



## End of Year Instructions

May, 2018

**Heartland**

*A Global Payments Company*

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## Before You Begin

Before you begin, make sure that all students and adults are in the correct grade prior to starting these procedures. If they are in incorrect grades, they will move up to the next grade regardless of the correct grade. If they are not in a grade, they will not be affected by grade increases. For graduating students, use the Grade called **Graduate**. Use the School **Graduate** as the school for students exiting the school system this year.

The Eligibility Carryover Expiration is normally 30 School Days. The applications will actually roll over on the morning of the date you enter. Please allow for this when selecting the temporary Expiration Date if desired.

**Important:** End of Year procedures must be done from the server where Mosaic is installed (Non-hosted Only).

## MySchoolBucks End of Year Instructions

### Online Payments Customers Only

Perform the following End of Year procedure if your district uses MySchoolBucks for online payment processing.

**IMPORTANT:** Please read the following section in its entirety before attempting the End of Year procedure. It is important that you complete the process in the order listed below as some actions are required and others are suggestions.

## Frequently Asked Questions

### When should I run my End of Year process?

Running the MySchoolBucks End of Year process is recommended prior to completing any End-of-Year procedures in Mosaic.

### Is there anything I should do prior to running the process?

Yes.

- It is recommended you inform end-users/parents the last day the district will be accepting funds, your district's refund policy, a reminder to turn off automatic payments for their account if a student has graduated or is leaving the district, and suggest they review their automatic payment amounts.
- Ensure students who will no longer attend school for the upcoming school year are inactive in your POS system.  
**Note:** If a student is not returning, but has a credit on their account and is due a refund, it is recommended that you inactivate the student.
- Import any payments from that have not yet posted.
- Establish Special Dates for non-payment periods.
- Issue refunds via your POSsystem.

### What should I do if I am unsure how to proceed?

In the event you have any questions or are unsure how to proceed before or during this process, it is recommended that you call 1-800-803-6755 or contact MSB Support for assistance.

## Update Dashboard

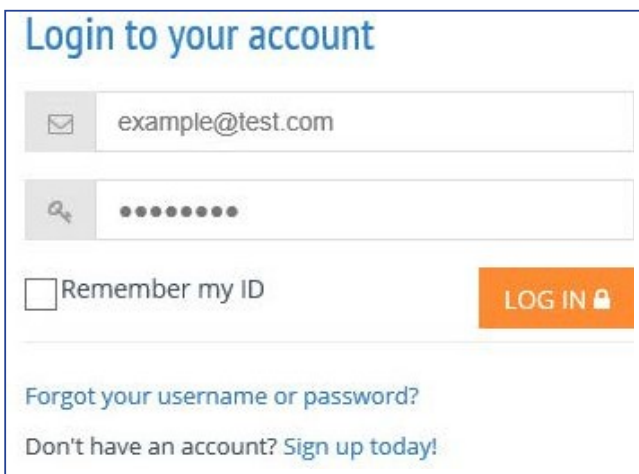
Two weeks before the end of the school, update the Dashboard on the MySchoolBucks website to inform parents of the following:

- The last day you will be collecting lunch funds.
- Your district's refund policy.
- A reminder to turn off all automatic payments on their account for graduating students or students leaving the district.
- Review automatic payment amounts.

As students are promoted to different grades or schools, it is important to remind parents that students' meals may be a higher price, so they may want to revisit the automatic payment amounts to accommodate the change in meal prices.

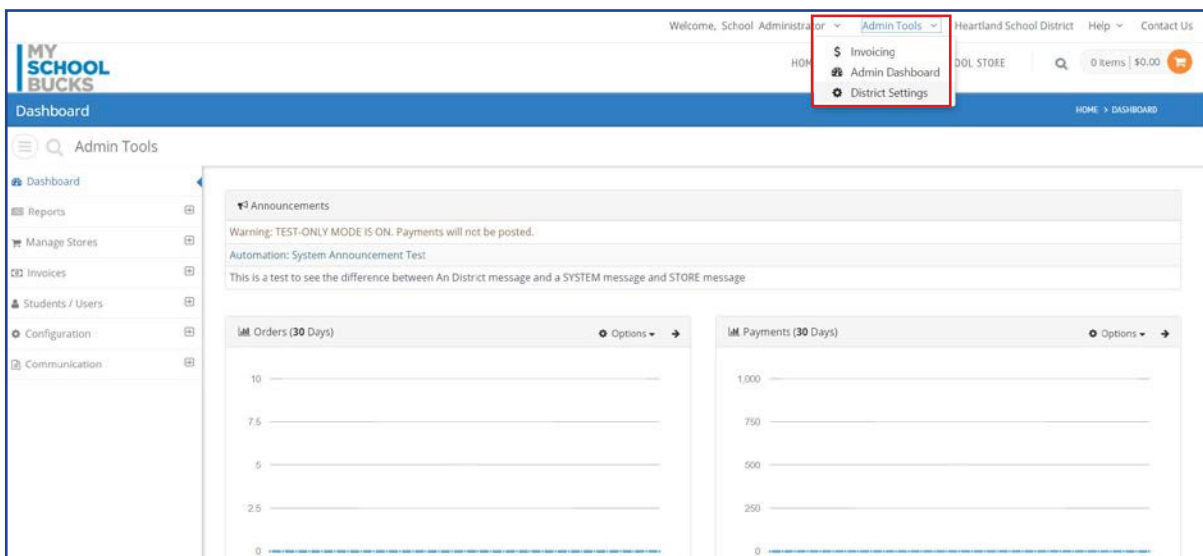
Perform the following procedure to update the Dashboard.

