



## Welcome to Your Volunteer Day at JA BizTown in MasterCard Worldwide!

We appreciate all your assistance today in making this an outstanding learning experience for the students employees in MasterCard Worldwide. Please dispose any coffee, juice, or soda in The Smokehouse Market **BEFORE** students arrive. You may have bottled water in your business throughout the day.

### Your Day

- MasterCard Worldwide provides debit card processing for four JA BizTown businesses. MasterCard Worldwide Account Reps will also assist JA BizTown citizens with on-line purchases using debit cards.
- Before the JA BizTown “citizens” arrive, a JA staff member will greet you and provide some hints for the day.
- When the citizens arrive, they will be seated in the common area. We encourage you to listen to the orientation that they receive.
- At the end of the orientation, the employees will report to you, and you will cover all the points on pages 2-8. Then they will begin their work.
- **Important employee tasks to double-check**
  - No one leaves the business until the Opening Town Meeting.
  - The **CFO** handles the payroll and pays all bills. The CFO also makes business deposits, so MasterCard Worldwide can repay its loan.
  - The **CEO** conducts a meeting with the CEOs from JA BizTown businesses that accept debit cards, gives a speech, handles several business matters, and helps wherever necessary.
  - The **Account Reps** distribute debit cards to citizens on their first break, after the citizens visit the bank to make their first paycheck deposit. The Account Reps will also assist citizens with on-line purchases using the debit cards.
- This Volunteer Guide breaks out the day into its main parts:
  - **Business Start-up** – pages 2-8
  - **First Work/Break Rotation** – page 9
  - **Staff Meeting** – page 10
  - **Second Work/Break Rotation** – page 11
- Some general information is located on page 13.






## Deposit Ticket

(All workers should complete the following. They should have done this at school, but please check.)

- Name and account number should be on each deposit ticket.
- The first deposit ticket should have been completed at school. Students know how much they will be paid (*located on the Business Costs Sheet in the JA BizPrep envelope*). A payroll tax of 2% is deducted, so their paycheck will be 98% of their salary.
- If they want cash back (\$2.00 maximum per pay period), they must subtract \$2.00 from the paycheck amount. The “net deposit” will be the amount that is deposited in the bank. For example, if a worker is paid \$8.82 and wants \$2.00 in cash, the net deposit is \$6.82. They must sign the deposit ticket for cash back.
- They should **tear out** the deposit ticket BEFORE going to the bank.
- **They should have the deposit entered in their checkbook registers.**

DEPOSIT TICKET

Name \_\_\_\_\_



CASH	CURRENCY	
	COIN	
LIST CHECKS SINGLY		8 82
		.
		.
		.
<b>SUBTOTAL</b>		8 82
LESS CASH RECEIVED		2 00
<b>NET DEPOSIT \$</b>		6 82

Date \_\_\_\_\_ 20\_\_\_\_

Deposits may not be available for immediate withdrawal.

signature

Signature required for cash received.

Acct.# \_\_\_\_\_

**Go to next page to see deposit ticket answers for each job.**



## Deposit Ticket Answers for All Jobs

CASH	CURRENCY	.	.
	COIN		
LIST CHECKS SINGLY		<b>8</b>	<b>82</b>
		.	.
		.	.
<b>SUBTOTAL</b>		<b>8</b>	<b>82</b>
LESS CASH RECEIVED		<b>2</b>	<b>00</b>
<b>NET DEPOSIT \$</b>		<b>6</b>	<b>82</b>

Acct.# \_\_\_\_\_

**CEO**

CASH	CURRENCY	.	.
	COIN		
LIST CHECKS SINGLY		<b>8</b>	<b>33</b>
		.	.
		.	.
<b>SUBTOTAL</b>		<b>8</b>	<b>33</b>
LESS CASH RECEIVED		<b>2</b>	<b>00</b>
<b>NET DEPOSIT \$</b>		<b>6</b>	<b>33</b>

Acct.# \_\_\_\_\_

**CFO**

CASH	CURRENCY	.	.
	COIN		
LIST CHECKS SINGLY		<b>7</b>	<b>84</b>
		.	.
		.	.
<b>SUBTOTAL</b>		<b>7</b>	<b>84</b>
LESS CASH RECEIVED		<b>2</b>	<b>00</b>
<b>NET DEPOSIT \$</b>		<b>5</b>	<b>84</b>

