The image features a large, light gray watermark logo on the left side, consisting of a stylized 'U' and a circular emblem containing a dollar sign. To the right of the logo, the text 'Uignou' is written in a large, light gray font, with 'THE PEOPLE'S UNIVERSITY' written below it in a smaller, light gray font. A vertical line separates the logo area from the text area.

**BLOCK 3**  
**WORD PROCESSING**

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## **BLOCK 3 WORD PROCESSING**

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This is the third block of the course “Computer Application in Business”. This block briefs about the word processing, their applicability in business operations, advanced tools used for it, and also how to create documents using word processing. The block on the theme “Word Processing” comprises of four units, the detail of which is mentioned below:

**Unit-9:** This unit familiarizes the learners with the basics of word processing and outlines the various features and advantages of MS Word. This unit also explains the various toolbars of the main menu of MS-Word

**Unit-10:** This unit helps the learners to understand how to create a new file using MS word and MS doc. The unit also explains the file management in MS Word as well as the various entering and editing text options available in MS Word.

**Unit-11:** This unit explains the various advanced options available in MS word and its utility. This unit discusses the utility of the mail merge, how to create a new data source or link an existing data source as well as how to merge, edit, and print the created document. The unit also briefs on the various technical and professional writing options for referencing like a footnote, citation, indexing, table of content and bibliography, etc. available in MS Word.

**Unit-12:** This unit makes the learners aware how the different tools discussed in previous units can be used for professional writing and effective reports. The unit also explains the standard norms for writing these documents.

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## UNIT 9 BASICS OF WORD PROCESSING

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### Structure

- 9.0 Objectives
- 9.1 Introduction
- 9.2 Word Processing
  - 9.2.1 Advantages of Computer-based Word Processing
  - 9.2.2 Attributes of Word Processing
  - 9.2.3 Various Type of Word Processing Packages
- 9.3 Salient Features of MS-Word
- 9.4 Let's Start MS-Word
  - 9.4.1 The W Button
  - 9.4.2 Title Bar
  - 9.4.3 The Minimize Ribbon Button
  - 9.4.4 Ruler
  - 9.4.5 Status Bar
  - 9.4.6 Scroll Bar
  - 9.4.7 The File Tab
  - 9.4.8 The Quick Access Toolbar
  - 9.4.9 The Ribbon
  - 9.4.10 Workspace
  - 9.4.11 The Help Menu
- 9.5 Main Menu Options (Tabs in MS Word)
  - 9.5.1 The File Tab
  - 9.5.2 The Insert Tab
  - 9.5.3 The Page Layout Tab
  - 9.5.4 The Reference Tab
  - 9.5.5 The Mailing Tab
  - 9.5.6 The Review Tab
  - 9.5.7 The View Tab
- 9.6 Creating Documents by MS Word
- 9.7 Let Us Sum Up
- 9.8 Key Words
- 9.9 Answers to Check Your Progress
- 9.10 Terminal Questions

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## 9.0 OBJECTIVES

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After completing this unit, you should be able to:

- start the MS-Word;
- understand the various components of MS Word screen;
- outline the advantages and features of MS Word; and
- understand the basics of MS-Word as a word processing software.

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## 9.1 INTRODUCTION

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In a very common working environment, we draft many notes, letters, applications and, other documents. Generally, the senior executive gives the outline with one of any letter or documents to be drafted which then is created by an employee under him or her. Once developed, the document is given to the executive. The executive see-through and suggest changes or corrections (if any). Accordingly, the document is changed and finalized. The scenario talks about the idea of word processing at the workplace.

We may find “a number of” software which can be used for word processing work some are software based license like MS Word and some are open source and web-based such as Google doc, which is available in Google Drive. However, today many of us are using MS Word, the most popular word processing software around on the Windows platform. Hence let’s discuss MS Word.

MS Word is one of the software included in the MS Office suite used for word processing. The MS Office however is bundle of software developed by Microsoft keeping in mind the most common activities of a typical office environment. The MS Office, includes MS Power-Point, MS-Excel, and MS-Access along with MS-word.

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## 9.2 WORD PROCESSING

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Word Processing is an idea which talks about creating or developing a document. When we use and a computer to do so, we require software which can provide a platform for it known as word processing software. The word processing software helps us creating a document using computer with lots of tools and functionalities.

### 9.2.1 Advantages of Computer-Based Word Processing

The computer-based word processing unlike the type-writer based word processing enables the users to modify the document without re-typing it. It gives us great flexibility in terms of use of the content, modification, and formatting.

## 9.2.2 Attributes of Word Processing

Using word processing software like MS-Word gives us a number of tools to “add” several functionalities which can be used not just for creating a document but also for many other things like:

- i) Content modification without retyping the whole document
- ii) The paragraphs, sentences or words insertion, modification or deletion
- iii) Easy reproduction of the content by copying the text. It can also be move throughout the document
- iv) The page margins can be set for the page as per the need
- v) The Spell-Check feature can be used to check spellings
- vi) The documents can be merged.
- vii) The mail merge facility can be used to generate multiple copies of a letter with a different address

## 9.2.3 Various Types of Word Processing Packages

Though a number of “a number of “add” several” software of such kinds is available, following are some of the popular software:

- **WordStar:** WordStar was the first program to give full word processing capabilities to personal computer users at far less cost than the dedicated word processors of the time. Many WordStar keyboard commands became de facto standards for text manipulation. WordStar was later acquired by The Learning Company. A Windows version was also created, and all were subsequently disbanded.
- **Word:** MS Word is used most widely which provides advanced word processing and Desktop Publishing features.
- **Word Perfect:** WordPerfect is a word processing system that was originally produced by Satellite Software International Inc. but is now owned by Corel. It was best known for its availability on a large number of computers and operating systems. This program reached the height of its popularity in the mid- to late-1980s. It has since been eclipsed by Microsoft Word in terms of the number of people who use it.
- **Google Doc:** In today's time word processing is done online as well as offline. Google Docs is a word processor included as part of a free, web-based software office suite offered by Google within its Google Drive service.

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### 9.3 SALIENT FEATURES OF MS WORD

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Among all the popular word processing software, MS Word is used most widely which provides advanced word processing and Desktop Publishing features. The list indicates some of the basic features of MS Word:

- i) It allows you to create and save the document.
- ii) You can add, modify, or delete the text anytime in your document and save it for future reference.
- iii) It enables you to set or change the page margins as required.
- iv) It features various formatting options like a change of font and its style. Moreover, you can insert Header and footer in the document.
- v) The Auto Correct feature of MS Word automatically corrects the spellings and also suggests the alternate words.
- vi) It also shows document statistics like word count.
- vii) Text can be written in a columnar style as written in newspapers. Also, text boxes can be inserted.
- viii) You can create tables in the document.
- ix) The image and graphics can also be inserted in the document. MS Word provides its clip arts or the pictures can be imported from outside.
- x) The Mail Merge feature of MS Word helps you generate multiple copies of a letter with different addresses.
- xi) MS Word also provides Macros that can be created and used in the document.
- xii) Online help is also available to know more about the various features and tools of MS Word.

#### Check Your Progress A

##### State True or False

- 1) Word processor is a Software Package that enables you to create, edit, print and save documents.
- 2) WordStar is a popular Word processor.
- 3) Changing the size of the margins cannot reformat complete documents or parts of the text.
- 4) Word has the facility of Macros.
- 5) Word does not allow the user to mix the graphical pictures with text

## 9.4 LET'S START MS WORD

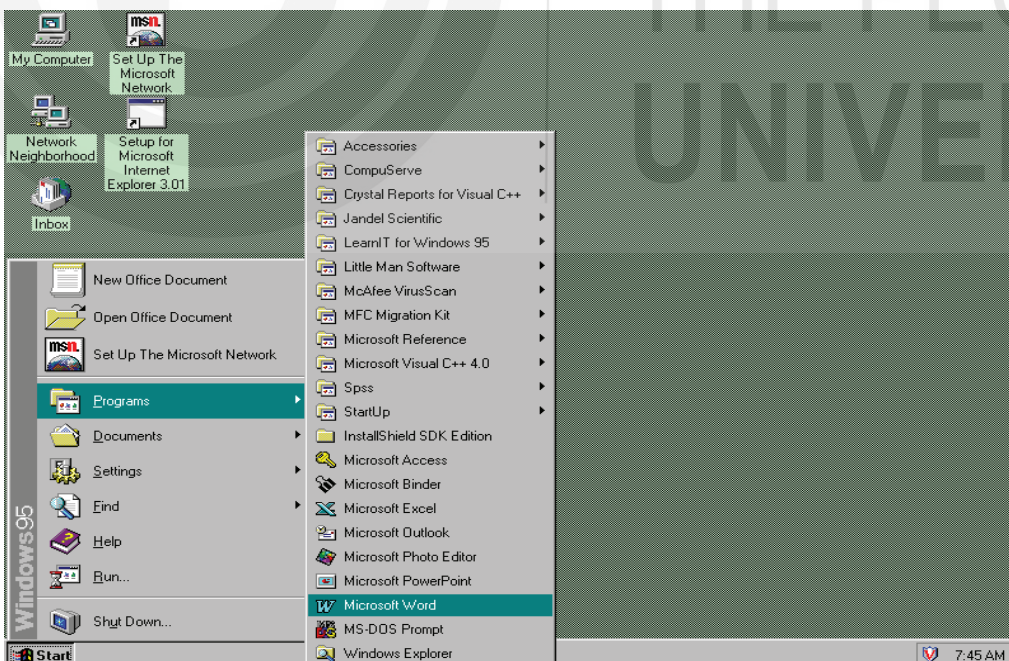
As you know that the MS Word package is compatible with the Windows operating system, it is essential to have an understanding about the Windows interface. Before coming on to MS Word it is expected that you are familiar with Windows.

You may be aware that a software package is made better by adding new features and tools, whenever a software package is improved; we identify it with a new version. Thus, MS Word also has many different versions. Here we would be talking about MS Word 2010 which has so many new features and tools as compared to its new version. The new version of MS Word has all the features of older version and in addition it also has new features with compatibility with all old versions.

So let's start with MS Word 2010. The MS Word can be used with a mouse as it is fully menu-driven and all the commands of MS Word are accessible in the form of an icon. It can also be used with a keyboard up to a certain extent.