1. From the MySchoolBucks.com home page, enter your District Administrator login information and then click **LOG IN**.



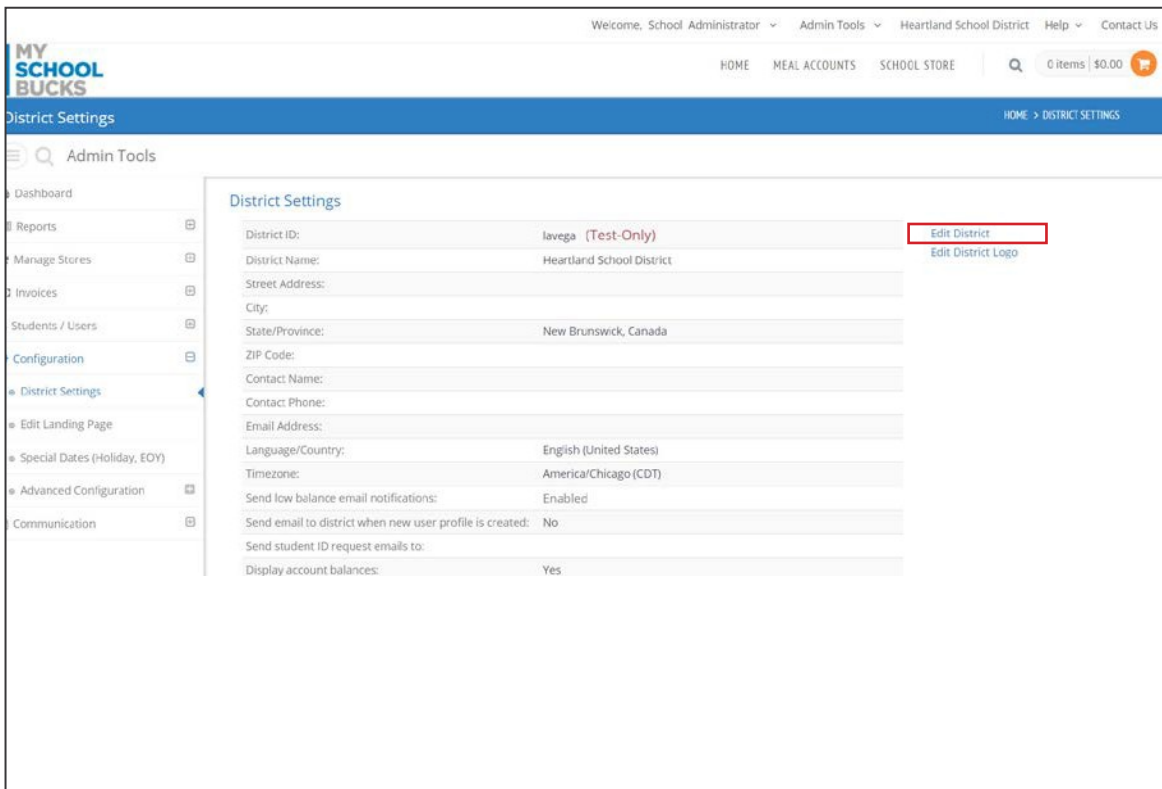
The screenshot shows the 'Login to your account' page. It features a text input field for an email address containing 'example@test.com', a password field with masked characters, a 'Remember my ID' checkbox, and an orange 'LOG IN' button with a lock icon. Below the login fields are links for 'Forgot your username or password?' and 'Don't have an account? Sign up today!'.

