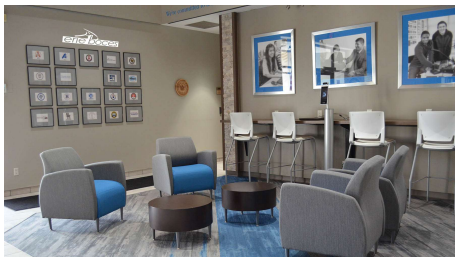




1

TS Café Support Team



Our Team

- Mindy Gigantelli, Coordinator
- Sally King, Specialist
- Sparkle Keys, MCDSS
- Sandy Richmond, Application Support Representative
- Arie Wattara, Application Support Representative

Support Hours: 7 am – 4 pm
Email: tscafesupport@e1b.org



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2

Welcome to the New School Year in MOSAIC

Agenda:

- Service Updates and Reminders
- MOSAIC Navigation Question Mark for Information
- Review of Announcements
- Review What Happens to Start A New Year in Mosaic
- Task List Overview
- Best Practice Overview
- Q and A



3

New Cafeteria Systems Resources

The Cafeteria Systems has two new resources to support and answer your questions

- Resources links & Newsletter
- Our Café System's Website

4

Service Updates and Reminders

- MOSAIC POS, MOSAIC BOH, MealViewer, and MySchoolApps support
- Training material for your District including remote training
- Start of Year and End Of Year Partnership
- Support for BEDS and CEP exports for your District
- Partnering with us at E1B Café Support to do tasks, review reports, answering questions



5

Review of the Resource Center In Mosaic



Sign in with MySchoolBucks

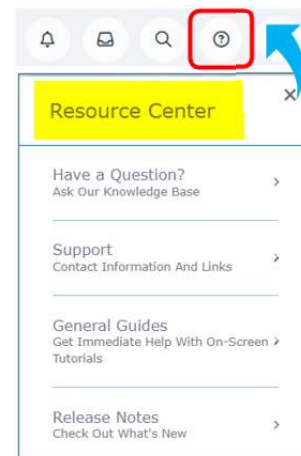
Open an Internet Browser
Select your MOSAIC Website and
Log in with your MySchoolBucks
(MSB) credentials using the
blue log in button.

The Resource Center can be accessed
at the Question Mark in the upper right corner.



There you can find:

- Common Knowledge Articles
- On-Screen guidance for some tasks
- Latest News
- Guides
- Software Updates and What's New



For Support you will always contact TS Café Support Using tscafesupport@e1b.org

6

What is MOSAIC Start of Year (SOY) and who is going to do the tasks?



Start Of Year Tasks begin once the Student Data has rolled/flipped from **25/26 to the 26/27** School Year

Tasks include:

- Product Pricing and Menu Configuration
- User and Security Groups
- Application and Eligibility
- Imports and Scheduler Tasks
(WNYRIC MOSAIC Café Tech Team)
- POS (Point Of Sale) Equipment Tasks

Cafe Support will send out emails and updates and Partner with you to complete SOY.



7

Review Start of Year Guides

Heartland
SUPPORT CENTRAL

Home Product Documentation Support Q Search...

POINT OF SALE - MOSAIC POS - E1B/1B FOR MOSAIC

Start of Year Process in Mosaic POS
Views: 1481

The Mosaic Start of Year (SOY) process prepares your district by reviewing settings, updating prices and reimbursements, validating student imports, and ensuring POS readiness. Complete these tasks before the first day of school when possible.

Before You Begin

Complete these tasks before completing Start of Year:

- Verify your Student Information System (SIS) has rolled over.
- Complete the MySchoolBooks Start of Year process, if needed.

Start of School - System Setup Tasklist

Review and update the items below before students return. The Tasklist provides a checklist and links to each task, and records completion by user and timestamp.

- From the left-hand navigation menu, click Utilities.
- Select Close Year / Start Year.
- Select Tasklist.
- Click Start of School - System Setup Tasklist.
- Track completed tasks by selecting the checkboxes. Completed By and Completion Date are recorded automatically.

Update Student Letters

- From the left-hand navigation menu, click Students.
- Click Student Letter Setup.
- Click a letter to modify.
- Make updates.
- Click Save.

Still Need Help? Click Here To Submit A Case

Related Articles

- End of Year Process in Mosaic POS 2,25K
- NuLink POS Serving Line - Start of School Readiness - Cashier Guide 2,25K
- WebSMART End of Year and Start of Year 3,88K
- MOS BULK - End of Year/Start of Year Instructions 1,34K
- MSB Accounting - Recapturing - Update Students for New School Year with Dr. Download Annual Update 1,75K

Support

Help Resources

- Knowledge Articles**
- User CL Help

Online Training Videos

Click here for the MOS University Log-in >

Sign up for free online training videos! Copy this code: **MosaicDIY** and then click here!