You can access the MS Word by performing the following steps:

- 1) Use your mouse to click on the Start button available on the taskbar. You will get the screen as below
- 2) Put your mouse pointer on the Program, which will give another menu coming up on the right side
- 3) Now locate the option “MS Word” in the right side and click on it to start the MS Word software Icons



START button TASK BAR

click here

click

Fig. 9.1: Starting MS Word

In MS Word, you will find many features that are new from the old version and at the same time, there are options which with that have been removed in this version. The significant change in MS Word 2010 is the replacement of the office 2003 Command line with Ribbon. Likewise, the Office button of 2007 version is replaced with the File menu in the latest version of MS Word. We will discuss these new features here:

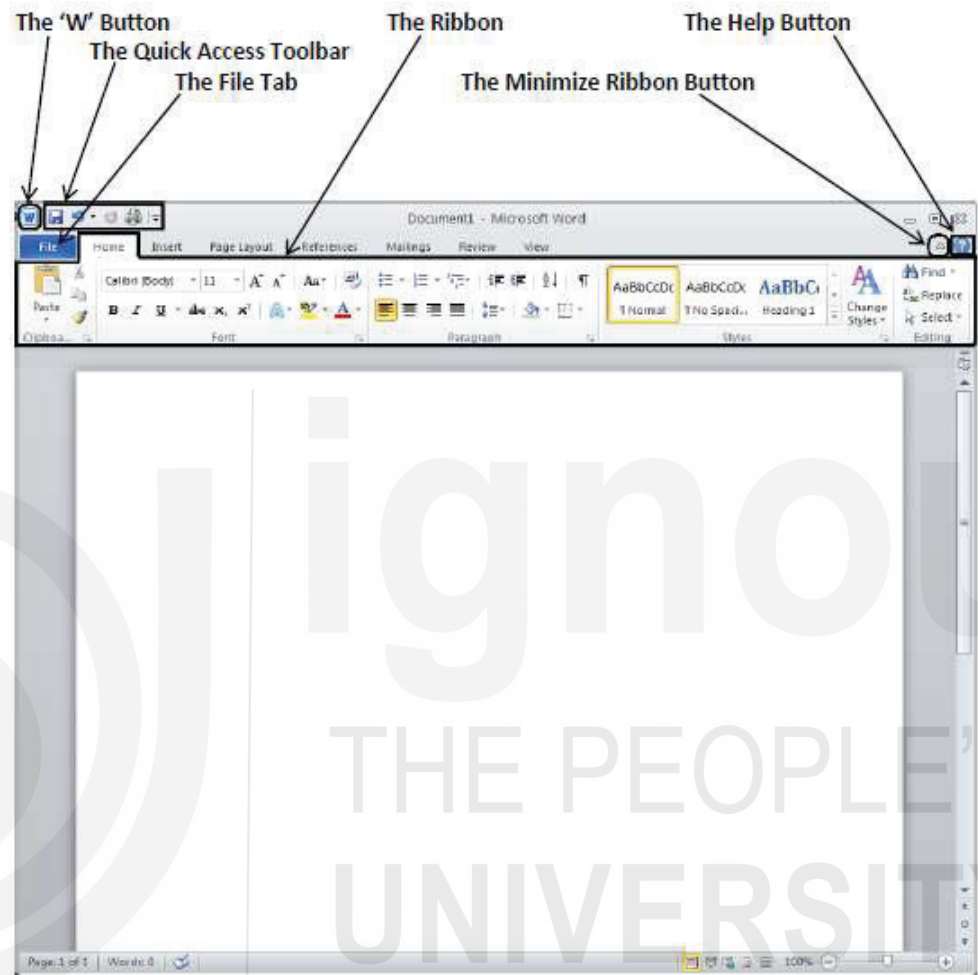


Fig. 9.2: Tool Bar

Let us explore the important features of the screen of MS Word 2010

### 9.4.1 The W Button

The W button which had been removed in the 2007 version of MS Word has made its return in the 2010 version. This button can be used to minimize, maximize or close the Word without having to traverse your mouse across the entire screen to the right corner to get these actions done. As our monitors are getting bigger day by day, this is a nice feature.

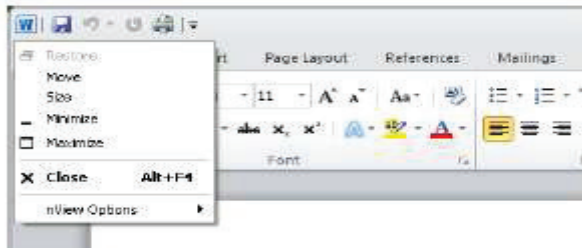


Fig. 9.3: W Button

## 9.4.2 Title Bar

As the name itself suggests, the title bar displays the name of the document currently being active. The title bar can also be used for moving the window and to minimize and maximize it.

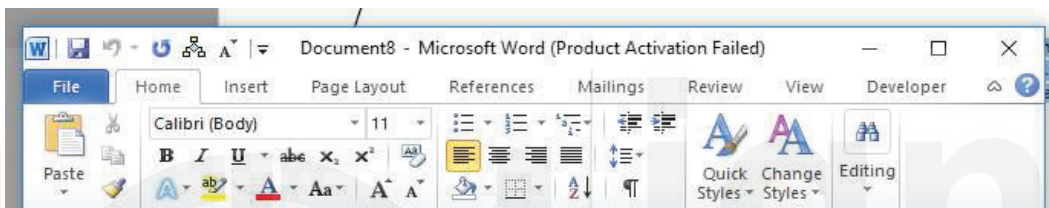


Fig. 9.4: Title Bar

## 9.4.3 The Minimize Ribbon Button

Many times, while working on the documents it is appropriate to minimize the Ribbon. The Up-arrow button can be used to do so. The Ribbon can be again maximized by down arrow key.

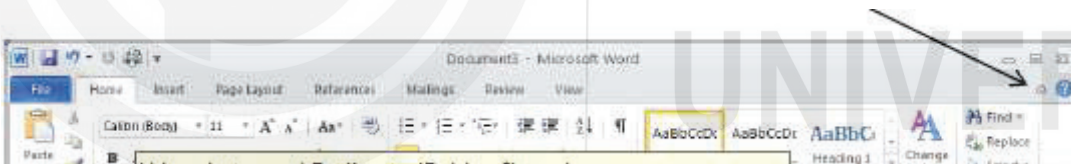


Fig. 9.5: Ribbon Button

## 9.4.4 Ruler

The ruler bar is useful to set the vertical alignment of the text in the working document.

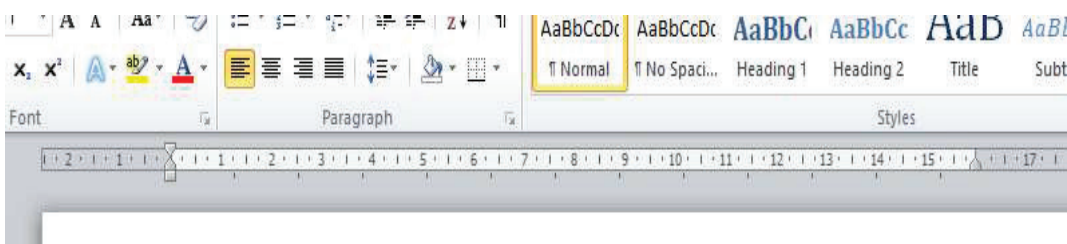


Fig. 9.6: Ruler

### 9.4.5 Status Bar

One can see the information about the currently active document through Status Bar. It displays information like currently active page number, the column and line number of the cursor, and so on.

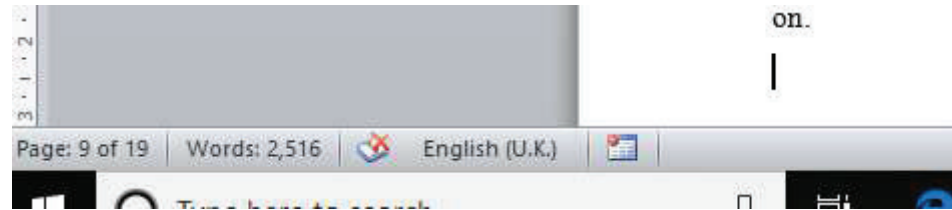


Fig. 9.7: Status Bar

### 9.4.6 Scroll Bar

Like any other software the Scroll Bar available in MS Word enables you to scroll through the document up and down or left and right. The elevator button or by clicking on the button marked with an arrow on them we can scroll through the page.

### 9.4.7 The File Tab

The file tab is the section that gives you access to file functions. For example, from the File tab, you can access the Open, Save, Close, Properties, and Recent file options. It is the blue button in the upper-left corner.



Fig. 9.8: File Tab

### 9.4.8 The Quick Access Toolbar

The most frequently used tools/buttons can be stored in the Quick Access Toolbar. By default, the Quick Access Toolbar is available with tools like Save, Undo, and Redo. However, we can add more tools as per our need using the drop-down arrow. The below image shows the “Print” tool in the Quick Access Toolbar:

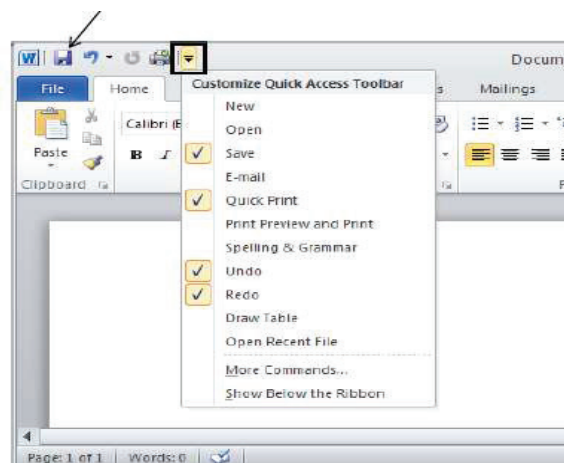


Fig. 9.9: Quick Access Toolbar

## 9.4.9 The Ribbon

In MS Word, the menus and toolbars are replaced with the Ribbon. The objective of Ribbon is to give you quick access to the commands by displaying them upfront while you work on the document.



Fig. 9.10: The Ribbons

The Ribbon is divided into groups like Clipboard, Font, Paragraph and Style, and so on. Each “and every group” has a triangular button at the lower right corner which helps you more options e.g. clicking on the Font groups give more options with regards to the font.

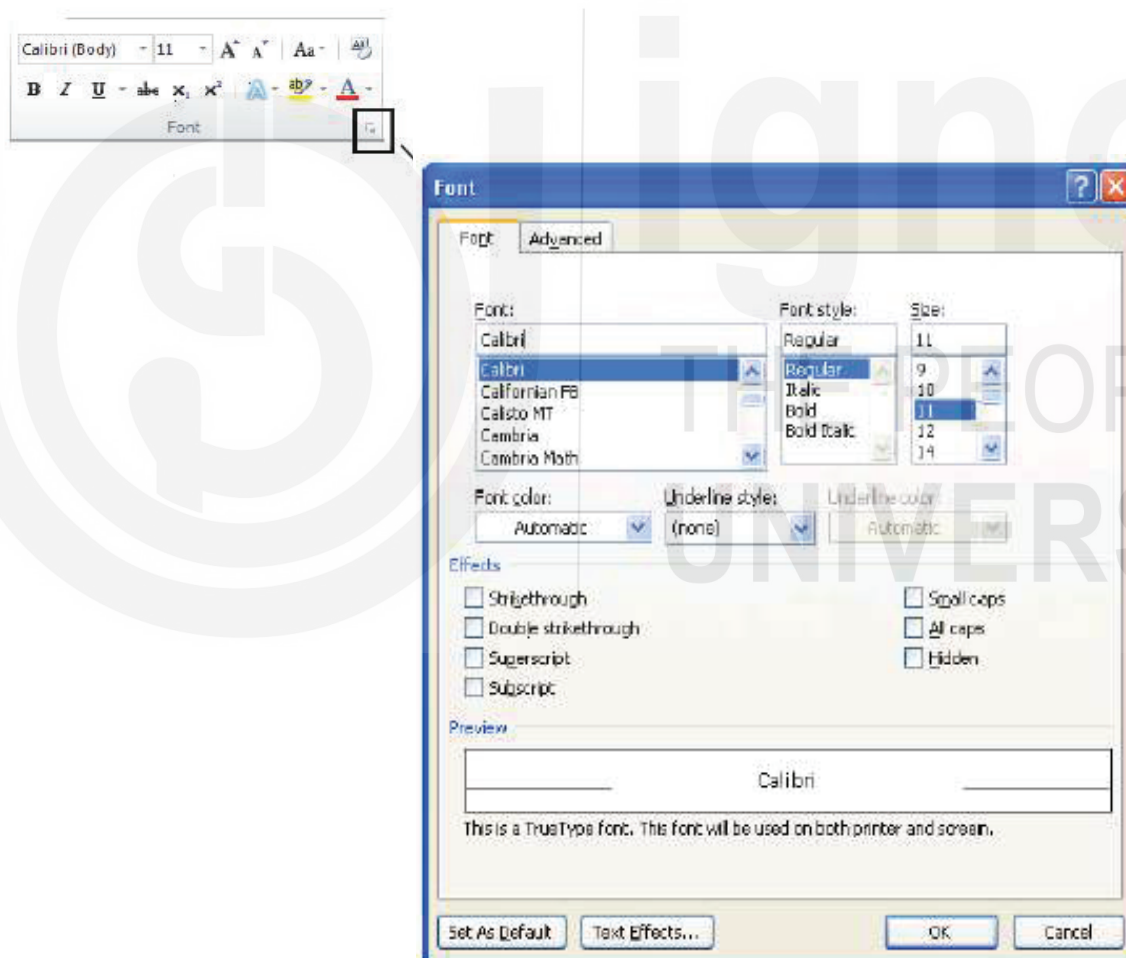


Fig. 9.11: Ribbon Sub Parts

## 9.4.10 Workspace

The workspace is an area where you create your document by typing the text.