2. From the **Admin Tools** menu, select **District Settings**.

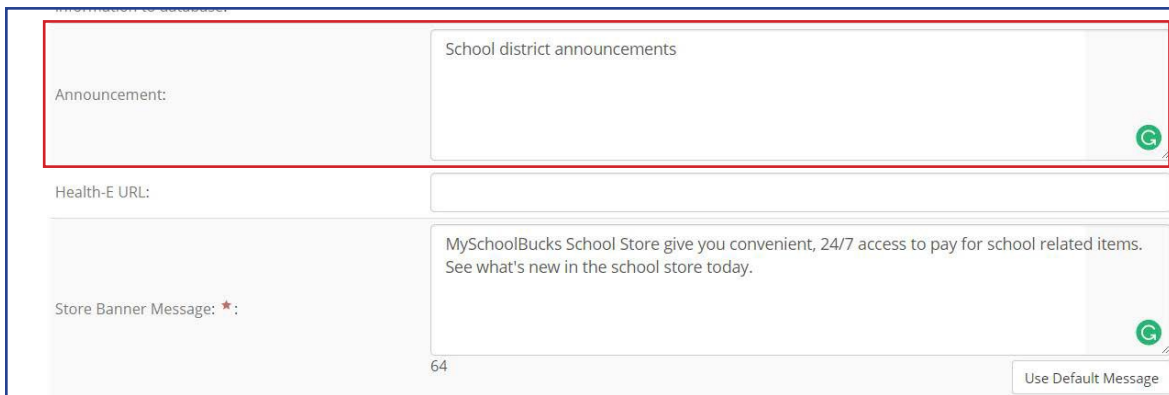


The screenshot displays the MySchoolBucks Admin Tools interface. The top navigation bar includes 'Welcome, School Administrator', 'Admin Tools', 'Heartland School District', 'Help', and 'Contact Us'. The 'Admin Tools' dropdown menu is open, showing options for 'Invoicing', 'Admin Dashboard', and 'District Settings', with 'District Settings' highlighted by a red box. The main dashboard area shows a left sidebar with 'Admin Tools' selected, and a central content area with an 'Announcements' section containing a warning about test-only mode and a system announcement test. Below the announcements are two line graphs: 'Orders (30 Days)' and 'Payments (30 Days)', both showing zero activity.

3. Click **Edit District**.



4. Type the information in the **Announcement** section regarding the last day you will be accepting payments, your school's refund policy, a reminder to turn off or review automatic payment amounts, etc.



5. Click **Update** to save the information.

The screenshot shows a settings form with the following fields and options:

- Timezone: America/Chicago (CDT)
- Send low balance email notifications: Enabled
- Send email to district when new user profile is created:
- Send student ID request emails to:
- Display account balances:
- Add Student Policy: Require school and name, plus birthdate OR student #
- Enforce Full First Name Matching to Add Student Policy:
- Allow parent to add new student enrollment information to database:
- Announcement: Welcome! Reminder - The last day we will be accepting payments for the school year is June 15. If you have a credit and requested a refund, checks will be mailed no later than July 15th. (This text is highlighted with a red box in the image)
- Health-E URL:
- Store Banner Message: \*: MySchoolBucks School Store give you convenient, 24/7 access to pay for school related items. See what's new in the school store today. (This text is highlighted with a red box in the image)

At the bottom right, there are two buttons: "Cancel" and "Update". The "Update" button is highlighted with a red box in the image.

## Import Pending Payments

To ensure all pending payments have been pulled from the POS serving lines.

1. Click **End of Day** in the left-hand navigation bar.
2. Click **Close Day**.
3. Verify all serving dates are reconciled. If not, ensure they are reconciled and then click **Close Day**.



## Special Dates

Please review the [MySchoolBucks End of Year Process](#). Completing this process will ensure that manual or scheduled payments setup by the parents will stop during the summer break.

The Special Dates feature might be used if:

- Your school district does not wish to receive online payments over the summer.
- Nutrition server will be turned off over the summer (if server is off, balances will not update after payments are made).
- Nutrition Server migration to a new server.

If you have any questions or need additional assistance, feel free to MySchoolBucks Admin Support for additional assistance at [adminsupport@myschoolbucks.com](mailto:adminsupport@myschoolbucks.com) or 800-803-6755 Option 2.

## Refund Student Balances

Provide refunds for students in accordance with your district's refund policy, especially for graduating seniors and students leaving the district.

**Note:** Please do not refer parents to contact the MySchoolBucks support team for refunds. MySchoolBucks does not retain any funds on behalf of the district.

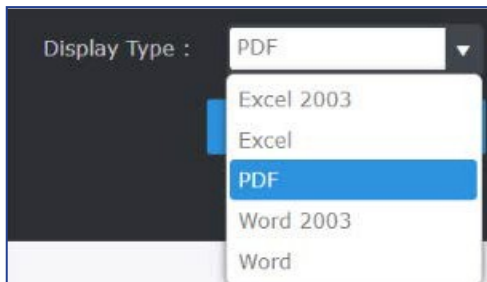
## Create a Folder for Archiving Reports

1. On the Desktop, right-click the background of your desktop.
2. Select **New > Folder**.
3. Give the folder the name “Mosaic EOY Year 2018”. This is where you will archive and save the pre-end of year reports.

## Exporting and Saving Reports

The following steps are used to archive reports to the previously created folder.