Click the ? Icon, click Support, click Knowledge Articles and key in **MOSAIC SOY** in the Search box.

Hover over the SOY link to review the Info or click the URL link to open the full article.

Each item is step by step; should you need assistance or wish to partner with E1B Café Support email us at tscafesupport@e1b.org



8

Task List Overview

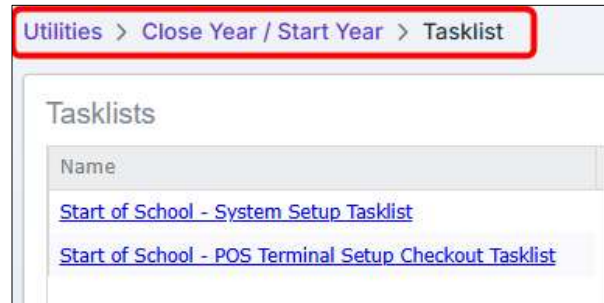
Together with your TS Café Support Representative you will access the Task List for Start of Year:

1. Click on Utilities
2. Click on Close Year/Start Year
3. Click on Tasklist

4. System Setup Task list – as

each task is completed you will

check it off.

☒ Update Non-discrimination Statement


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9

Task List Overview – POS Terminal Setup

Utilities > Close Year / Start Year > Tasklist > Tasklist Maintenance			
Start of School - POS Terminal Setup Checkout Tasklist			
Task Name	Go To	Completed By	Completed Date
☒ Review POS Terminal Setup Report	Reports > Other > POS Terminal Setup Report	User Name	mm/dd/yyyy 01:00:00 PM

You may choose to work with your District Tech to review the POS Report as well as testing of each POS machine. If there are any issues or questions, please email our team tscafesupport@e1b.org and we will create a ticket for our E1B MOSAIC Café Tech's to work directly with your District Tech to resolve them.

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10

Best Practice Overview for Reimbursement Rates

Setup > Annual Setup > Reimbursement Rate Search

Reimbursement Rate Search

Name

21-22 SSO

Federal

State

USDA

Add Reimbursement Rate

To access and set up your Reimbursement Rates for the School Year:

1. Log in to MOSAIC
2. Click on Setup > Annual Setup > Reimbursement Rate
3. Click **Federal** (adjust rates accordingly)
4. Click **State** (adjust rates accordingly)
5. Click **USDA** (adjust rates accordingly)

To obtain the **2026-27 School Year**
<https://www.cn.nysed.gov/content/2026-2027-school-year-reimbursement-rates>

OR

Search Reimbursement Rates go to:

<https://www.cn.nysed.gov/>

NYS Child Nutrition and click on Search
 Key in **Reimb** and the search will bring up a list
 to the left to select **2026-27**

CHILD NUTRITION Management System Log In

Management Companies Civil Rights Training Search

Search by title

Reimb

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11

Best Practice Reimbursement Rates (cont'd)

When working on your Rates you will need to know your District's approved **NYS Information**:

Severe Need (Breakfast), Less or More 60% (Lunch)

PBR + .09 cents, 30% Initiative

Afterschool Snack Program Did you Apply ?

Were you approved?

**Performance-based cash reimbursement (PBR) is 9 cents.*

Reimbursement Rates by Student Status

Serving Period:* Breakfast

Meal Equivalent:* 0.6666

Status Name Non-Severe Need Severe Need

Reimbursement Rates by Student Status

Serving Period:* Lunch

Meal Equivalent:* 1

Status Name Less than 60%¹ 60% or more¹

30% NYS Initiative State Subsidy

Standard Counting and Claiming & Provision 2 Schools	Community Eligibility Provision (CEP) Schools
--	---

Afterschool Snack

Standard Counting and Claiming & Provision 2 Schools	Community Eligibility Provision (CEP) Schools
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12

Best Practice Reimbursement Rates (cont'd)

<https://www.cn.nysed.gov/content/provision-2-base-year-income-eligibility-guidelines-application-and-related>

The link provided above takes you to the NYS Child Nutrition page listing the various items your District can use as Templates to post information on your Website, **edit and update your MOSAIC Letters.**

Check back frequently for updates and changes for this school year including information on **Universal Meals.**

From: Child Nutrition Program Administration
Date: Thursday, May 7, 2026
Subject: 2026-2027 Provision 2 Base Year: Income Eligibility Guidelines, Application, and Related Information

This memorandum announces the Provision 2 Base Year Income Eligibility Guidelines for the 2026-2027 school year and provides each School Food Authority (SFA) with the forms and guidance needed to process applications for free and reduced-price meals.

