



GREENE KING
PUB PARTNERS

GUIDE TO PULSE

The Greene King property portal



KEEP TRACK OF STATUTORY
AND MAINTENANCE REPAIRS
FOR YOUR PUB



WELCOME

Pulse is Greene King's maintenance and repairs system.

The Pulse website lets you view scheduled statutory maintenance for your pub and keep track of repairs that are the responsibility of Greene King.

You cannot use Pulse to request new repairs, these must be done through Publine on **0845 6080 715**, select **option 3**. Greene King will confirm if a requested repair is our responsibility under the terms of your Agreement with us.



TO ACCESS PULSE

Log in to www.PubPartners.net

You'll find the Property Portal in:

- > Keeping Legal tab
- > Property column
- > Property Repairs Portal

This will automatically connect you to Pulse.



WHAT YOU WILL SEE ON LOGIN

This is your Dashboard page

It has a summary of outstanding jobs and work in progress so you can keep track of what's happening at a glance.

SYMBOLS & BUTTONS



Alerts



Closed section
Expanded section



Go to top of page



Refresh the page
(to view latest data)

SECTION ICONS



Outstanding Approvals



Confirmation of Works



Recent History



My Statutory



My Tools

QUICK LINKS



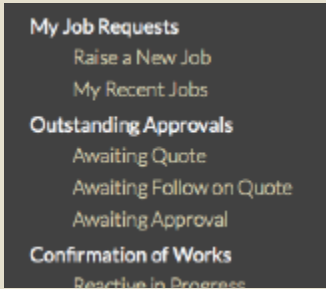
Search



View Statutory Certificates



OUTSTANDING APPROVALS



AWAITING QUOTE

View job requests awaiting a Contractor quote. Jobs are **colour coded** so that you can tell at a glance how old they are.



VIEWING DETAILS

Use the grey button on the right of each listing to expand the entry for more information.



AWAITING FOLLOW ON QUOTE

View jobs awaiting further quoted works.

OUTSTANDING APPROVALS

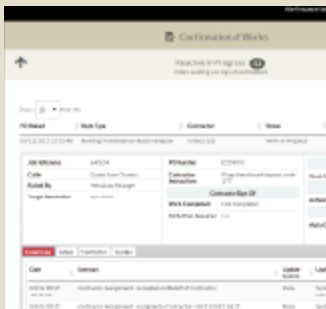
Keep on track of any open job requests.

CHASE UP AND NOTES

From Outstanding Approvals, you can add a **Chase Up Note** to the Order or **upload a photograph**. These facilities are available when you expand the order to view detail and click on the **Yes radio buttons** in the right hand column. Select **GK Action** from the dropdown menu if you require a response from the Helpdesk.

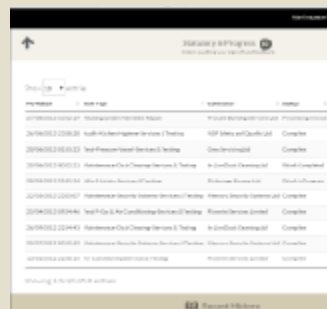


CONFIRMATION OF WORKS



REACTIVE IN PROGRESS

Keep track of authorised repairs and manage work in progress. You can Search in the grid for orders by item type, Contractor etc. Find orders that have been completed by the Contractor and provide us with feedback. Rank the Contractor using the star rating and add your comments.



STATUTORY IN PROGRESS

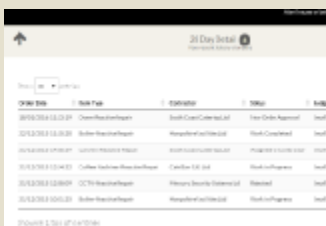
View Statutory in-progress Orders. Track Statutory testing Orders and Remedials in progress. You can Search in the grid for orders by item type, Contractor etc. Provide feedback on Statutory orders and rate the Contractor's work. Your feedback is passed directly onto the Contractor.

CHASE UP AND NOTES

From Outstanding Approvals, you can add a **Chase Up Note** to the Order or **upload a photograph**. These facilities are available when you expand the order to view detail and click on the **Yes radio buttons** in the right hand column.

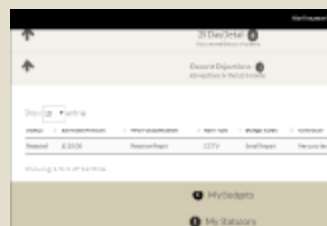


RECENT HISTORY



28 DAY DETAIL

View all recently logged jobs. This will show job requests and orders **from the last 28 days**.

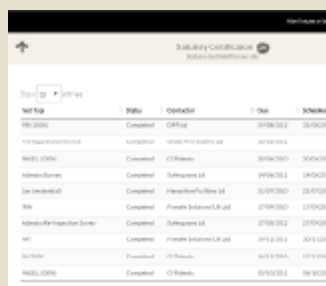


RECENT REJECTIONS

Reactive jobs that have been rejected by an Authoriser. **Expand each listing** to view details.



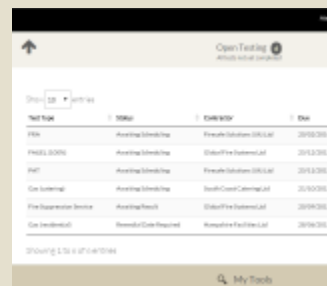
MY STATUTORY



STATUTORY CERTIFICATION

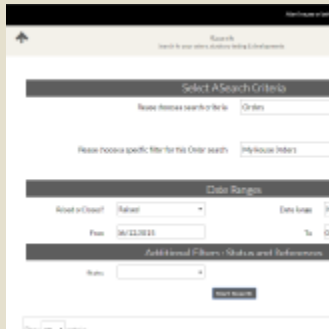
This section keeps **all your statutory information in one place**.

If you are looking for specific information, use the search box to refine the list.



OPEN TESTING

Shows you all tests which are not complete.



SEARCH

Our comprehensive Search function lets you **find what you are looking for** – quickly. Search by individual Purchase Order, Statutory testing or Date range.

CONTACT US

GENERAL ENQUIRIES

Pub Partners Publine

Call: 0845 6080 715 (Option 3)

Property Helpdesk

Call: 0845 603 3233

Email: PPStarline@GreeneKing.co.uk

Statutory Helpdesk

Call: 01284 714536

Email: StatAdmin@GreeneKing.co.uk

PULSE SUPPORT

Pulse Support

Call: 07974 132817

Email: PulseSupport@GreeneKing.co.uk

USEFUL NUMBERS

Your BDM, Property Surveyor and Ops Director numbers will also be displayed on your Pulse dashboard when you log in.



GREENE KING

BURY ST EDMUNDS

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Greene King Pub Partners is a trading division of Greene King Brewing and Retailing Ltd and of Greene King Retailing Ltd, both companies in the Greene King group.

Spirit Pub Company (Leased) Limited (5699544) is also a member of the Greene King group