1. From the Display Type drop down, select **PDF**.
  - a. If you are archiving Student Listing select **Excel**.



3. When prompted, save the file to the recently created folder “Mosaic EOY Year 2018”.

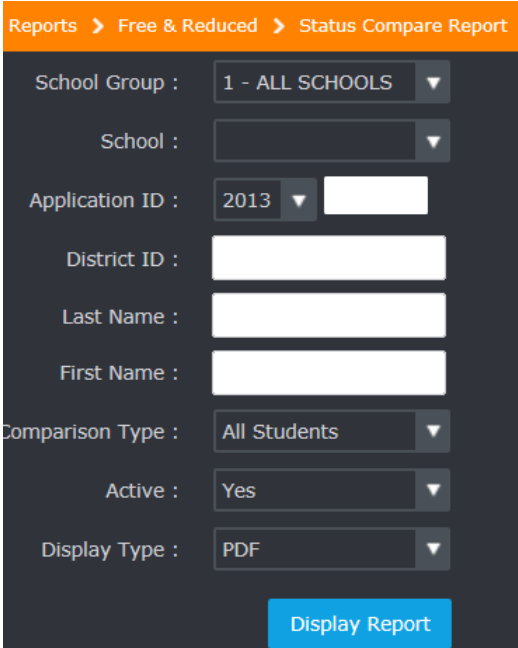
## Free and Reduced End of Year Preparation

The following steps are for the Free and Reduced module. If you are not using the Free and Reduced module, proceed to the Mosaic Student End of Year Preparation topic.

**Note:** In the following steps, when selecting a report, leave all report criteria set to the default settings and just change the Report Display type to Report Viewer.

### Print Status and Compare Report

1. Open **Mosaic** and login.
2. Click **Reports**.
3. Select **Free & Reduced**.
4. Select **Status Compare Report**.
5. Click **Display Report**.



The screenshot shows the 'Status Compare Report' form in the Mosaic system. The breadcrumb trail at the top reads 'Reports > Free & Reduced > Status Compare Report'. The form contains the following fields and options:

- School Group : 1 - ALL SCHOOLS (dropdown)
- School : (dropdown)
- Application ID : 2013 (dropdown) and a text input field
- District ID : (text input field)
- Last Name : (text input field)
- First Name : (text input field)
- Comparison Type : All Students (dropdown)
- Active : Yes (dropdown)
- Display Type : PDF (dropdown)
- A blue 'Display Report' button is located at the bottom right of the form.

This report should be empty before continuing. Before making any changes, print or save this report.

6. Name the report *BeforeEOY2018-Status-Compare-Report.pdf*.
7. Ideally, the Status Compare report would have no students listed. If the Status Compare report is blank, proceed to the Archive Free and Reduced reports topic. If the report is not blank, try to correct the mismatch using Applications and Student Maintenance before continuing. This report shows student statuses that do not match the application. It also shows students that are marked as Free & Reduced that are not on an application. Some districts may have a list of students that may show up intentionally.

## Archive Free & Reduced Reports

### Application Student Listing Report

1. Click **Reports**.
2. Select **Free & Reduced**.
3. Select **Application Student Listing**.
4. Change the Start Date to **7/1/2017**.
5. Change the Display Type to **Report Viewer**.
6. Click **Display Report**.
7. Print or save the report. Report name recommendation - *BeforeEOY2018-Application Student Listing.pdf*.

### Verification Collection Report

1. Click **Reports**.
2. Select **Free & Reduced**.
3. Select **Verification Collection**.
4. Change the Display Type to **Report Viewer**.
5. Click **Display Report**.
6. Print or save the report. Report name recommendation - *BeforeEOY2018-Verification-Collection.pdf*.

### Verification Collection Application Report

1. Click **Reports**.
2. Select **Free & Reduced**.
3. Select **Verification Collection Application**.
4. Change the Display Type to **Report Viewer**.
5. Click **Display Report**.
6. Print or save the report. Report name recommendation - *BeforeEOY2018-Verification-Collection-Application.pdf*.

## Verification Collection Result Report

1. Click **Reports**.
2. Select **Free & Reduced**.
3. Select **Verification Collection Result**.
4. Change the Display Type to **Report Viewer**.
5. Click **Display Report**.
6. Print or save the report. Report name recommendation - *BeforeEOY2018-Verification-Collection-Result.pdf*

## Verification Collection Student Report

1. Click **Reports**.
2. Select **Free & Reduced**.
3. Select **Verification Collection Student**.
4. Change the Display Type to **Report Viewer**.
5. Click **Display Report**.
6. Print or save the report. Report name recommendation - *BeforeEOY2018-Verification-Collection-Student.pdf*.