USDA Eligibility Manual for School Meals

The USDA Eligibility Manual for School Meals provides comprehensive information on the federal requirements, policies, and procedures for establishing eligibility in the Child Nutrition Programs. This is intended to help School Food Authorities (SFAs) accurately determine, certify, and verify children's eligibility for free and reduced-price school meals and free milk.

2026-2027 School Year Income Eligibility Guidelines

SFAs must use the 2026-2027 School Year Income Eligibility Guidelines to approve free and reduced-price income applications for school meals. These guidelines are family-size income levels prescribed annually by the Secretary of Agriculture for determining eligibility for free and reduced-price meals and free milk.

NYSED Provision 2 Base Year: Eligibility Prototype Documents

[Click here for a PDF printer-friendly version of all documents.](#)

Free and Reduced Price Income Application and Application Fact Sheet (English)

Word | PDF

Other Language Applications

Public Announcement

Word | PDF

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13

Best Practice- Logging Off POS and Web

- After your Meal Service is complete: Log Out, Reconcile and Close Meal, then Exit Mosiac

Do NOT Click X to Log Out.

The screenshots illustrate the correct sequence of actions for logging off the MOSAIC system:

- Log out?** Screen: "Are you sure you want to log out?" with "Yes" and "No" buttons. The "Yes" button is highlighted with a red box.
- Close out?** Screen: "Do you wish to Close Lunch?" with "Yes" and "No" buttons. The "Yes" button is highlighted with a red box.
- Select a Reconciliation Type** screen: A table showing reconciliation options:

Reconciliation Type	Amount
Cash	\$20.00
Checks	\$0.00
Credit Cards	\$0.00
Complete	\$20.00
Total Expected Over Amount	\$20.00

 The "Complete" button is highlighted with a red box. A callout bubble points to the "X" icon in the top right corner, stating "Do NOT Click X to Log Out."
- Exit?** Screen: "Do you wish to exit the program?" with "Yes" and "No" buttons. The "Yes" button is highlighted with a red box.
- Welcome Back** screen: "Eat Well and Don't forget your milk!"

- Sign Out (Logout) of your MOSAIC Website at the end of the day

The screenshot shows the MOSAIC website interface with the user "SK sking@e1b.org" logged in. The "Sign out" button is highlighted with a red box and a hand cursor icon.



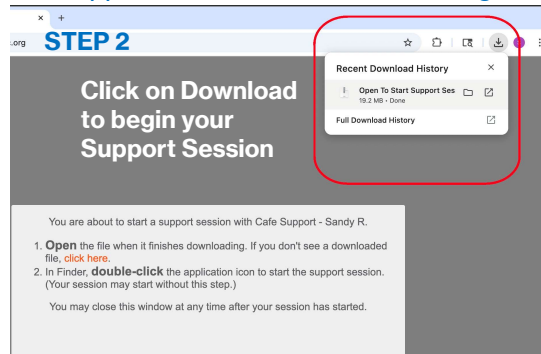
Signing out Daily will ensure updates are applied and cache is refreshed. It will help transactions and reports to load quickly and accurately.

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14

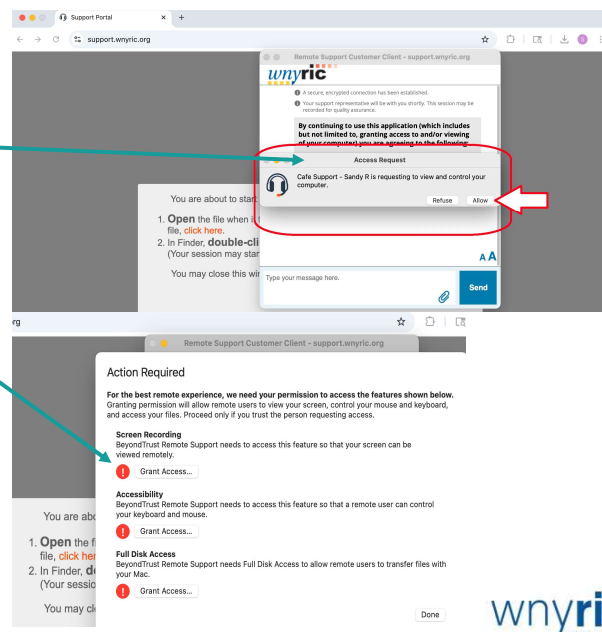
A Remote Session with Café Support

- Open a new Internet Browser Window and at the top type **support.wnyric.org**
- Click on you Café Support Representative
- A support Session Download will begin



15

- An Access Request box will pop up
- Click Allow
- Also - Grant Access if needed



16



From the 1st Day of School to Summer to the Last Day, our Support Team is by your Side.
tscafesupport@e1b.org

A copy of this PowerPoint will be sent out after our meeting has taken place.



17



**Thank you
for your time
today**



18