### 9.4.11 The Help Button

The MS Word comes with Help option which offers information on various options, tools, and commands to make you understand the options. On clicking the “?” button a Help window comes where you can see topics to click. You can also type in a word or a question in the Search field to explore further information about any topic.

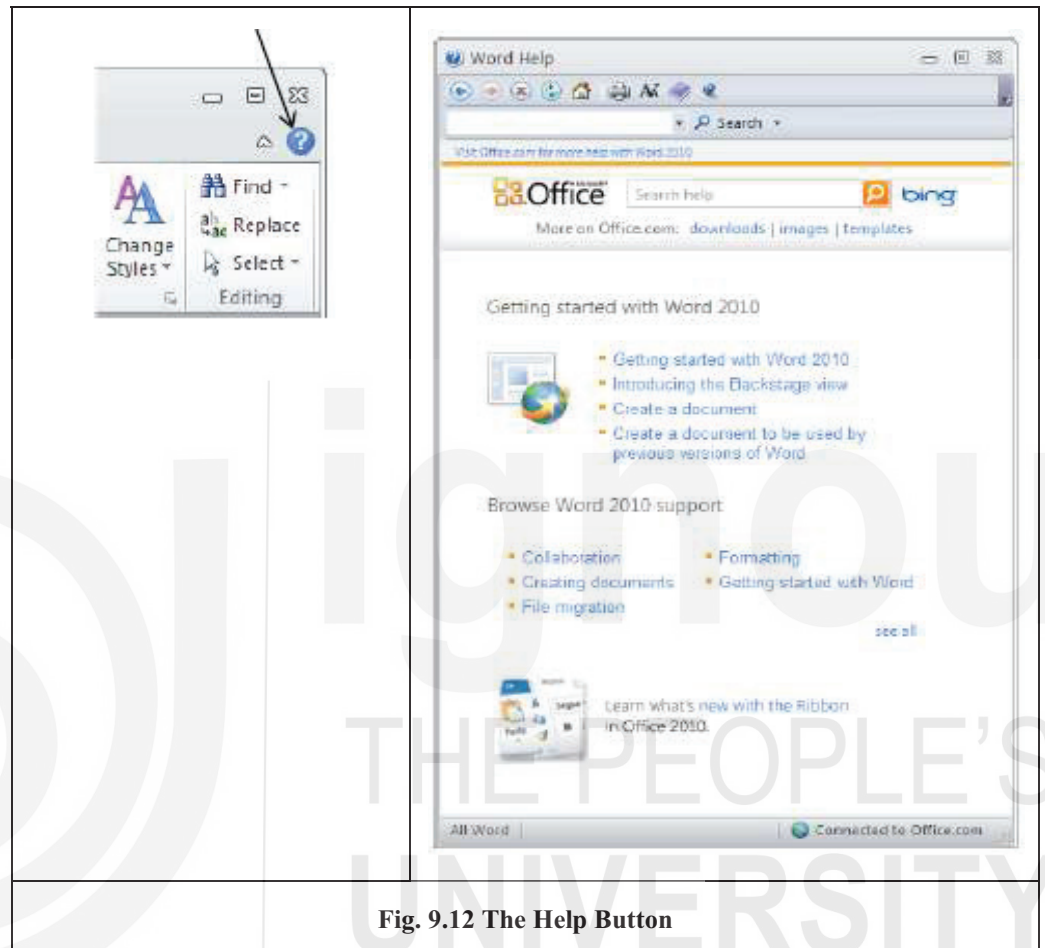


Fig. 9.12 The Help Button

## 9.5 MAIN MENU OPTIONS (TABS IN MS WORD)

### 9.5.1 The File Tab

In MS Word menus are called as Tab. The File Tab is basically the same as we have the File menu in MS Word. The File tab has commands like Save, Save As, New, Print, etc. The given screen is the default with information being highlighted in the left column and the right side giving more information about the document e.g. file size, number of pages etc.,

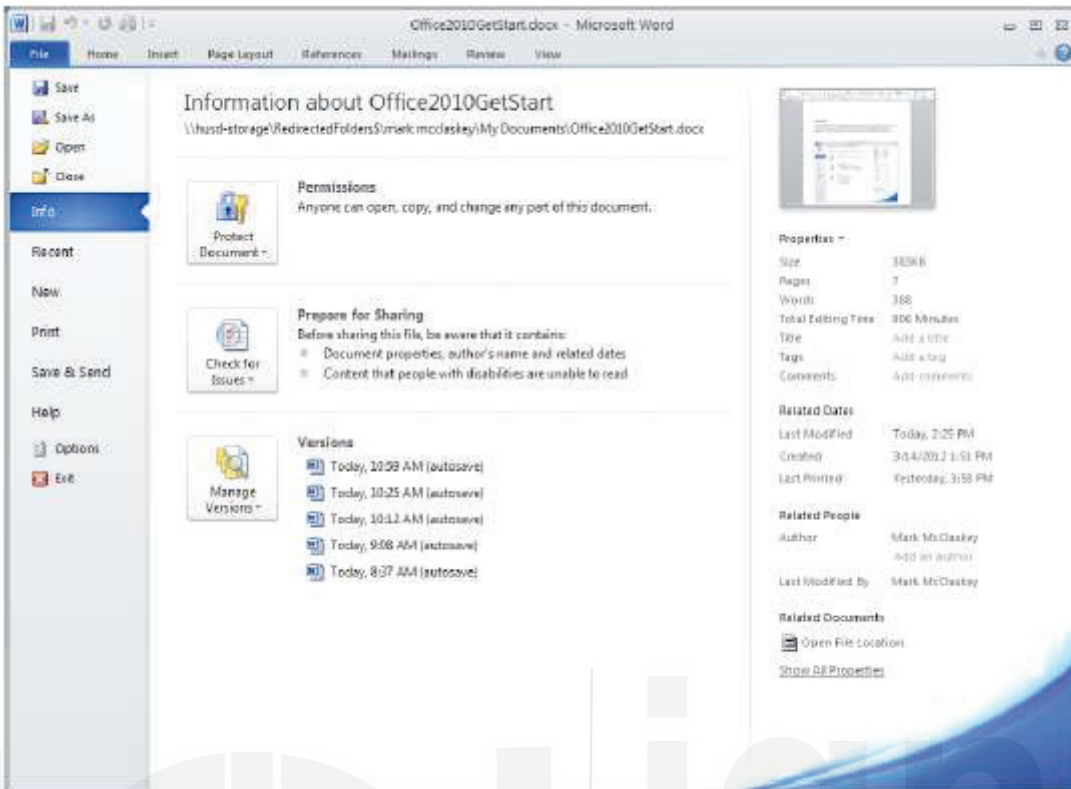


Fig. 9.13: The File Tab

### 9.5.2 The Insert Tab

The Insert Tab consists of many useful options which can be used while creating the document in MS Word.

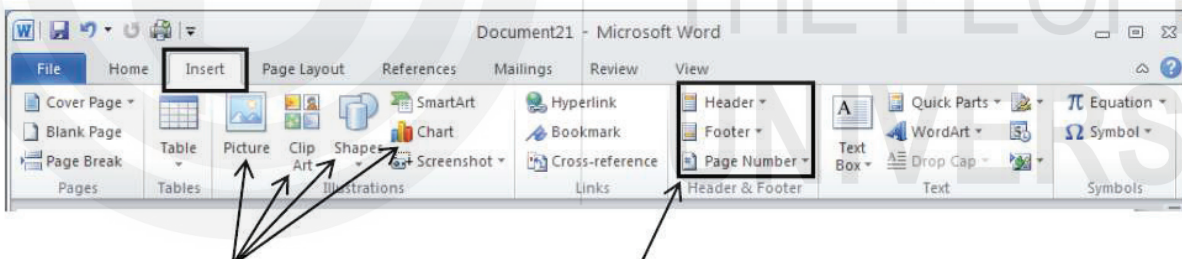


Fig. 9.14: The Insert Tab

Pictures button is used to add pictures and drawing in the document, on clicking the Picture button, an Insert Picture box will appear prompting you to browse to the picture available on your PC. You can select any picture and click on to it to get the picture inserted in the document

MS Word also provides a full range of clip arts which can also be used in the document. To use the picture from the Clip Art you have to simply click on the Clip Art button to get the clip art dialog box, you can search the clip arts through “Search for” field and insert it in the document

The Insert Tab also allows you to add different kinds of shapes like lines, arrows, basic geometric shapes, flowchart shapes, stars, and banners, etc.

Clicking on the Shapes button a dropdown will appear with all the available shapes, you can click on the desired shape to get it inserted in the document.

Charts can also be used and inserted through Insert Tab. There are various types of charts like column, bar, Pie, etc. to choose from. To insert the chart, you need to click on the Chart button to have the Insert Chart Box displayed. From this window, select the chart type and the chart to be inserted and click on Ok button to get the selected chart inserted in the document.

These are just a few common examples on the Insert Tab which explains the command available in the tab. This tab also allows you to re-size your objects once you added it in the document.

### 9.5.3 The Page Layout Tab

The Page Layout tab lets you manage the look and feel of the document. It also provides a number of themes and color schemes which can be applied to your document to have a global design.

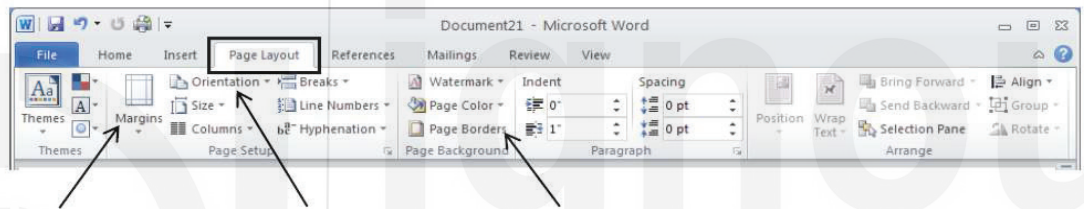


Fig. 9.15: The Page Layout Tab

Through this tab, you can set the margins of your page by clicking on margins and then clicking on the desired options. The page orientation can also be managed using Page Orientation option. You can have a Portrait or Landscape orientation of your page.

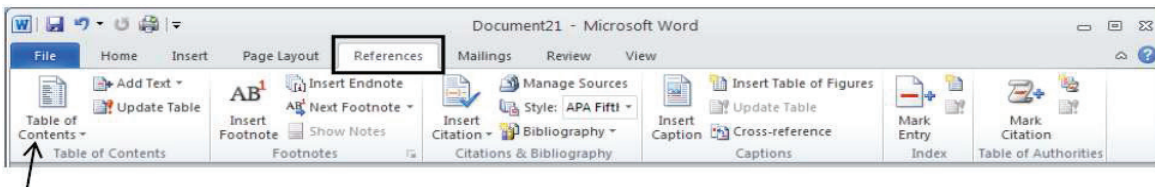
Page Background group helps you set the Page Border, and Page Colours.

You can also have commands like Indentation, Spacing and Line Numbering etc. which are also available in the Home Tab.

The Page Setup group can also be accessed using the triangle button at the bottom right. By clicking on this, you can have more advanced Page Setup options. The Paragraph group also has the triangle button for the advanced options.