## Verification Selection

1. Click **Free & Reduced**.
2. Select **Verification**.
3. Click **View Verification Selection**.
4. Change the Display Type to **Report Viewer**.
5. Click **Display Report**.
6. Print or save the report. Report name recommendation - *BeforeEOY2017-Verification-Selection.pdf*.

# Mosaic Student End of Year Preparation

## Archive Student Reports

### Student Listing - Active Students

1. Click **Reports**.
2. Select **Student**.
3. Select **Student Listing**.
4. Change the Display Type to **Report Viewer**.
5. Click **Display Report**.
6. Print or save the report. Report name recommendation - *BeforeEOY2018-Active-StudentListing.pdf*

### Student Listing - Inactive Students

1. Click **Reports**.
2. Select **Student**.
3. Select **Student Listing**.
4. Change Active to **No**.
5. Change the Display Type to **Report Viewer**.
6. Click **Display Report**.
7. Print or save the report. Report name recommendation - *BeforeEOY2018-InActive-Student Listing.pdf*.

## Create a Backup

**Note:** Heartland **automatically** creates database backups for Mosaic Cloud customers. Please proceed to the Create a Folder for Archiving Reports procedure.

1. Open **Mosaic** and login.
2. Select **Utilities > Backup Database**.
3. In the Backup File name box, type and replace the day of the week with a specific name for the file. The file extension will be “.bak”.  
Example: C:\folder name\Central-BeforeEOY2018.bak
4. Click **Backup Database**.
5. Once the backup is created successfully, store it in a safe and easily accessible location, such as on a Network drive, a USB device, or on a CD.
6. If the backup does not complete successfully, *do not continue*. Contact Mosaic support for assistance.

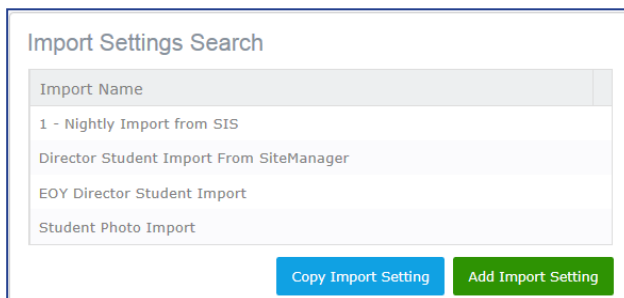
## Stop the Mosaic Scheduler (Distributed Model Only)

1. Click **Start**.
2. Click **Control Panel**.
3. Click **Administrative Tools**.
4. Select **Services**.
5. Locate and select **Mosaic Scheduler**.  
**Note:** At this point, the Status column will display “Started”.
6. Click **Stop** the service to stop Mosaic Scheduler.  
**Note:** Verify the Status column is blank.
7. Close the **Services** window.

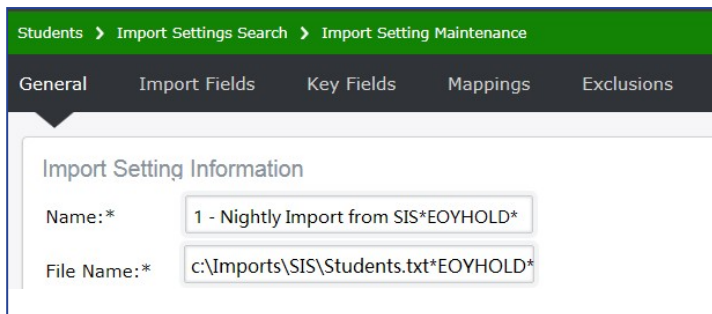
## Disable the Nightly Student Import

Skip this step if your district does not have a nightly import.

1. Click **Students**.
2. Select **Import Settings**.
3. Locate your district nightly import and select it. Normally, the nightly import is at the top of the list.



4. On the General tab, add “EOYHOLD” to the end of the Name and File Name.



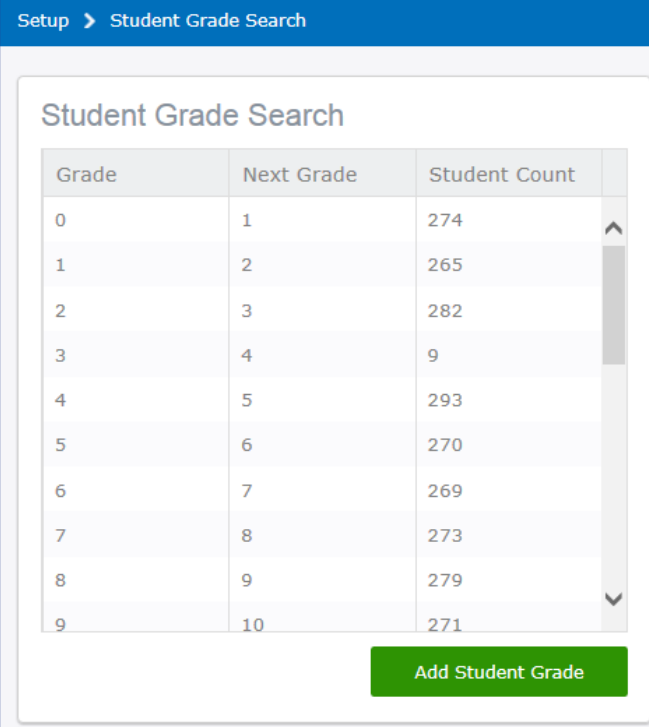
5. When finished, click **Save**.