Acct.# \_\_\_\_\_

**Account Reps**

**Go to next page.**





## Checkbook Register

NUMBER	DATE	TRANSACTION DESCRIPTION	PAYMENT/DEBIT (-)	✓	FEE (F AN)	DEPOSIT/CREDIT (+)	\$	BALANCE
		<b>deposit</b>				<b>6 82</b>		<b>+ 6 82</b>
								<b>6 82</b>
<b>001</b>		<b>Bank of America</b>	<b>1 50</b>					<b>- 1 50</b>
								<b>5 32</b>

NUMBER	DATE	TRANSACTION DESCRIPTION	PAYMENT/DEBIT (-)	✓	FEE (F AN)	DEPOSIT/CREDIT (+)	\$	BALANCE
		<b>deposit</b>				<b>6 33</b>		<b>+ 6 33</b>
								<b>6 33</b>
<b>001</b>		<b>Bank of America</b>	<b>1 50</b>					<b>- 1 50</b>
								<b>4 83</b>

NUMBER	DATE	TRANSACTION DESCRIPTION	PAYMENT/DEBIT (-)	✓	FEE (F AN)	DEPOSIT/CREDIT (+)	\$	BALANCE
		<b>deposit</b>				<b>5 84</b>		<b>+ 5 84</b>
								<b>5 84</b>
<b>001</b>		<b>Bank of America</b>	<b>1 50</b>					<b>- 1 50</b>
								<b>4 34</b>

- Is correct **net** deposit entered?
- Is the check to Bank of America entered?
- Are new balances on the gray lines accurate?
- *Go to next page.*

## Paycheck

- Have the CEO sign the first set of paychecks printed by the CFO.
- The pay stub should be cut from the paycheck.
- Tell the CEO to pass out the first-payroll checks to the employees.
- BEFORE GOING TO THE BANK, EMPLOYEES SHOULD:
  - **ENDORSE** their paychecks!
  - **TEAR OUT** the deposit ticket and \$1.50 check to Bank of America.
- AT THE BANK, EMPLOYEES WILL:
  - **TAKE** the endorsed paycheck, deposit ticket, and \$1.50 check to the Bank. (It is not necessary to bring the checkbook register and pay stub.)
  - **WAIT** in line for the next available teller.
  - **GIVE** their \$1.50 savings check to the Bank of America Savings Officer on the way out of the bank.
- AFTER VISITING THE BANK, EMPLOYEES SHOULD:
  - **VISIT** MasterCard Worldwide to pick up their debit card.



Employees must endorse their paychecks!

- *Go to next page.*



7. Explain that all workers should now read their **job descriptions** in their Employee Manuals. Make sure that they understand their jobs before the day begins. This is very important!
8. Have employees begin their tasks according to their job descriptions.
  - The **CEO** will sign paychecks during Business Start-up, conduct a meeting with other CEOs to learn about the debit process, and prepare and practice the Opening Town Meeting Speech.
  - The **CFO** will print paychecks for pay period one and pay period two. When finished, the CFO can start paying bills using the yellow Accounts Payable checklist for information.
  - The **Account Reps** prepare the debit cards that will be handed out during the first break rotation, become familiar with the on-line sales process, and learn how to operate the sales computer.
11. All MasterCard Worldwide employees remain in the business until it is time for the **Opening Town Meeting**. (They may go to the restroom.)
12. **Please Remember:** You will assist the employees during the day. You ensure that they do their jobs. You do not complete their tasks for them. Continually remind them to refer to their Employee Manuals to complete all work, using words such as “How are you coming on ....,” “Let’s look at your manual and check how you are doing,” or “Have you finished all these tasks? What’s on the next page?” (Note: If you ask them if they’re finished for the day, many employees will say yes, even though they are not. They may be unaware that there is more because they have quit looking at the manual or haven’t turned the page.)