### 9.5.4 The References Tab

The References Tab on Microsoft Word 2010's ribbon offers a quick way to enter your document sources, citations, etc. On the References tab, you will find groups like Table of Contents, Footnotes, Citations & Bibliography, and Captions.

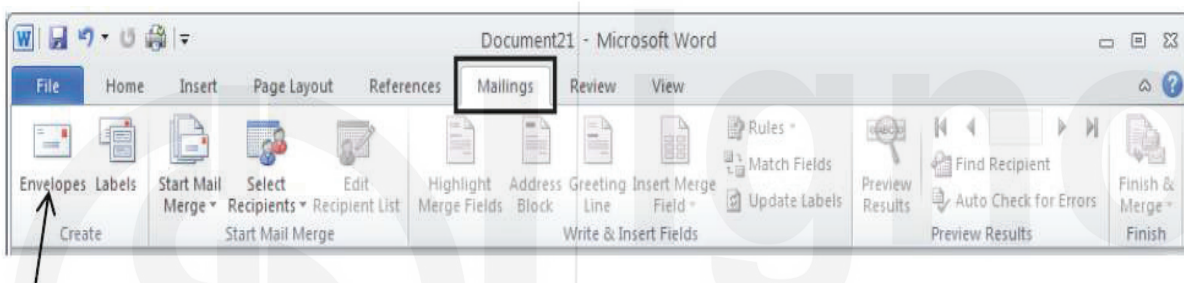


**Fig. 9.16: The References Tab**

One of the best features on the References tab is adding the Table of Contents for a document. The only thing you need to make sure is that you type your document using one of the heading styles for the items that need to be included in the Table of Contents. Click the Table of Contents button and the table of content appears.

### 9.5.5 The Mailing Tab

One of the most common features on the Mailings tab is the Envelopes and Labels for printing.

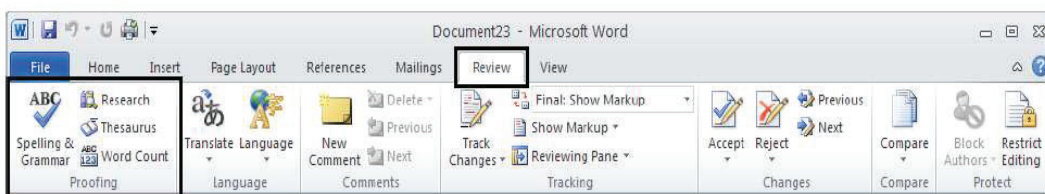


**Fig. 9.17: The Mailing Tab**

Clicking the Envelopes button produces the box below which allows you to enter in the Delivery address and Return address. Clicking the Options button gives the choices for the envelope size. On the Labels tab, the Options button is also available for the needed label size.

### 9.5.6 The Review Tab

The Proofing group is one of the most popular groups on the Review tab.



**Fig. 9.18: The Review Tab**

Once you have finished your document, you can perform one last spell check by choosing the Spelling & Grammar button. This is an automated process going through the entire document.

The Research button will allow you to access different dictionary lookups of any word you have highlighted.

The Thesaurus button will suggest other words with similar meaning for the word you have highlighted.

The Word Count Button will give you statistics for the number of pages, words, paragraphs, lines, etc.

### 9.5.7 The View Tab

The View Tab is the last tab on the Microsoft Word 2010 Ribbon.

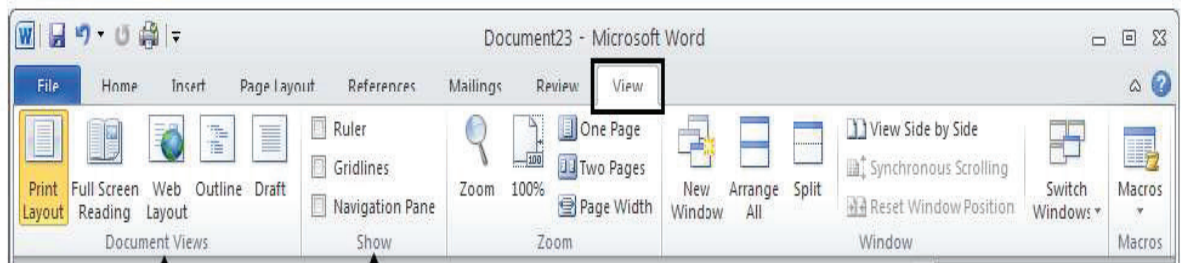


Fig. 9.19: The View Tab

By the buttons available on the Document Views group, you can view your document in different ways. You can see the Print Layout, Full Screen Reading, Web Layout, Outline, and Draft views.

On the Show group, you can measure and line up objects by clicking the Ruler button and the ruler will appear at the top and left margin of the document.

## 9.6 CREATING A DOCUMENTS BY MS WORD

If you create a document to send to people who are working in earlier versions of Word and you know that they have installed the Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint latest version, File Formats, you can work in Microsoft Word latest mode.

If you are not certain whether or not the folks you send your document to possess put in the Microsoft workplace Compatibility Pack for Word, Excel, PowerPoint Open XML File Formats, you can work in Compatibility Mode. Compatibility Mode makes certain that no new or increased options in Word 2010 are out there whereas you're employed in a very document, so that people who are using previous versions of Word will have full editing capabilities.

Note: If you already created a document, and you want to find out what content won't be available for editing in earlier versions, see Features that behave differently in earlier versions.

### Turn on Compatibility Mode

When you produce a replacement document that may be employed in an earlier version, you can turn on Compatibility Mode by saving the file in Word 97-2003 format.

- 1) Open a new document.
- 2) Click the File tab.
- 3) Click Save As.
- 4) In the Save as type list, click Word 97-2003 Document. This changes the file format to .doc.
- 5) In the File name box, type a name for the document.
- 6) Click Save.

## Check Your Progress B

### 1) Multiple Choice Questions

- i) While working in MS Word you have to work with
  - a) Mouse only
  - b) Keyboard only
  - c) Both mouse and keyboard
- ii) In MS Word every command is available in
  - a) Print
  - b) Letter
  - c) Icons
- iii) You can go inside MS-Word in the following way
  - a) Take the mouse pointer to START button on the taskbar and Click the left mouse button.
  - b) Take the mouse pointer to START button and click the right mouse button.
  - c) Move the mouse pointer on the screen.

### 2) State True or False

- a) The title bar displays the name of the currently active word document.
- b) Two of the most common toolbars are the formatting toolbar and the standard toolbar.
- c) The toolbar allows you to format the vertical alignment of the text.
- d) The scroll bar helps you to scroll the content or body of the document.
- e) The workspace is the area in the document window where you enter/type the text.
- f) Using View option, you can perform editing functions such as cut, copy, paste, find and replace, etc.

- g) Using the Edit option, you can switch over from Normal mode to Outline mode.
- h) Using Insert menu, you can insert various objects such as page numbers, footnotes, picture frames, etc.
- i) Using Tools menu, you can access to various utilities of word such as spell check, macros and mail merge, etc.
- j) Window menu allows you to work with two documents simultaneously.

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## 9.7 LET US SUM UP

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Word Processing is an idea which talks about creating or developing a document. When we use and a computer to do so, we require software which can provide a platform for it known as word processing software. There are various types of Word Processing packages such as MS Word, WordStar, Word Perfect, Google Docs, etc. Among all the popular word processing software, MS Word is used most widely which provides advanced word processing and Desktop Publishing features.

The important features of the screen of MS Word 2010 are The W Button, Title bar, Status bar, Ruler, Scroll bar, Ribbon, etc.

There are Seven Tabs in MS Word 2010. The first tab is File tab. The File tab has commands like Save, Save As, New, Print, etc. The second Tab is Insert Tab which consists of many useful options which can be used while creating the document in MS Word. Using insert tab, one can add picture, clip art, shapes, charts etc. The third Tab is The Page Layout tab which lets you manage the look and feel of the document. It also provides a number of themes and color schemes which can be applied to your document to have a global design.

The fourth tab is The References Tab which offers a quick way to enter your document sources, citations, etc. On the References tab, you will find groups like Table of Contents, Footnotes, Citations & Bibliography, and Captions. The fifth tab is Mailing Tab. One of the most common features on the Mailings tab is the Envelopes and Labels for printing. Sixth tab is The Review Tab. The Proofing group is one of the most popular groups on the Review tab. The last tab is The View Tab. By the buttons available on the Document Views group, you can view your document in different ways. You can see the Print Layout, Full Screen Reading, Web Layout, Outline, and Draft views.

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## 9.8 KEY WORDS

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**Title Bar:** the title bar displays the name of the document currently being active.

**Ruler Bar:** The ruler bar is useful to set the vertical alignment of the text in the working document.

**Status Bar:** It displays information like currently active page number, the column and line number of the cursor, and so on.

**Scroll Bar:** Scroll Bar available in MS Word enables you to scroll through the document up and down or left and right.

**File Tab:** File tab is the section that gives you access to file functions such as Open, Save, Close, Properties, and Recent file options.

**Quick Access Toolbar:** The most frequently used tools/buttons can be stored in the Quick Access Toolbar. By default, the Quick Access Toolbar is available with tools like Save, Undo, and Redo.

**Ribbon:** It gives you quick access to the commands by displaying them up front while you work on the document.

**Workspace:** The workspace is an area where you create your document by typing the text.

**Page Layout Tab:** The Page Layout tab lets you manage the look and feel of the document. It also provides a number of themes and color schemes that can be applied to your document to have a global design.

**References Tab:** It offers a quick way to enter your document sources, citations, etc.

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## 9.9 ANSWERS TO CHECK YOUR PROGRESS

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### Check Your Progress A

- 1) (a) True (b) True (c) False (d) True (e) False

### Check Your Progress B

- 1) (i) c (ii) c (iii) a

- 2) (a) True (b) True (c) False (d) True (e) True  
(f) False (g) False (h) True (i) True (j) True

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## 9.10 TERMINAL QUESTIONS

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- 1) What do you understand by Word processing? Give examples.
- 2) Describe the important features of MS-Word.
- 3) Describe the various options available in the main menu bar of MS-Word.
- 4) What are the different types of toolbar?
- 5) Explain two methods to start MS-Word.

**Note:** These questions are helpful to understand this unit. Do efforts for writing the answer of these questions but do not send your answer to university. It is only for yours practice.



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# UNIT 10 WORKING WITH WORD PROCESSING

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## Structure

- 10.0 Objectives
- 10.1 Introduction
- 10.2 File Management in MS Word
  - 10.2.1 Create a Document
  - 10.2.2 Open an Existing File
  - 10.2.3 Saving File Option I (Save Command)
  - 10.2.4 Saving File Option II (SaveAs Command)
  - 10.2.5 Auto Saving Document
  - 10.2.6 File Tab with Recent Option
  - 10.2.7 Save and Exit
  - 10.2.8 Quitting Word
  - 10.2.9 Preview and Printing a Document
- 10.3 Entering and Editing Text
  - 10.3.1 Copying Text
  - 10.3.2 Undo Repeat
  - 10.3.3 Find and Replace Text
  - 10.3.4 Character Formatting
  - 10.3.5 Line Spacing
  - 10.3.6 Alignment
  - 10.3.7 Border and Shading
  - 10.3.8 Page Breaks
  - 10.3.9 Column
  - 10.3.10 Change case
  - 10.3.11 Adding and Removing Numbers and Bullets
  - 10.3.12 Indenting
  - 10.3.13 Margins
  - 10.3.14 Header and Footer
  - 10.3.15 Spell Checking the Document
  - 10.3.16 Creating and Managing Tables
  - 10.3.17 Working With Graphics
  - 10.3.18 Word Art
  - 10.3.19 Insert Picture/Clip Art
  - 10.3.20 Smart Art Graphics
- 10.4 Working with Google Docs
- 10.5 Comparison between MS-Word and Google Docs
- 10.6 Let Us Sum Up
- 10.7 Key Words
- 10.8 Answers to Check Your Progress
- 10.9 Terminal Questions

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## 10.0 OBJECTIVES

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After completing this unit, you should be able to:

- understand how to create a new file or open an existing file in MS-Word;
- understand how to edit the documents in MS-Word;
- understand working with MS doc; and
- understand the compatibility of MS-Word and Google docs.