Please contact Mosaic Support if you are unable to access or perform this step.

# Mosaic Student End of Year Setup

## Grade Progression Setup - District

1. Click **Setup**.
2. Select **Student Grade**.
3. Review the student grades table. The table includes the Grade and the Next Grade when applicable.
4. For each grade listed, verify and change the Next Grade, if needed. This is for the progression from grade to grade.
5. Click **Add Student Grade** to add a Grade and Next Grade if you notice any missing grades.

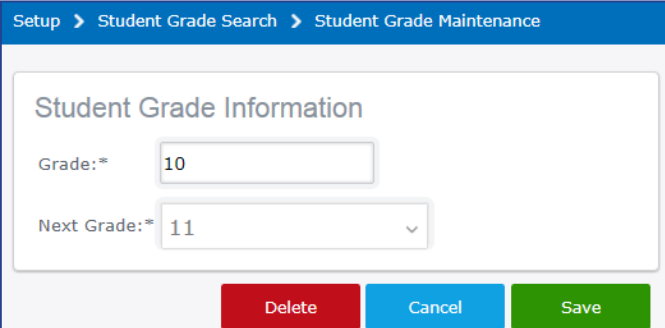


The screenshot shows the 'Student Grade Search' interface. At the top, there is a blue header with 'Setup > Student Grade Search'. Below the header is a white box titled 'Student Grade Search' containing a table with three columns: 'Grade', 'Next Grade', and 'Student Count'. The table lists grades from 0 to 9. Below the table is a green button labeled 'Add Student Grade'.

Grade	Next Grade	Student Count
0	1	274
1	2	265
2	3	282
3	4	9
4	5	293
5	6	270
6	7	269
7	8	273
8	9	279
9	10	271

**Note:** The grade "Graduate" is used for students graduating from the school at the end of this year. For example, if your district only goes to grade 6, then the Next Grade for 6 would be Graduate.

6. Type a grade in the **Grade** field.
7. Select a grade from the **Next Grade** drop-down menu.
8. Click **Save**.



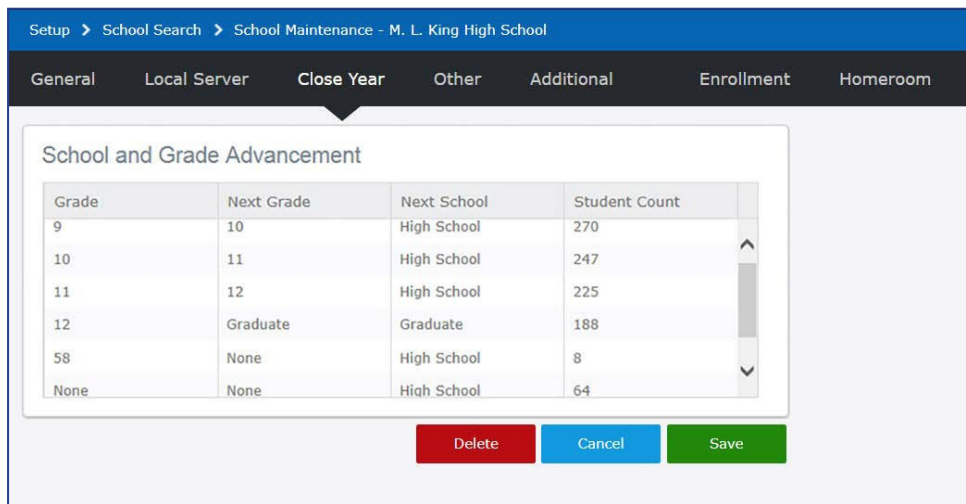
The screenshot shows the 'Student Grade Information' form. It has a blue header with 'Setup > Student Grade Search > Student Grade Maintenance'. The form contains two input fields: 'Grade:\*' with the value '10' and 'Next Grade:\*' with a dropdown menu showing '11'. At the bottom, there are three buttons: 'Delete' (red), 'Cancel' (blue), and 'Save' (green).



