

NEWSLETTER

FALL



2025

MORE THAN THE SEASONS ARE CHANGING

MOSAIC 4.24 RELEASED

UPDATES/FIXES/IMPROVEMENTS

Some of the highlights are:

- Modified NY SIRS Export to use 3 new codes for SY 25-26 FDPIR, CEP/P2 Form, DCMP.
- Student Meal Report Improvements
New filters will show which Free or Reduced students aren't participating in Breakfast or Lunch

[LINK TO RELEASE NOTES](#)

****Mosaic should be signed out and closed properly every nightly to alleviate errors and allow for updates.**



ADDING A NEW USER TO MOSAIC

[Do you have staffing changes and need to add users to Mosaic?](#)

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TRAINING NEW STAFF MEMBERS

[Do you need materials and help training new staff members?](#)

Page 2



TROUBLESHOOTING DAILY SALES AND REPORTS

[Terminology and tips for troublesome Daily Reports](#)

PAGE 3 & 4

THE AUTOLOAD TO LEVEL 0 WILL START WEDNESDAY NIGHT

NYS-Level 0

New York State Education Dept. - Level 0

CAFE TEAM

Sally King
Specialist

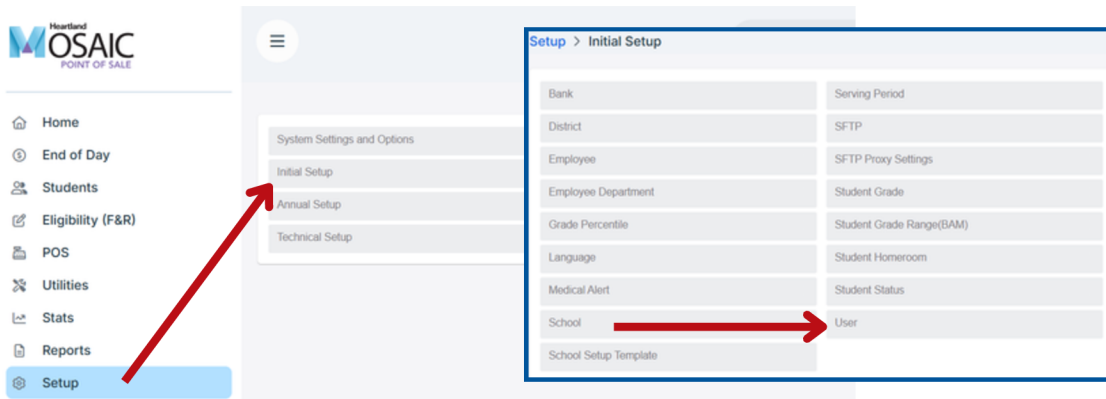
Sparkle Keys
MCDSS

Sandy Richmond
Application Support

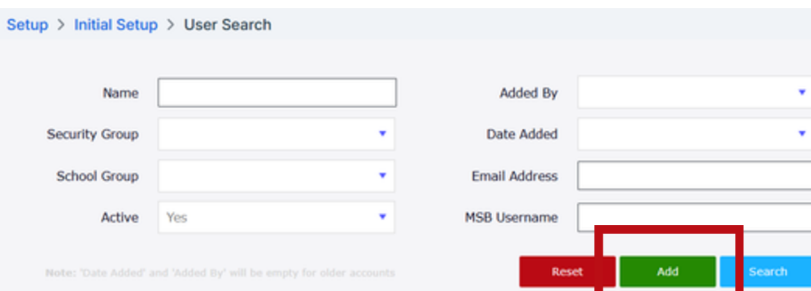
Arie Wattara
Application Support

Mindy Gigantelli
Coordinator, Cafe Systems

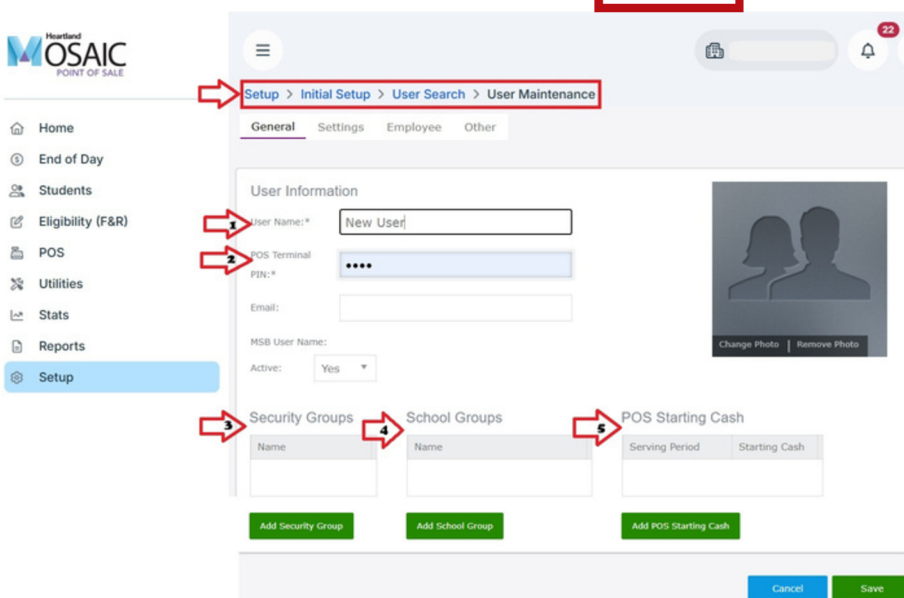
ADDING A USER IN MOSAIC



- Log into MOSAIC
- Click Setup
- Click on Initial Setup
- Click on User



To add a new MOSAIC user, click on the green Add button



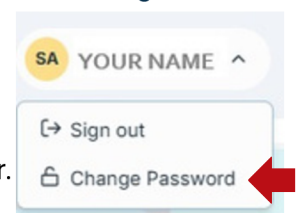
You will

- create the Username,
- a temporary Password,
- enter the user email address,
- Add Security Group(s)
- and Add School Group(s).

If you are adding a cashier you have the option of adding a starting cash to their access. When finished you will click on the green SAVE button.

If you are adding a Mosaic Web User add their school email and MySchoolBucks MSB will need to be linked at first login.

Remind the user to change their Password the first time they log in. They should change it to something with at least one number and capital letter.



TRAINING NEW STAFF

Let us know how we can help!

- Telephone and email support
- Onsite or remote training and training material
- Step by step assistance with Direct Certification
- Reports Training and review



We provide ongoing guidance for best practices!

Call the Cafe Systems Team 716-821-7050

HOURS: MONDAY - FRIDAY 7am-4pm

Email the Cafe Team tscafesupport@e1b.org

Cashier
Cafe Manager
Business Official
Treasurer
Reporting/Letters
Applications

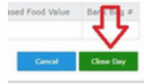
and more

The most common cause of incorrect numbers on Close Day reports occurs when the close day process has not been performed correctly or needs to be run again due to additional sales being recorded.