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## 10.1 INTRODUCTION

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When it comes to word processing, Microsoft Word is the gold standard. As part of the Microsoft Office productivity suite, more than one billion computer users rely on the program every day. Even though so many consumers use Microsoft Word, not everyone knows how to maximize the capabilities of the program. Word is packed with a multitude of features that can help make the creation of documents, reports, and text files easier. This unit makes you understand the basics of MS Word and about its interface, the process of creating a word document and drafting your letters and how to modify your contents and save the document and how to move your contents within the documents using cut, copy and paste, etc. To format the document various formatting tools available like alignment, font style, page break, border, and shading, etc. are also explained. The unit will also explain few advanced features of MS Word like Header and Footer, Tab setting, inserting table, word art, use of formula, working with graphics, use of pictures and clip art, and SmartArt. Along with MS word Google docs is also popular these days that make our work much easy. The later part the unit has explained the working with Google docs along with their comparison with MS word.

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## 10.2 FILE MANAGEMENT IN WORD

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As of now, you must be familiar with most of the basic features of MS Word. Let us understand to create a file or a document where you can start word processing and draft your text matter. By default, a new blank document opens when you launch the MS Word.

### 10.2.1 Create a Document

Although it is very easy to start working with a basic document in MS Word 2010, however, if you wish to create another document you simply have to follow a few steps to do so. Go to File Tab and click on “New” in the left column, and then double click on “Blank Document” to create a new document window.

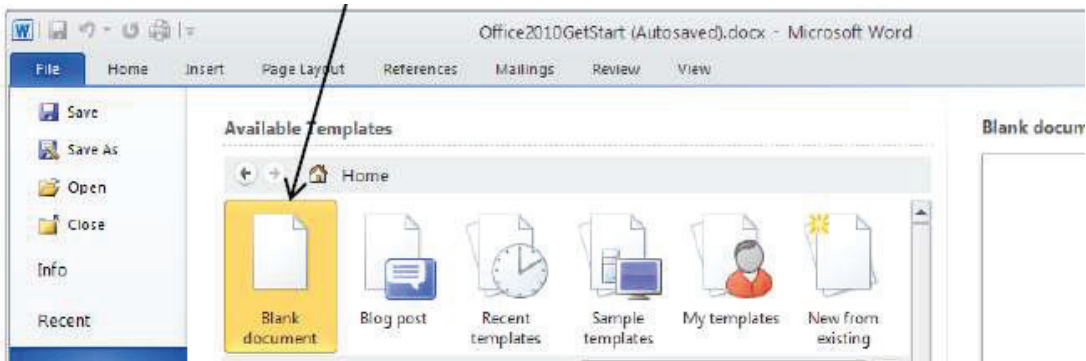


Fig. 10.1: Blank Document

## 10.2.2 Open an Existing File

You can open your existing word file which you have created earlier. This can be done by clicking on the “Open” available in the File Tab. When you click “Open” a dialog box appear as shown in figure 10.2.

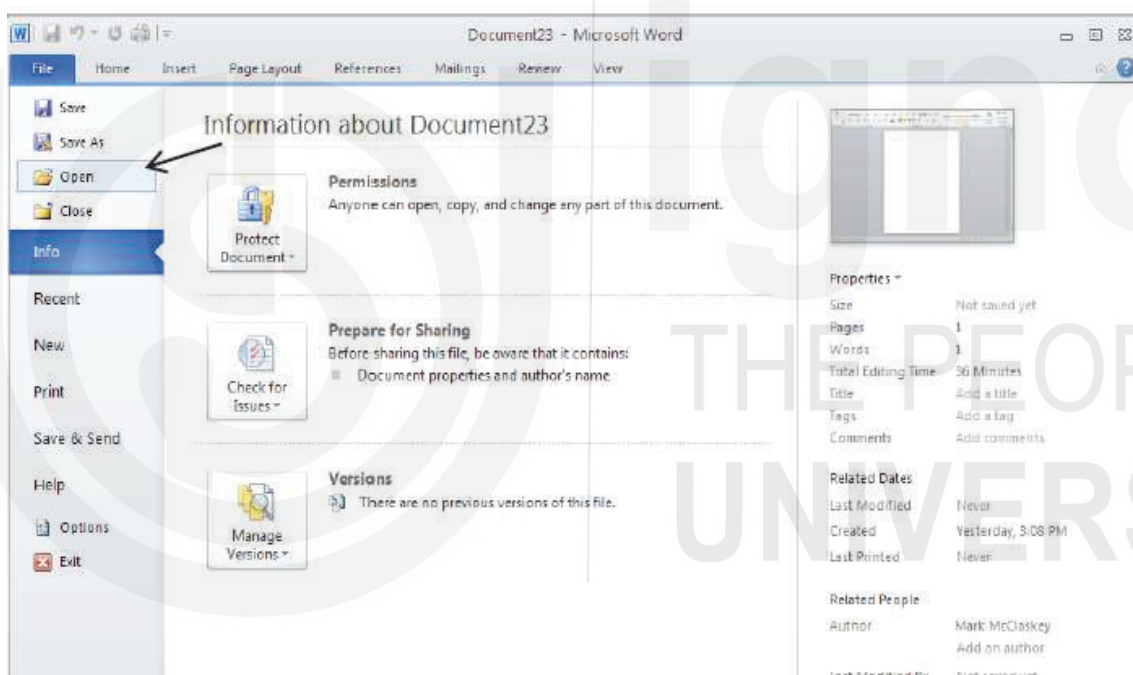


Fig. 10.2: Open an existing file

You can now browse through the computer to locate your file which you want to open. Once you have selected the file you have to just click “Open” button at the right bottom to finally open the file.

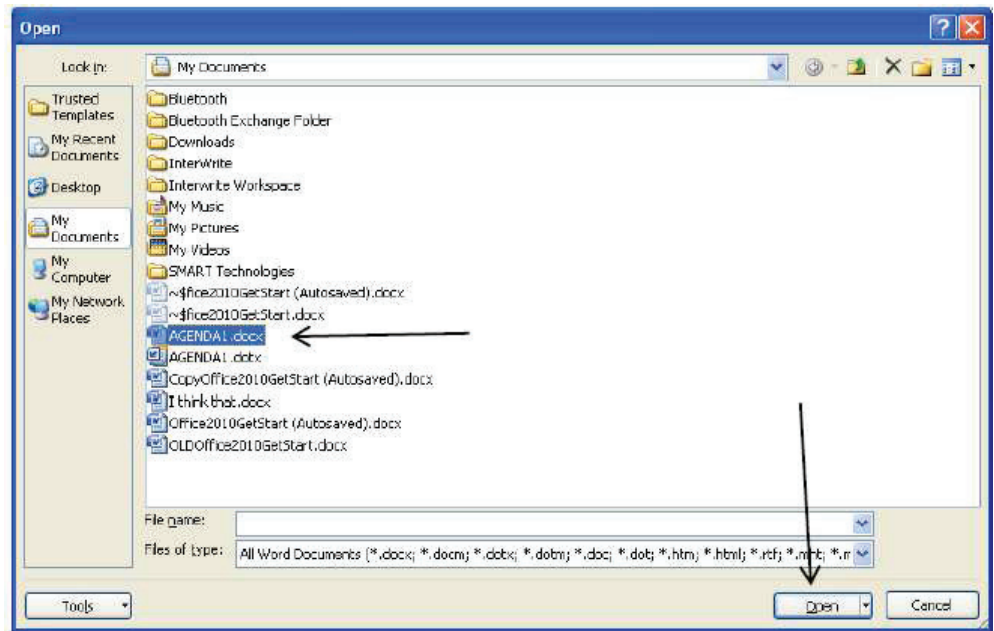


Fig. 10.3: Open the file from the list

### 10.2.3 Saving File Option I (Save Command)

Save option is used to store your work in the computer’s memory so that you can access your work in the future. It’s a good habit to save your work every time you edit your content in the file. MS Word offers two different options to save your file. Either you can use File Tab and save your work using “Save” option or else you can use the “Save button” available in the Quick Access Toolbar.

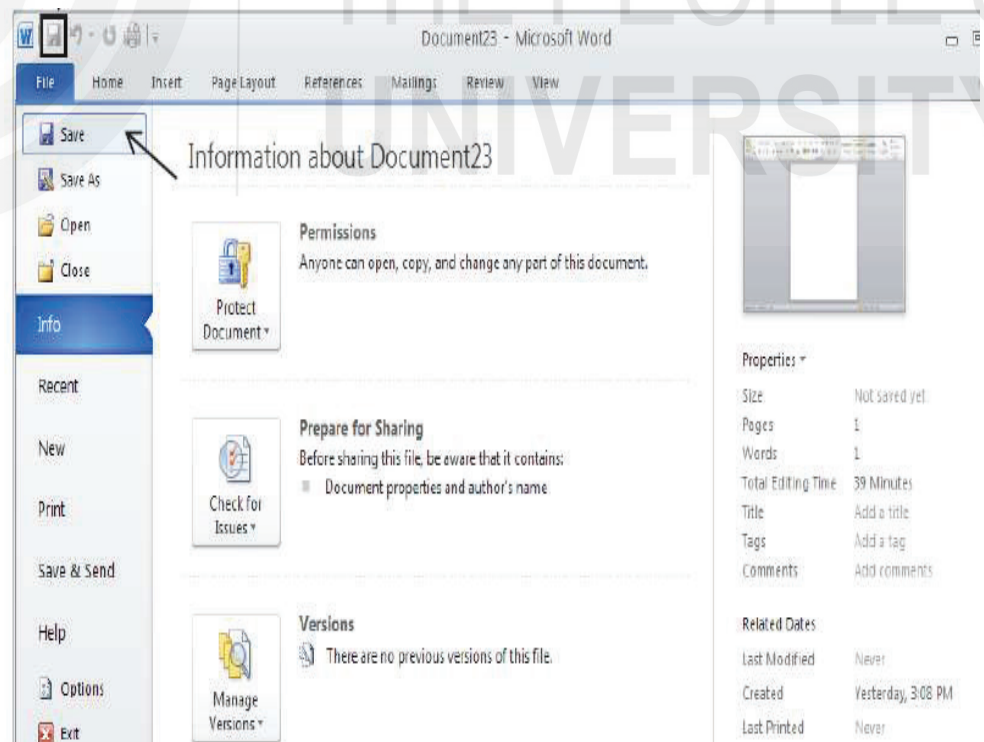


Fig. 10.4: Save the File

## 10.2.4 Saving File Option II (SaveAs Command)

MS Word offers you an option through which you can create a duplicate file or a replica of your existing word file. You can do so using “Save As” options of File Tab. When you click on this option, a dialog box will appear as given below