## Grade Progression Setup - Site

1. Click **Setup**.
2. Select **School**.
3. Click **Search**.
4. Select the first school from the list.
5. Click the **Close Year** tab.
6. Review the School and Grade Advancement table. The table should include the Grade, Next Grade, and the School that Grade is to be at currently.
7. If the grade progression is different for this specific site, change it here. Mark the grade that is moving out to the correct "Next School".  
It may be necessary that a grade remain the same. In this case, the Grade should point back to itself. For example, putting 5 in both fields would keep that grade from advancing.
8. Click **Save**.
9. Repeat steps 4-8 for each school in the list.

**Note:** The grade "Graduate" is used for students graduating from the school at the end of this year. For example, if your district only goes to grade 6, then the Next Grade for 6 would be Graduate.



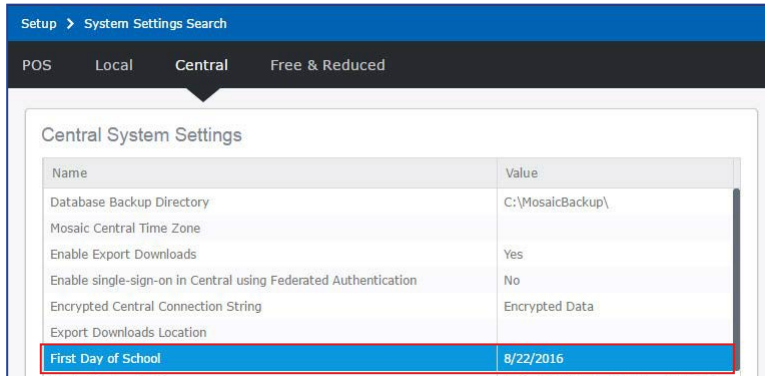
The screenshot shows a software interface for 'School Maintenance - M. L. King High School'. The 'Close Year' tab is selected. A table titled 'School and Grade Advancement' is displayed with the following data:

Grade	Next Grade	Next School	Student Count
9	10	High School	270
10	11	High School	247
11	12	High School	225
12	Graduate	Graduate	188
58	None	High School	8
None	None	High School	64

Below the table are three buttons: 'Delete' (red), 'Cancel' (blue), and 'Save' (green).

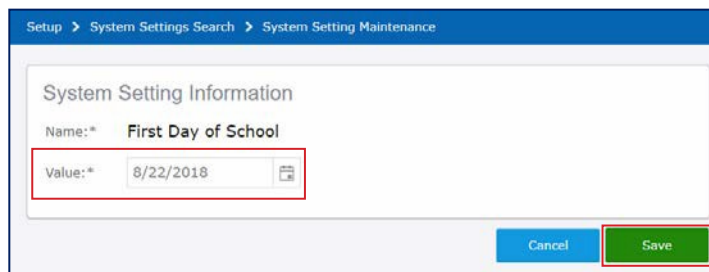
## Change Settings for the New School Year

1. Click **Setup**.
2. Select **System Settings**.
3. Select **Central** tab.
4. Select the **First Day of School** .



Name	Value
Database Backup Directory	C:\MosaicBackup\
Mosaic Central Time Zone	
Enable Export Downloads	Yes
Enable single-sign-on in Central using Federated Authentication	No
Encrypted Central Connection String	Encrypted Data
Export Downloads Location	
<b>First Day of School</b>	<b>8/22/2016</b>


5. In the Value field, click the calendar icon and select your district's your actual first operating day of school.
6. When finished, click **Save**.



Setup > System Settings Search > System Setting Maintenance

System Setting Information

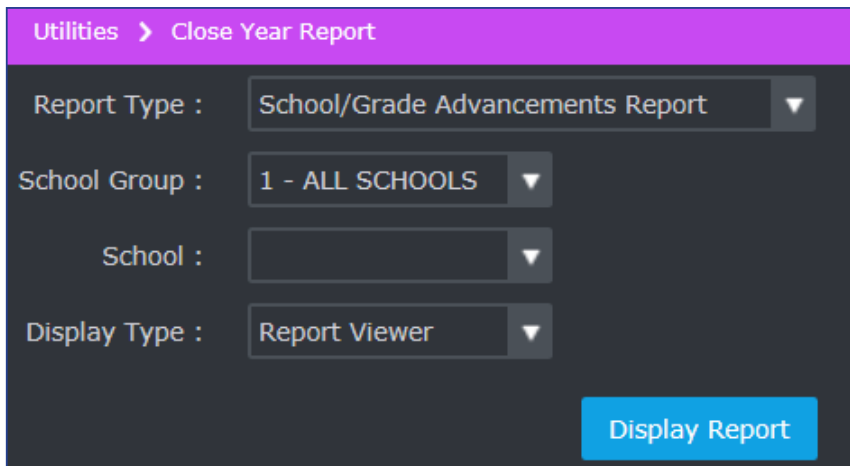
Name:\* **First Day of School**

Value:\* 8/22/2018 

## Mosaic Close Year

### Print and Verify the Close Year Report

1. Click **Utilities**.
2. Select **Close Year**.
3. Select **Close Year Report**.
4. Change Report Type to **School/Grade Advancements Report**.
5. Click **Display Report**.



