

CAFE SUPPORT NEWSLETTER

AUGUST 2026

What Happen in the Summer?

Summer is a time for cleaning, maintenance and planning in Mosaic. Here is a sample of what is happening:

Computer System Upgrades for Windows and Mosaic software

Grade Progressions

Student Management imports (eSchoolData and PowerSchool) are stopped so the SMS, Student Management System Teams, can advance student grades, homerooms, and more.

MSB (MySchoolBucks) Auto replenish and MSB Stores are turned off for the Summer. Stores will be **turned back on September 1, and auto replenishments on September 10th.**

Building Maintenance and Setup Changes

Please Email tscafesupport@elb.org with any changes to your buildings, grades and/or systems to ensure MOSAIC functionality the first day of school.

Review of End of Year (EOY)

The MOSAIC EOY file with Reports are reviewed by your Business Office.

Summer Service

If your district has operated a summer service using Mosaic and you have not scheduled an End of Year, please contact [TS Café Support](#) to partner and complete the MOSAIC EOY process.



Student Management Imports are Turned Off

The Student imports in Mosaic will be turned back on once Rollover or Bitflip (grade progressions and data maintenance) have been completed in the SMS. Until such time, there are no Direct Certifications that are completed during the summer.

Once the Start of Year has completed in Mosaic and a new Nightly Student Import is started, the first Direct Certification can be ran for 2026/2027 school year.

The best practice is to run 2 Direct Certifications before Beds Day (Oct 7) to ensure accurate reporting.

Important Dates

- Labor Day September 7, 2026
- BEDS DAY October 7, 2026
- CEP April 1, 2026



**POS
Training
Mode**
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**SOY
Start
of Year**
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[TSCAFE Website](#)



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Start of Year 2025/2026

Start Of Year Tasks in MOSAIC begin once the Student Data has rolled/flipped from 2025/2026 to the 2026/2027 School Year
Tasks include:

- Update District Contact Information
 - Product Pricing and Menu Configuration
 - User And Security Groups

During Start of Year confirm any Staffing Updates in MOSAIC, additions and removals (User name, email if required)
 - Student Applications and Eligibility Letters
 - Imports and Scheduled Tasks

(WNYRIC Café Tech Team)
 - POS (Point of Sale) Equipment Tasks

Test all POS and manager computers – turn on, log in and review students to ensure the POS building and grades are correct.
- *Remember Training Mode** see page 3

Watch for your Cafe Support email to set a time to partner 1:1 and complete the task list!



SOY ONLINE EVENT REGISTRATION

Click on the link to register for one of the SOY information sessions led by the Cafe Support Team. A Q&A session will be at the conclusion.

- Aug 11th 10:00AM - 11:00AM
- Aug 12th 1:00PM - 2:00PM

This is not in place of our 1:1 SOY meeting, it is for those who want to understand more about starting your year off with the Mosaic POS.

Questions?

Are you new to your position or have questions on your Mosaic Software? Contact us today!
Are you training new staff and need training material or support? Contact us today!

tscafesupport@e1b.org

716-821-7050

Monday - Friday
7am-4pm

SNAP

School districts, charter schools and non-public schools operating as SFAs must develop and implement procedures designed to inform low-income households about the availability and eligibility requirements for SNAP and the process to enroll in SNAP for the purpose of maximizing direct certification for free school meals.

We have included a few links below.

[USDA SNAP](#)
[Hunger Solutions](#)

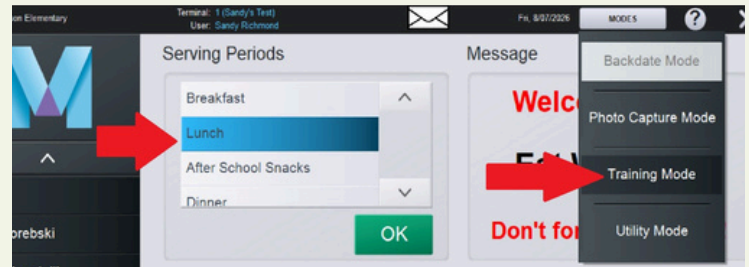


Western New York Regional Information Center (WNYRIC) delivers future-focused educational technology support, resources, and solutions to over 100 school districts. Through technology integration, data, cybersecurity, and instructional support, our experienced team creates innovative and interconnected learning environments to maximize the quality of instruction.

MOSAIC POS “TRAINING MODE”

You also can do a refresher with Cashiers on the POS using the **Mosaic Training Mode**. Training mode allows a cashier to log in and practice within the Point of Sale Serving Line software without any data being recorded within the database as live data.

- **Log In** Using Your User Name and Password
- **Select a Serving Period and go directly to MODES (in the upper right)**
- Select **Training Mode**.
- Select Yes to start a new training database.



- You will then be presented with a confirmation prompt to verify the Serving Period that you had previously selected. Confirm the Serving Period by pressing Yes or press No to exit out to select another Serving Period.
- Using the Number Pad, enter the correct amount of starting cash you wish to start with for the selected Serving Period.
- Once the correct starting cash has been entered, press Enter at the bottom of the Number Pad.
- Next, you will be prompted to verify the starting cash amount that was previously entered. Press Yes to confirm the amount is correct or No to change the amount of starting cash that was entered.
- The Transaction Ready Screen will now be displayed where the cashier can practice with Point of Sale Serving Line without recording any data.

ALERT – TRAINING MODE ... Transactions Will Not Be Recorded!!! – ALERT



(Note: A banner displays at the top of the Transaction Ready screen notifying the Cashier that they are in Training Mode. **If the Cashier does not see the banner, all data performed will be recorded as live data and daily sales. Training Mode needs to be selected with each log in for training. Tip: Student picture will not show in Training mode and you will see the Alert)**

Cafe Support Team

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- Mindy Gigantelli mgigantelli@e1b.org
- Sally King sking@e1b.org
- Sparkle Keyes skeyes@e1b.org
- Sandy Richmond srichmond@e1b.org
- Arie Wattara awattara@e1b.org

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Cafe Support Services

- MOSAIC POS, MOSAIC BOH, Meal viewer, and MySchoolApps support
- Remote Training for your District
- Start of Year and End Of Year Partnership
- Support for BEDS and CEP exports for your District (File retention is now 5 days)
- Partnering with us at E1B Café Support to do tasks, review reports, answering questions