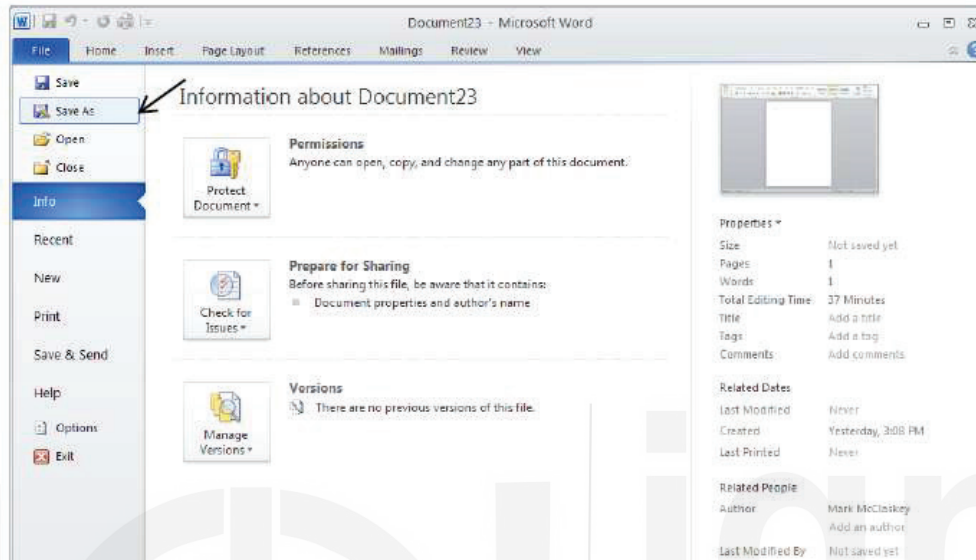


Fig. 10.5: Save As the File

You have to click on the “Save As” button of the dialog box. The another dialog box will appear where you can choose a different name for your file and select the location where you wish to save your file the file

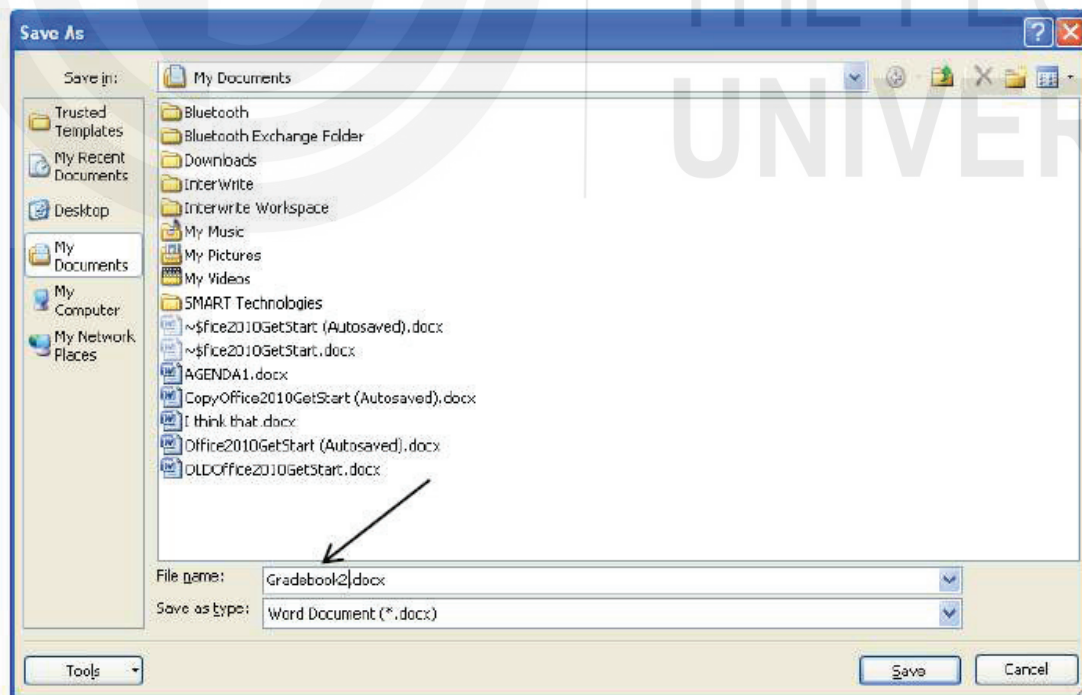


Fig. 10.6: Select the location where you wish to save the file

## 10.2.5 Auto Saving Document

It is always a good idea to periodically save your work in MS Word. This can be done automatically using AutoSave option. All you have to do is to choose the AutoSave and its period i.e. frequency of saving by clicking on “Options” in the File menu.

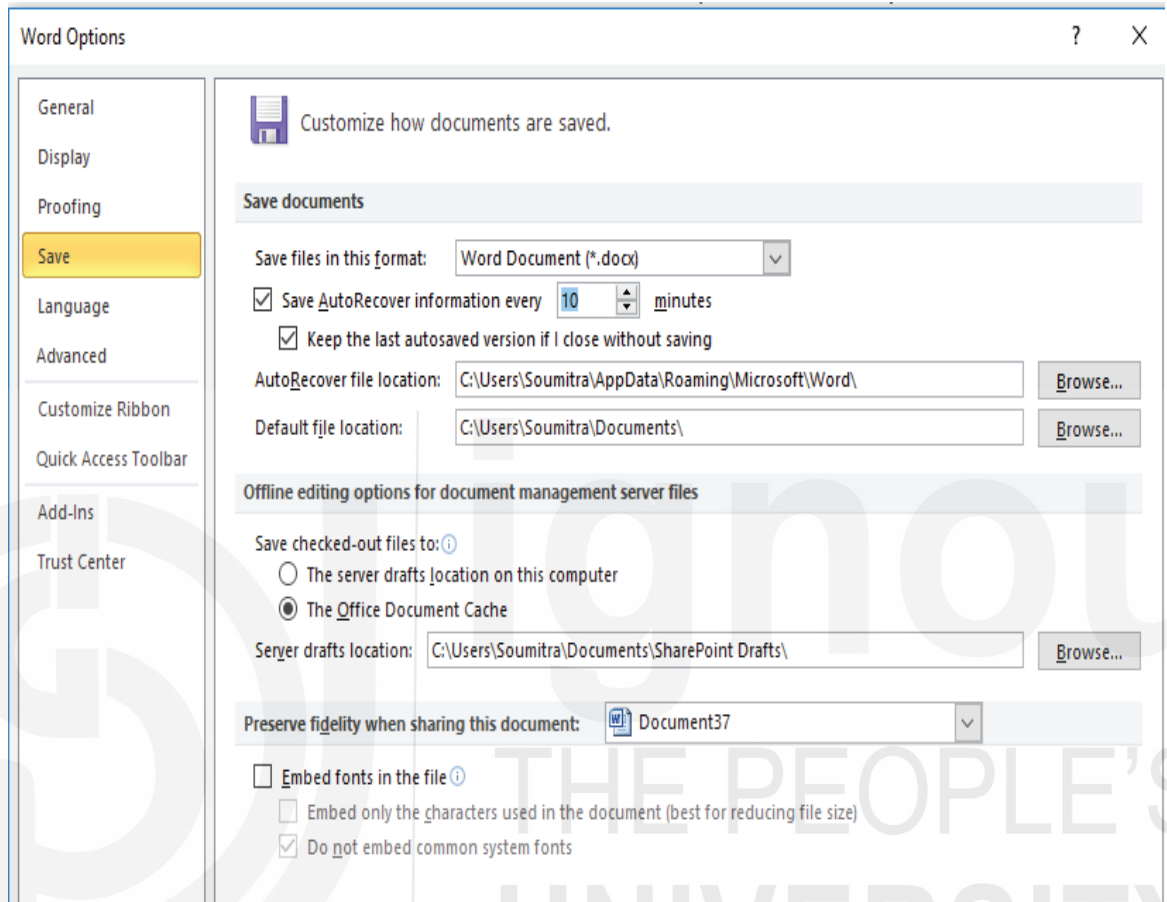


Fig. 10.7: Auto Saving Document

## 10.2.6 File Tab with Recent Option

The “Recent Option” of the File tab gives you a quick option to access your other documents. You can also recover the file by clicking on the Recover Unsaved Document option at the bottom of the page if you have accidentally deleted document

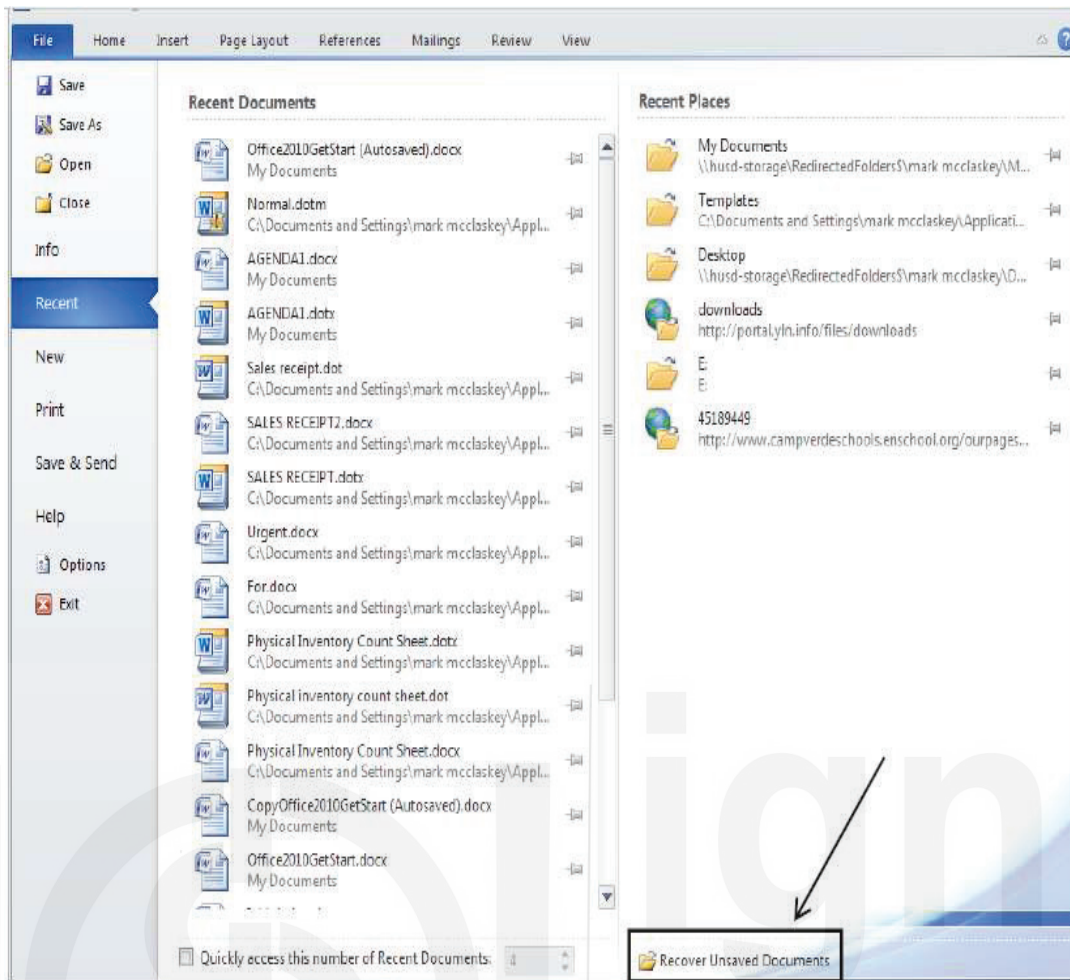


Fig. 10.8: File Tab

### 10.2.7 Save and Exit

The Save function stores all your work in the computer memory and can be used in the future. The Save option available in the File menu can be used to store the document.

### 10.2.8 Quitting Word

Once you are done with your word processing activity, you can come out of the MS Word by clicking on the Exit option available in the File menu. The MS Word will automatically display a dialog box and ask whether you want to save your work before exiting. You can click on the Save button which would make you exit the MS Word with all your data saved.

### 10.2.9 Preview and Printing a Document

#### a) Print Preview

Print Preview automatically displays when you click on the Print tab. Whenever you make a change to a print-related setting, the preview is automatically updated.

- 1) Click the File tab, and then click Print. To go back to your document, click the File tab.
- 2) A preview of your document automatically appears. To view each page, click the arrows below the preview.

**b) Print**

- 1) The Print tab is the place to go to make sure you are printing what you want.
- 2) Click the File tab.
- 3) Click the Print command to print a document.
- 4) Click the Print button to print your document.
- 5) This dropdown shows the currently selected printer. Clicking the dropdown will display other available printers.