From the left-hand navigation bar, click **End of Day** > click **Close Day**.

In the section of the window entitled Close Day-Today click the blue hyperlink for today's date.

1. Click Close Day.
2. Re-run the report.



Close Day - Today				
Serving Date	School	Status	Unreconciled Terminals	Reopened By
10/27/2025	T. Jefferson Elementary	Open	0	

Missing POS Sales

Perform the following procedure if your reports do not include all POS sales.

Note: The most common cause of incomplete POS sales occurs when one or more of the POS Serving Lines did not close the day properly or entered offline mode during a serving period and internet connectivity has not yet been restored.

1. Contact someone at the school who has access to the POS Serving Line.
2. Ask them to open the POS Serving Line application and check at the top left corner for a red circle with a line through it.
3. If they see the red circle, that means there is no internet connection.
4. The school's network I.T. department will need to be called to restore the connection.
5. After the connection is restored, launch the POS Serving Line application and close it again.
6. Perform the close day process in the Mosaic web.
7. Re-run the report.



Perform the following procedure if the Daily Sales report reflects a shortage or overage.

Note: The most common cause of this is an entry error made at the POS Serving Line.

Examine the three values below on the Daily Sales report.

- **System:** The calculated amount that should be in the drawer, according to the information entered at the POS Serving Line. (POS Sales)
- **Declared:** The amount of money counted in the drawer by the cashier. (Cashier Reconciliation)
- **Actual:** The amount of money entered on the Close Day screen when completing the close day process (Bank Deposit).

Over/Short Daily Sales Report

What to do if the dollar amount in the System field is less than the Actual or Declared?

Note: This is an Overage and means that according to the data entered at the POS Serving Line, there were fewer dollars worth of sales entered at the POS Serving Line compared to the dollar amount counted in the drawer or deposited in the bank. It can be very difficult to track down an overage.

What to do if the dollar amount in the System field is higher than the Actual or Declared?

Note: This is a Shortage and means that according to entered information at the POS Serving Line, there were more dollars worth of sales compared to the dollar amount counted in the drawer or deposited in the bank.

What to do if there is an incorrect value in the field entitled Actual (Deposit Amount)?