**You will use the next page for information on the first work/break rotation.**



## GUIDE TO THE FIRST WORK/BREAK ROTATION

- The **CEO** will handle several business papers and sign checks. The CEO may also help hand out debit cards.
- The **CFO** will continue paying bills and preparing invoices for the 4 JA BizTown debit businesses.
- The **Account Reps** will hand out debit cards to citizens and help them with on-line purchases as needed. After a purchase is made, the Account Rep must process the sale on the Point of Sale computer. Customers should not leave MasterCard Worldwide until the Point of Sale computer transaction is complete.
- Once the funds have been verified and the sale is complete, the **Account Rep** will take the printed order to the Warehouse CEO for delivery.

## **VOLUNTEER GUIDE TO STAFF MEETING**

1. This meeting occurs between the two work/break rotations.
2. All business stops. All employees should be in MasterCard Worldwide.
3. Have them sit on the floor.
4. The CEO should distribute the second set of signed, green paychecks to all employees (with the pay stub cut apart).
5. Each employee should:
  - a. **endorse** the paycheck,
  - b. **decide** if s/he wants any cash back,
  - c. **prepare** a second deposit ticket, and
  - d. **enter** the transaction into the checkbook register.
6. Check employee checkbook registers for accuracy for all transactions. Sometimes, employees think that they have more money in the bank than they do because they haven't entered all transactions into the checkbook register.
7. Remind employees that during the second break they:
  - a. have **30 minutes** for the break,
  - b. will **eat lunch** at The Smokehouse Market, where they will use JA BizTown cash to purchase a drink. (You may eat as well.)
  - c. will have their **final opportunity to spend** their money, and
  - d. must **return to work** at the end of the break.

Go to the next page for instructions on things to look for during the second work/break rotation.



## **GUIDE TO THE SECOND WORK/BREAK ROTATION**

- The **CEO** will continue to sign checks and assist the Account Reps.
- The **CFO** must enter all incoming business payments into the computer to generate deposit tickets. In addition to business checks for debit processing fees, MasterCard Worldwide will receive a check from Junior Achievement for assisting with on-line sales. Deposit tickets and the corresponding checks must be taken to the bank.
- The **CFO** must prepare a Business Report to read at the Closing Town Meeting. This is done as soon as all deposits have been made. The blue report is located in the CFO employee manual. Instructions are located on the report.
- The **Account Reps** will continue to assist customers. On-line sales should stop 10 minutes before the end of the business day to allow for delivery time.



## END OF DAY – CLEAN UP

- Employees should make their workstations look like they did at the beginning of the day.
- Business papers should be placed in the JA BizPrep envelope (with the printed Accounting Report) for the CEO to return to school.
- The Employee Manuals remain at JA BizTown. Please collect all **job buttons** and return them to the Volunteer Information bin.
- Thank you once again for your help! We can't do it without you! We will e-mail a survey so you may provide feedback to us about your day.
- Thanks for making this day unforgettable for the kids!



## JA BizTown Volunteer Basics

**Student Illness:** Please contact a JA staff member or a teacher, if a child should become ill. We have first-aid supplies and a private area where an ill child can rest. A JA staff member will work with classroom teachers to determine if parents need to be called. Band-aids may be obtained from a JA staff member.

**Medication:** Student medications must be administered by classroom teachers. Medicine needing refrigeration will be kept in the refrigerator in the training room, and it must be clearly marked for a specific child.

**Dismissal:** Students are dismissed immediately following the Closing Town Meeting.

**Weather Emergency:** In the event of a weather emergency, a JA staff member will provide immediate verbal directions to all students, teachers, and volunteers. If this should occur, please make sure all students are quiet in your business and are listening to evacuation instructions. Students will likely move to another location in the building, and you will need to assist in an organized evacuation.

**Restrooms:** Restrooms are located inside JA BizTown in the hallway between the KPLR 11 and Bank of America. Please remind students that they should use these restrooms and must remain in JA BizTown at all times.

**Student Photographs:** If students have a symbol on their nametags (e.g. star), this means that those students are not allowed to be photographed or on TV.

**Lost and Found:** Please see a JA staff member, if a student is missing an item. We have a lost and found area, and a JA staff member will assist you.

**Lost Lunch:** If a student is missing or has forgotten a lunch, please see a JA staff member, and we will do our best to provide something for the student.