These dropdown menus show currently selected Settings. Rather than just showing you the name of a feature, these dropdown menus show you what the status of a feature is and describes it. This can help you figure out if you want to change the setting from what you have.

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### **10.3 ENTERING AND EDITING TEXT**

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After having created your document, you are now ready to enter the text. Whatever text you write would appear in the workspace on the current location of the cursor. MS Word automatically manages the right margin of the document while you enter the text in the document. Once you write a word, the insertion point moves automatically to the next line. To change the line or the paragraph at any time you need to use **Enter** key (↵). Editing the document means making the desired correction in your document. Editing of a document helps you in

- Deleting a part of the text.
- Moving text from one place to another.
- Copying text from one place to another

These editing activities can be performed easily in the MS Word, however, you are required to first select the text or the block of text before you go ahead with editing options. You can select the text using a mouse or by simultaneously pressing Shift and arrow keys. You can refer to the table below for various selection options based on the “Click and Drag” approach.

**Table 10.1: Click and Drag**

To Select	Action
Any variable length of Text	Drag the mouse over the text to be selected.
A word	Double click the mouse on the particular word.
A graphic	Click the graphic.
A line of text	Click in the selection bar to the left of the line.
Multiple lines of text	Drag in the selection bar to the left of the lines.
A sentence	Hold down CTRL and click any wherein the sentence.
A paragraph	Double click in the selection bar next to the paragraph.
Multiple paragraph	Drag in the selection bar

### 10.3.1 Copying Text

Copy text is a very useful function of the MS Word; using copy function you can put the same character, word or block of the text in different places of the document. To copy, you have to select the text either using mouse or keyboard. The copy function can be used through toolbar or drag function. Once you have selected the text, you have to click on the Copy button from the toolbar and then put the cursor to the new location and then click on the Paste button.

### 10.3.2 Undo Repeat

The Undo and Redo options are used to cancel the previous command and to repeat the previous command respectively. The Undo and Redo actions can be performed through the Quick Access Toolbar by clicking on the icons shown in the figure below

**Fig. 10.9: Undo and Redo**

### 10.3.3 Find and Replace Text

The Find and Replace function is a very useful function available in MS Word, as the name suggests the Find and Replace option is used to find any word or text in the document the option also allows you to replace the text with the new one. The short cut key to use Find and Replace function is

“Ctrl+F”. By using “Ctrl+F” button simultaneously the Find and Replace window will appear as given in the figure

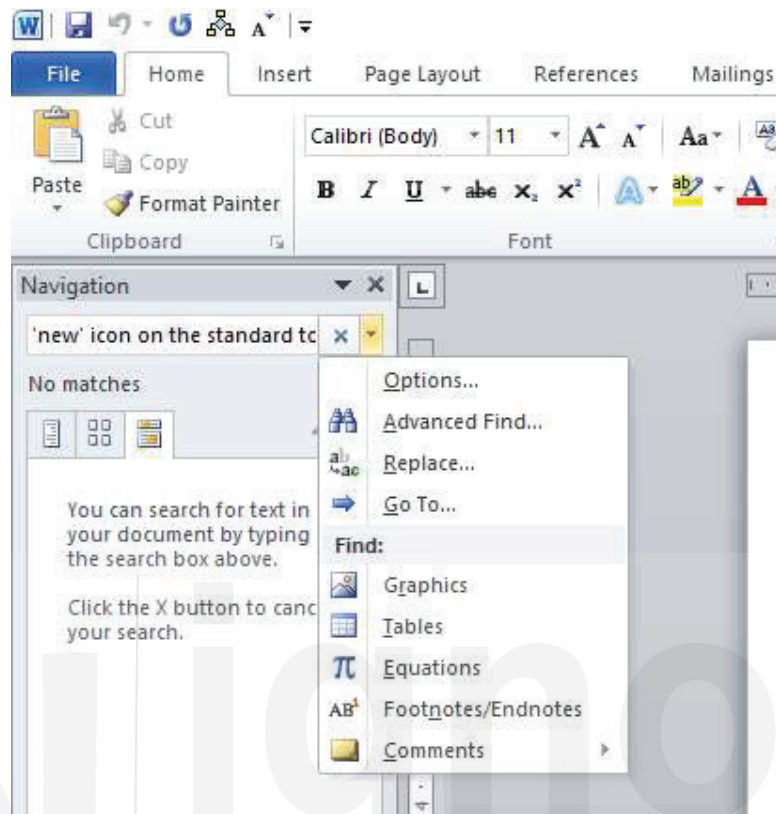


Fig. 10.10: Find Text

On clicking the Replace option following dialog box will appear

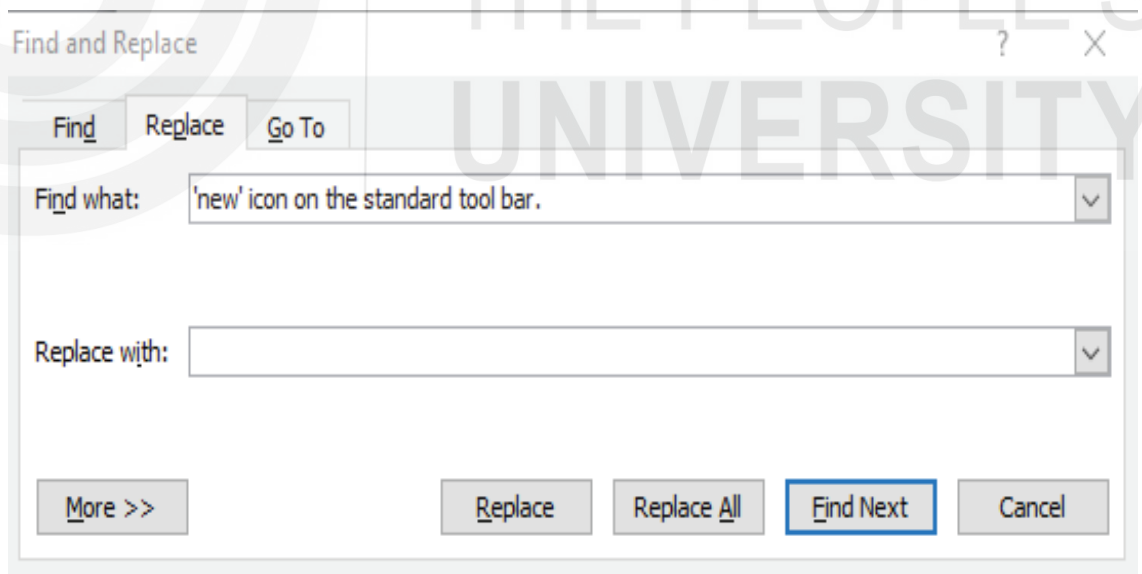


Fig. 10.11: Replace Text

To use Find and Replace function, the following actions are required

- In the Find text box you have to type the word you want to search in the document

- Now you have to click on Find Next. (MS Word will only find the text in the document)
- To replace the text, click on the Replace button
- Type the text you want to replace with.
- Click on Replace or Replace All, as per the requirement.
- Click on close to resume editing.

### Check Your Progress A

State whether the following statements are True or False

- “Alt + F” is used to open a file.
- The new option available in the standard toolbar can be used to open a new document instead of using the File menu.
- Backspace or Delete keys can be used to remove the text.
- If you want to copy the text from one place to another in the document, you need not to select the block of the text first.

### 10.3.4 Character Formatting

You should note that formatting the character means changing the font, size and color of the text. It also includes the appearance of character by changing the font styles. Characters can be formatted MS-Word, you can change the font of the character, size of the font, its style, colour etc. using character formatting. The formatting of character can be done using two different ways

- By pressing “Ctrl+D” shortcut key
- Using Font Group in Home Tab

Click on the required icon from the toolbar

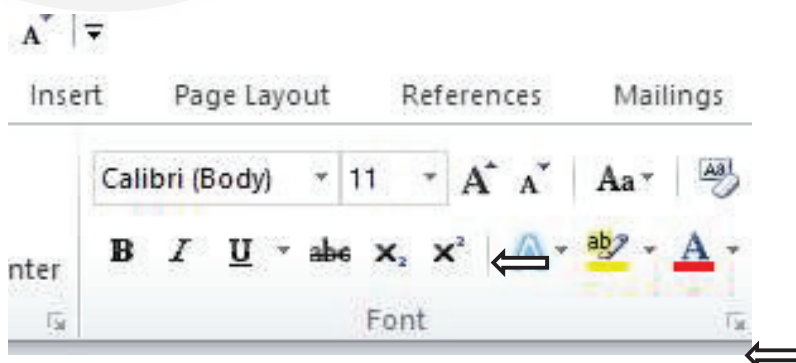


Fig. 10.12: Character Formatting

To change the font, you can select the text and go to the Font Group in Home Tab, a dialog will appear as given below

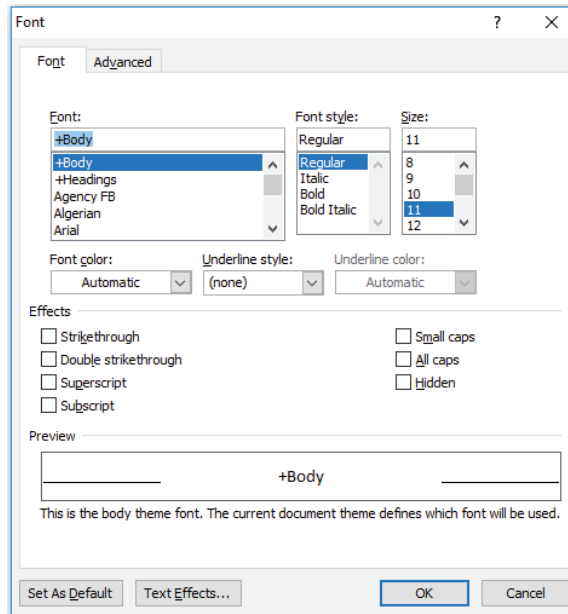


Fig. 10.13: Changing Font, Size and Color of the Text

You can use any of the Font from the list of the fonts.



The size of the font can also be changed using font size list.



Also, more options are used to change the look and feel of the character from the dialog box.

- a) **Boldface:** To make any character or word Boldface, you have to select the character or word and then click on the Bold icon from the toolbar



- b) **Italics:** To make any character or word italic, you have to select the character or word and then click on the italic icon from the toolbar



- c) **Underline:** To make any character or word Underline, you have to select the character or word and then click on the Underline icon from the toolbar



Boldface, Italics, and Underline button toggle between on and off. When you want to remove boldface, italics or underline, you can select the text again and click on Boldface, Italics or Underline button to remove it. The Bold, Italic and Underline buttons can be pressed to have the text in Bold, italic or underline and these can be pressed again to withdraw the effect. This is called toggle option. MS Words offers many toggle icons which can be used as and when required.

**(d) Subscripts and Superscripts:** The subscripting and superscripting options can be used to have the subscripting and superscripting. To do so you need to select the text and then click on the subscript or superscript icon available in font group toolbar

Examples:     Superscript     50<sup>th</sup>  
                  Subscript         A<sub>t</sub>

### 10.3.5 Line Spacing

The line spacing plays a very important role in formatting the letter or any other matter. You can adjust the line spacing as per the need by clicking the **Paragraph Group** in the **Home Tab**

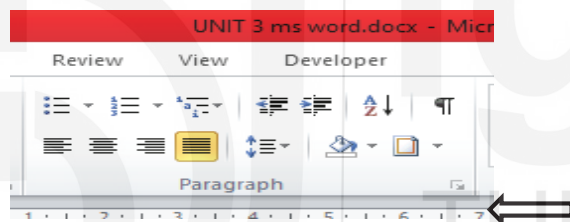


Fig.10.14: Line Spacing

The Single or Double line spacing can be selected as per the requirement. An example of single-spacing text and double-spacing text is given

- a) **Single Line Spacing:** Indira Gandhi National Open University known as IGNOU is a Central University located at Maidan Garhi, New Delhi, India. Named after former Prime Minister of India, Indira Gandhi, the university was established in 1985.
- b) **Double Line Spacing:** Indira Gandhi National Open University known as IGNOU is a Central University located at Maidan Garhi, New Delhi, India. Named after former Prime Minister of India, Smt. Indira Gandhi, the university was established in 1985.