The screenshot shows a web interface for generating a report. At the top, there is a purple navigation bar with the text "Utilities > Close Year Report". Below this, there are four dropdown menus for configuration:

- Report Type :** School/Grade Advancements Report
- School Group :** 1 - ALL SCHOOLS
- School :** (empty)
- Display Type :** Report Viewer

A blue button labeled "Display Report" is located at the bottom right of the configuration area.

6. Review the Grade, Next Grade, and School entries of the report.
7. Print and save the report.

## Execute the Close Year Process

1. Click **Close Year Execute**.
2. Change the Close Year settings.

### Recommended Settings:

Advance Schools/Grade & Graduate: **Yes** (Highly Recommended)

Blank Homerooms: **Yes**

Reset Student Account Balances: **No**

Delete Inactive Students: **Yes** (If you choose Yes, you will be prompted for a date; any student made inactive before this date will be deleted)

Clear Serving Line Notes: **No**

Remove Inactive Schools from School Groups: **Yes**

Reset Student Bonus Credit Balances: **Yes**

If applicable, Calculate Provision 2 Base Year Percentages: **Monthly**.

Select **Annual**, if you would like the program to automatically calculate annual base year percentages.

Select **No**, if you prefer to enter percentages manually.

**Note:** The Calculate Provision 2 Base Year Percentages option displays only when a Provision 2 school has the Provision 2 -Setup base year option set to **Yes**.

Carryover Period Expiration Date: Select the date when students will begin paying full price.

Apply Carryover Eligibility to F&R Students with no Application or Direct Certification: Set to **Yes**, if want you to extend Carryover Eligibility to students with Free or Reduced type status until the date specified above.

Apply Carryover Eligibility to CEP/Prov Students who Advance to a Non-CEP/Prov School: Select **Yes** if you participate in CEP or Provision program. Select **No** if you do not participate in these programs.

3. Click **Close Year**.

Close Year Execute

**Warning! This process is irreversible and should be run after ALL Manager's work is complete for the School Year!**

This includes printing any needed reports.

**You may only run this process once! Please review the Close Year Documentation before proceeding.**

---

First Day of School: 8/13/2018

Advance Schools/Grades & Graduate:	No
Blank Homerooms:	No
Reset Student Account Balances:	No
Delete Inactive Students:	No
Clear Serving Line Notes:	No
Remove Inactive Schools from School Groups:	No
Reset Student Bonus Credit Balances:	No
Calculate Provision 2 Base Year Percentages:	No
Carryover Period Expiration Date:	9/27/2018
Apply Carryover Eligibility to F&R Students with no Application or Direct Certification:	No
Apply Carryover Eligibility to CEP/Prov Students who Advance to a Non-CEP/Prov School:	No

**Close Year**

## Update the Student Status Translation

Only update this if you use student statuses other than Free, Reduced, and Paid.

1. Click **Setup**.
2. Select **Student Status**.
3. Click the **Translation** tab.
4. Edit each translation with the necessary changes.
5. Click **Save**.

## Free and Reduced Close Year

Skip this procedure if you do not use Free and Reduced statuses at all.

Before performing the Free and Reduced Close Year, it is required that the Student Close Year Procedures be completed first.

1. Click **Free and Reduced**.
2. Select **Close Year**.
3. Do not use the default date listed for the Temporary Status Expiration Date. Enter a date on which you would like temporary student statuses to expire. This is normally 30 school days or 45 calendar days after the start of the school year.

**Note:** The Temporary Status Expiration Date is the day that students without an application for Free or Reduced status will be switched to Paid.

4. Click **Close Free & Reduced Year**.

**Note:** This procedure could take a while, as long as 1 hour per 10,000 students.

Free & Reduced > Close Year

Free & Reduced Close Year

**Warning! This process is irreversible and should only be done once ALL Application work is done for the School Year!**

First Day of School: 7/1/2014

Temporary Status Expiration Date: 9/23/2014

Close Free & Reduced Year

Starting at breakfast on this date, any students that do not have a new application will be Paid status.

# Mosaic End of Year Completion Procedures

## Restarting the Mosaic Scheduler

1. From your desktop, click **Start**.
2. Click **Control Panel**.
3. Click **Administrative Tools**.
4. Select **Services**.
5. Locate and select **Mosaic Scheduler**.  
**Note:** the Status column will be blank.
6. Click **Start** to start the Mosaic Scheduler service.  
**Note:** the Status column should now read "Started".

**When finished, perform a backup of your database and copy any saved reports to a secure location for future use.**

## Support

### Phone

For additional support, please contact Technical Support between the hours of 7 AM EST and 7 PM EST at 800-256-8224 option 1.

### Email

mosaicsupport@e-hps.com

# Heartland

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