive a link to our help page which contains all the training material you will need

Q. Can I submit a Request before discussing the service with the General Manager?

A. No – you must only submit Requests that have been agreed upon either verbally or in writing with the General Manager of the Pub

Q. How far in advance do I need to create a Request?

A. To ensure timely payment, create your requests a minimum of one week ahead of services being provided. This will allow time for your Request to be approved

Q. What information do I need to include in the title of the Request?

A. To help you organise all your requests give each request a clear and unique 'Business Purpose' ensuring you include the pub and details of goods/services to be provided e.g. 24/12 DJ @ Dog and Duck

Q. The Pub I'm working for is called the Red Lion, how do I know which Red Lion to choose?

A. There are several pubs with the same name so please ensure you select the correct one based on their pub number and location

Q. Once I have created a Request, what else do I need to do to get paid?

A. You MUST turn your approved Request into an Expense to get paid. Once you have carried out the agreed service you need to go into your Request and turn it into an Expense, with steps such as adding your invoice, to ensure you will get paid



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Q.What Expense type do I put my claim under?

- A. To avoid your claim being returned, ensure you choose the correct Expense type
Your options are:

Live Entertainment:

Children's Entertainer, Comedian, Disco, Karaoke, Live Music, Music Quiz

Other Liver Entertainment

Poker, Quizzes, Weddings

Cleaning:

Carpets, Chimney , Deep Clean , Windows

Miscellaneous:

Advertising, Equipment Hire , Flowers Gardening , Handyman , Laundry, Newspapers , Other Energy Costs, Recruiting Adverts

Q. How far in advance do I need to create an Expense?

- A. To ensure timely payment, draft your Expense claims in advance of services being provided and submit as soon as possible afterwards

Q.Why are my images/invoices not appearing in the receipt store?

- A. To use the 'Receipts Store' you must have verified your email address, see the Getting Started guide for more information

Q.Audit returned my Expense claim due to the Date not matching the invoice, why is this?

- A. For accounting purposes Greene King need the Date to match the Invoice date. So please ensure these two dates are the same

Q. How can I find out when I will be paid?

- A. You can check this yourself in the web version of Concur Request. Go into Expenses, change the view from 'Active Claims' to whatever previous range you'd like to see, select the relevant expense, click 'Claim Details' and then 'Claim Payments' In here you will see an estimated payment date



For training issues and support with the system please contact Concur Support...



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