

# FAQ

## Variance Section

- Is there any way to view a specific range of time, such as from 5 PM – 12 AM?
  - A: Yes, by using the **Custom** button on the **Variance** page.
- How do I add accurate retail prices?
  - A: Go to **Settings > Beverages > Retail Price**
- Do I need to add the prices for each serving size?
  - A: No, we recommend only adding the pint serving size as it takes an average of the size(s) that you input, and it will be most accurate with the one that sells the most.
- Do I need to input the keg cost when adding a retail price?
  - A: No, that is used for cost slippage.
- What is the difference between cost slippage and retail slippage?
  - A: Cost slippage is derived from how much you pay for your keg, and retail slippage is based on how much you sell your beers for. Profit combines both cost and retail slippage.
- Why do some of the variance numbers turn red/green on the **Variance** page?
  - A: When the pours are a certain amount larger than the sales (ratio-based, not %), the variance number turns red. Vice versa for the green numbers.

## Inventory Section

- What do the numbers on the left side of the page mean?
  - A: Generally, we input the tap list for your beer on our website going from left to right from behind the bar (bartender's POV). The left-most tap is Tap 1, the one next to it is Tap 2, and so on.
- On the mapping page, do I need to select choices from all three of the drop-down menus (**Tap**, **Beverage**, and **Category**) so that they match the beer that I'm trying to map?
  - A: No, you only need to select the correct beer from the **Beverage** drop-down menu (the **Beverage** drop-down menu takes precedence).
- On the mapping page, I can't find the buttons that I'm looking for.
  - A: Try searching for less characters (three letter rule).

# FAQ

- When should I use **Change Beer** function and when should I use the **Re-Tap** function?
  - A: Use the **Change Beer** function for when the beer is changing to a different beer, and the **Re-Tap** function for when it is staying as the same beer.
- How do I change the keg size for my beers?
  - A: First, let us know which keg sizes (if any) you need added. Then, click on the “**blue keg word**” (**Note: Only available to Administrator-level accounts**).
  - Alternatively: Go to **Settings > Beverages > Edit** to change the keg size (**Note: This will affect all locations, so it may be better if a BeerSaver administrator does the keg size change for a non-administrator user**).
- My keg remaining amount says 0% even though I’ve just changed the keg, why is that?
  - A: There is a small margin of error with our automatic re-tap system, so we highly recommend for users to manually re-tap instead. In addition, there is a 10% “buffer” where the system will not show a newly keg changed beer’s amount remaining until it reaches 90% left, which is another reason that we encourage users to re-tap the beers themselves.
- Do I have to do the re-tap the beer on BeerSaver right away?
  - A: No, you can perform the re-tap on BeerSaver any time before the next keg change for that beer, and it will calculate how much beer is left in the keg based on how much was poured since the re-tap time. This enables the use of the Keg Change Form.
- What do the numbers under the **Re-Tap** column mean?
  - A: The amount of times that the system has automatically re-tapped a beer consecutively without somebody manually re-tapping it (Note: “+” = 10 or more times)

## Line Cleaning Section

- How does line cleaning work?
  - A: Turn the line cleaning key in the BeerSaver control box to the right before you start line cleaning in order to turn on line cleaning mode. Perform your line cleaning. Turn the line cleaning key to the left to turn off line cleaning mode. (Note: Line cleaning mode only works outside of your hours of operation).