You are responsible for greeting customers, handling money, and entering deposit amounts into the computer. You must be alert to see that deposit tickets and checks are completed correctly. The reputation of the Bank depends on you being pleasant, courteous, and accurate.

1. Remain in your business until after the Pledge of Allegiance to help with business start-up. Your business needs everyone’s help before it opens.

2. A JA BizTown staff member and the volunteer facilitator will assist with your computer training during start-up time. Please do not use the computer until an adult tells you to do so.

3. You will fill your money box for your teller station for the day. To do this, get a money box and the cash bags out of the safe behind the CEO’s desk. Count out the starting dollar bills and coins for your money box. You should fill it with 25 $1.00 bills and with 100 quarters. This will give you $50 in starting cash. Fill out a Cash Out Ticket and put in under your dollar bills.

4. After each break, you will complete your Daily Teller Balancing Worksheet to see if you need more cash for your money box. If you do, you may take it from the safe.

5. After a JA BizTown Staff person has trained you on the computer on how to accept personal deposits, you will practice on checks. The JA Staff person will bring these to you.

6. You are not to accept business deposits. All business CFOs should visit the Bank CEO to do their business banking. (Note: the Bank CFO will take care of business deposits when the CEO is on break).

7. During Lunch Breaks, greet customers politely and courteously as they approach your counter. Follow the directions below to enter the deposits into the computer.

8. On the left column of your computer, click on Personal Banking. Follow the directions on the screen:
   
   a. Put in the account number of the student, click on the Submit button.
   b. Verify the students name and click Yes if it is correct.
   c. Click on Checking Deposit in the lower left hand corner of your screen.
   d. Enter the amount of the paycheck in the required field.
   e. Enter $2.00 cash back in the Cash Back field.
   f. Make sure for the type of deposit that “Payroll Checks” is highlighted. Click on Deposit.
   g. Give the customer $2.00 cash back (one dollar bill & 4 quarters).
   h. Keep the Payroll Check and Deposit Ticket and have the student give the $1.50 Savings Check to the Savings Officer.
   i. To go to your next customer, go to the top of the page and click on “Exit Transaction”
9. After putting the information into the computer, place the deposit ticket on top of the payroll check and staple them together.

10. During the second break, all paychecks will be Direct Deposited. Some customers will come to see you if they want to deposit un-used cash or get more cash out ($2.00 maximum). Follow these instructions for this:
   a. Click on Exit Transaction tab at the top of your screen
   b. Put in the students account number and click on Submit. Confirm the students name and click on Yes.
   c. For Depositing Cash: If they want to deposit cash, they must have a Deposit Ticket filled out properly. Keep their deposit ticket and cash and click on Checking Deposit.
   d. Put in the amount that they are depositing. For type of deposit, highlight “Cash.” Click on Deposit and keep the deposit ticket cash that they are depositing.
   e. For Withdrawing Cash: Click Checking Withdrawal and enter the amount that they are withdrawing ($2.00 maximum), then collect their check.
   f. Click on Verify to make sure they have enough cash to withdrawal. If they have enough, click on Withdrawal and give them their cash.

11. Start working on your Daily Teller Balancing Worksheet, after the Red Lunch Break. Follow the directions on the form.

12. If a customer has a problem with their account inform them to visit the Customer Service Manager.

13. At the end of the day return all money to the safe.

14. Assist with business clean up at the end of the day.