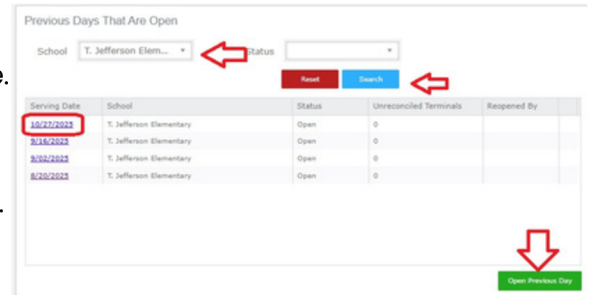
1. From the left-hand navigation bar, click End of Day.
2. Click Close Day.
3. Click the blue hyperlink for today's date.
4. Enter the amount of money that will be taken to the bank in the field named Actual Deposit.
5. Click Close Day.
6. Re-run the daily sales report.

Close Day Information					
Serving Date: 10/27/2025					
Cashiers					
Serving Date	Name	User	Reconciled		
10/27/2025	Breakfast	Arie Wattara	<input checked="" type="checkbox"/>		
Attendance					
School	Enrollment	Attendance %	Attendance #	Labor Hours	Comment
G. Washington ...	59	94	56	0	
Deposit					
Serving Period	Actual Deposit	Commodity Food Value	Purchased Food Value	Bank #	
Breakfast	\$0.00	\$0.00	\$0.00		
<input checked="" type="checkbox"/> Generate Close Day Reports					
				<input type="button" value="Cancel"/>	<input type="button" value="Close Day"/>

Common Troubleshooting Steps

The Declared Amount is over/under (Cashier Reconciliation Amount).

- Recount cash drawer money collected.
- If a change is needed, you can make changes in Mosaic Web.
- On the left-hand navigation menu, click End of Day. Then click Close Day.
- Select the open serving date where changes are needed.
- Click the blue serving date hyperlink for the cashier whose deposit you wish to change.
- Change the deposit amount as needed and click Save.
- Click Close Day.
- Display the Daily Sales report again to see the changes made.



The Actual Amount is over/under (Amount being deposited)

- Recount cash drawer money collected.
- If a change is needed, you can make changes in Mosaic Web.
- On the left-hand navigation menu, click End of Day.
- Click Close Day.
- Select the open serving date where changes are needed.
- Update the actual deposit amounts as needed.
- Click Close Day.
- Display the Daily Sales report again to see the changes made.

What does it mean if my deposit is short?

This typically means a sale was processed in Mosaic, but the money was not collected, or it was miscounted. It also could mean that the starting cash was not included in total count.

Deposit

Serving Period	Actual Deposit	Commodity Food Value	Purchased Food Value	Bank Bag #
Breakfast	0	\$0.00	\$0.00	

Generate Close Day Reports

Cancel Close Day

How can I see which cashier is over/short for the day?

The Daily Reconciliation Report will give over/short details for each cashier.

I had to make changes to transactions for the day, but the changes are not reflected in the report.

- Close day must be run again to reflect any changes.
- On the left-hand navigation menu, click End of Day.
- Click Close Day.
- Select the open serving date where changes are needed.
- Click Close Day.

Close Day Information
Serving Date: 10/27/2025

Cashiers

Serving Date	Name	User	Reconciled
10/27/2025	Breakfast	Arie Walters	<input checked="" type="checkbox"/>

Attendance

School	Enrollment	Attendance %	Attendance #	Labor Hours	Comment
G. Washington ...	59	94	56	0	

Deposit

Serving Period	Actual Deposit	Commodity Food Value	Purchased Food Value	Bank Bag #
Breakfast	\$0.00	\$0.00	\$0.00	

Generate Close Day Reports

Cancel Close Day

Use The Transaction History Report To Find Errors

1. From the left-hand navigation bar, click **Reports > Sales > Daily Reconciliation Report**
1. Select the desired **School, Date and Serving Period**.
2. Click Display Report.
3. Scroll down to find the individual User who was over.
4. From the left-hand navigation bar, click Reports once more.
5. Click **Sales > Transaction History Report**
6. Select the desired **School, Serving Period, Start Date, End Date and User**.
7. Click Display Results.

Scroll down the list of all the transactions for the day and look for any transactions that may have been made in error. Specifically check the following:

- Was a wrong quantity of items entered? Example: A student bought several items, but it was only rang up as a single item.
- Was a bulk transaction entered wrongly?
- Was a check entered as a tender type for a transaction instead of a deposit? This will show on the report as a large dollar amount being tendered, yet the student's End Balance does not increase.
- Was a wrong quantity of items entered? Example: A student bought 1 item and paid with \$5.00 but the cashier accidentally hit the 5 first, so rang up 5 items instead of 1.
- Was a bulk transaction entered wrongly?
- Did a cashier take a larger denomination of money, such as a \$20.00, yet only tender change for \$10.00?
- **Once the errors are found, they can be resolved either at the POS Serving Line or in the Mosaic web under End of Day > Review Transactions.**