### 10.3.6 Alignment

The default alignment of MS Word is **Left Alignment**. However, you can have **Right or Centre Alignment** as required.

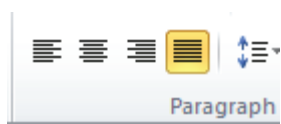


Fig.10.15: Alignment

- a) **Left-Aligning Text:** To have the left alignment, you have to select the content and then click on the Left Alignment icon from the formatting toolbar
- b) **Right-Aligning Text:** To have the right alignment, you have to select the content and then click on the right Alignment icon from the formatting toolbar
- c) **Centre-Aligning Text:** To have the centre alignment, you have to select the content and then click on the centre Alignment icon from the formatting toolbar. To have different alignment, you can also select the Paragraph toolbar. In the Paragraph tool the Alignment drop-down list you can choose the option to get the desired effect
- d) **Justification:** Once the alignment is done, the paragraph can be justified using, Justification tool. To justify the paragraph you have to select the paragraph first and then select on the Justify icon from the formatting toolbar

### 10.3.7 Border and Shading

The borders and shadings can be added on the document to make your document more beautiful.

- a) **Borders:** The Border can be applied on to the entire page or any specific paragraph in your document. You can apply borders through Border toolbar as shown in the figure.

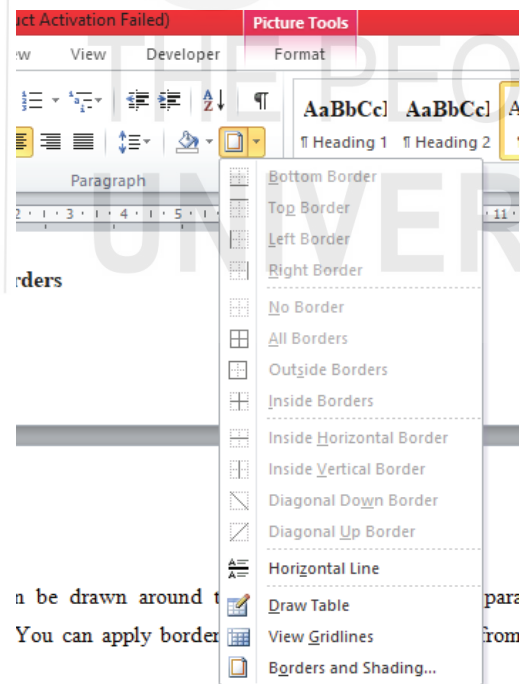


Fig. 10.16: Borders Toolbar

Different border options can be used to apply the border in the document as per need. You can also decide about the thickness of your borderlines. The drop-down list available in the Border toolbar allows you to select the desired thickness for the borderline.

- b) **Shading:** Like borders, shadings can also be applied to the document. It can be applied to the entire page or a specific paragraph. The shading option is used to make your content more noticeable in the document. You can use Shading toolbar to explore various shading options available for you as depicted in the figure.

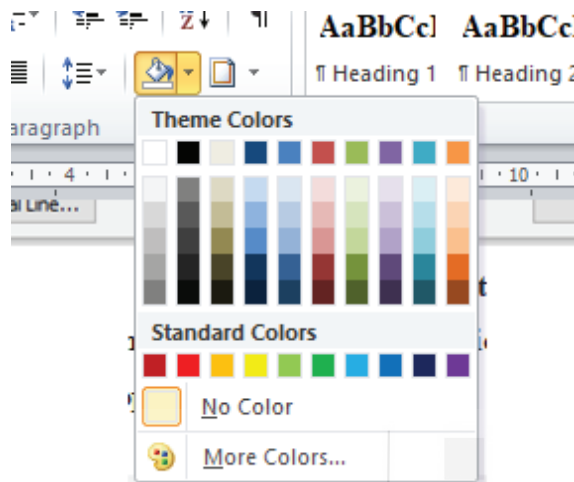


Fig. 10.17: Shading Text

Alternatively, you can use the Borders and Shading option from the Format menu bar. The following dialog box will appear as shown in the Fig. The various shading options can also be assessed using “Border and Shading” option available in the Formatting Group.

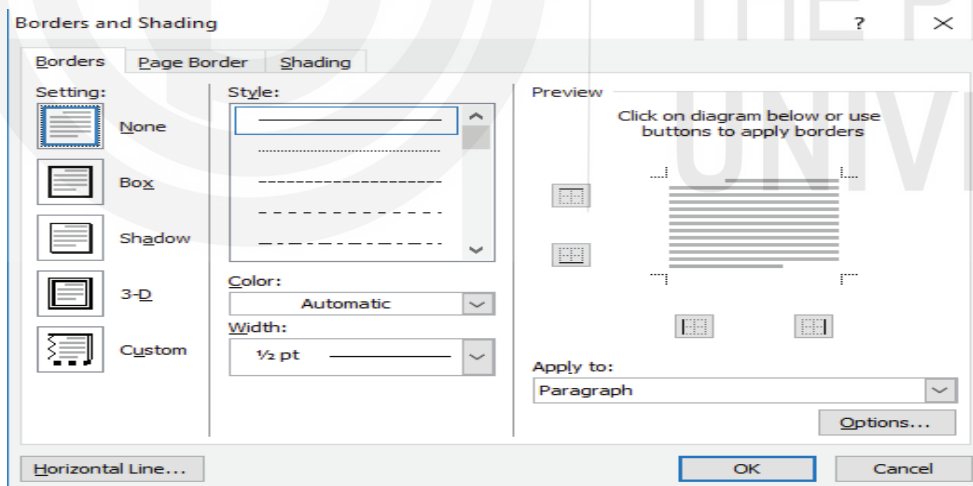


Fig.10.18: Customizing Borders and Shading

### 10.3.8 Page Breaks

Although, MS Word manage the pages and add new page automatically once the current page on which you are writing is full called the Soft Page Break. However, you can also break the page as per your wish which is known as Hard Page Break. To insert a new page, you have to put your cursor on the

location where you want a page break and click on the “Page Break” option available in the Insert tab. The shortcut keys for Page Break are **Ctrl+Enter**. The pages can be removed as well using backspace or Delete key in the keyboard.

### 10.3.9 Column

Sometime, you are required to prepare your document by writing your text in multiple columns as done in a newspaper or a magazine. The contents are written in columns where the text runs down the left-most columns till the bottom of the page and then wraps to the next column. The number of columns can be decided and fixed before initiating the word processing; even you can create the columns after you are done with the text writing. The Page Layout tab can be explored to find the “Column” option and select the desired number of columns as per the requirement. The size of the column can also be adjusted as per the need. Either you can select the Preset options or else the width and spacing can be specified.

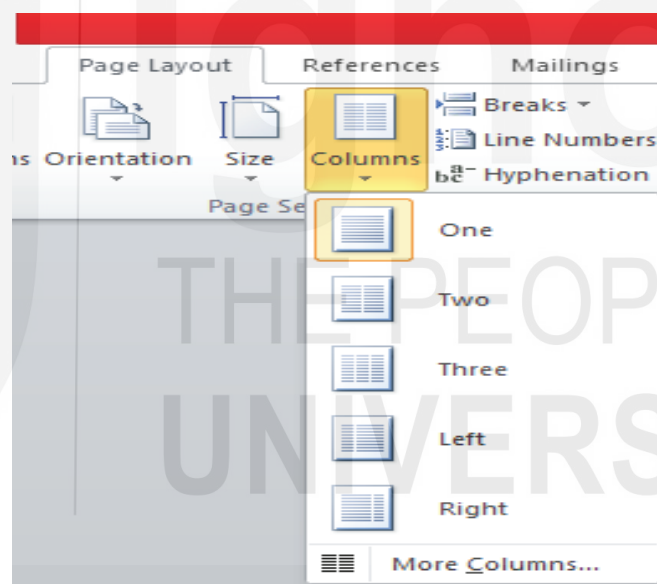


Fig. 10.19: Column selection

### 10.3.10 Change Case

To prepare your document with different cases, you can use the “Change Case” option provided by MS Word. You have to select the paragraph where you want to apply the change case option and then click on the “Change Case” in the Home, tab to get the dialog box as shown in the figure.

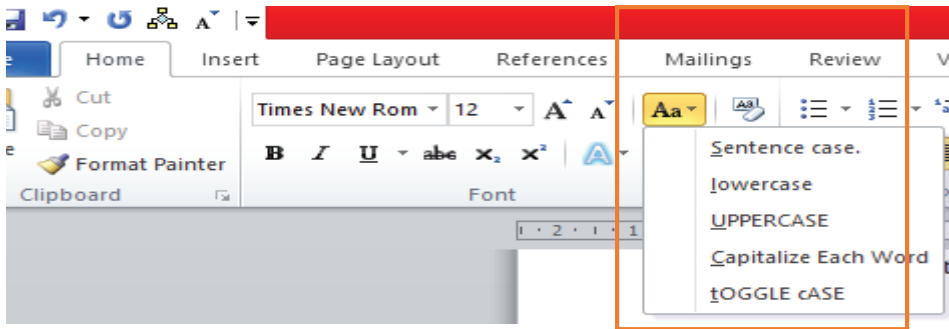


Fig. 10.20: Changing Case

The following five different types of text cases are shown in the dialog box. MS Word offers you the following five types of text case as explained below:

- a) **Sentence case:** This option will make the first letter of each sentence in upper case.
- b) **Lower case:** If you select the “Lower Case” option, all the characters of the selected text would be changed in the lower case
- c) **Upper case:** If you select the “Upper Case” option, all the characters of the selected text would be changed in the lower case
- d) **Title case:** The “Title Case” makes the first character of each word in the Upper Case.
- e) **Toggle case:** The Toggle Case makes all the lower case characters into upper case and all the upper case characters into the lower case for the selected paragraph.

### 10.3.11 Adding and Removing Numbers and Bullets

Many times, you require presenting some of the text in bullet points or in numbered form. Writing the text in a bulleted or numbered form improves the presentation of your content in the document. MS Word allows you to add bullets or numbers to the text. To add numbers to a specific paragraph, select **Home Tab Paragraph Ribbon** then on **Bullets and Numbering**. A dialog box will appear as shown in the Fig. 10.21 The numbers or bullets can be added using the “Bullet and Numbering” option available in the Home tab.

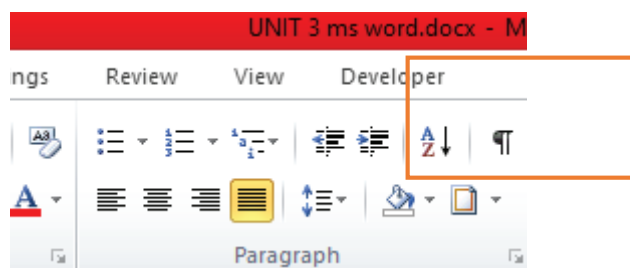


Fig.10.21: Bullets and Numbering

In order to apply bullets or numbers to your text, you need to select the text first and then click on the “Bullet and Numbering” option. You can click Bullet icon to add bullets and number icon to add numbers for your text. Different styles of Bullet and Numbering can also be selected as per your needs. To remove the bullet or numbering, you have to select the numbered or bulleted text and click on the number or bullet icon accordingly

### Check Your Progress B

State whether the following statements are True or False.

- Changing the style of your font does not come under formatting.
- Superscripting and Subscripting can be done in MS Word.
- The default Ms-Word alignment for all the text is the Right Alignment.
- You cannot apply the border on to the entire page.
- MS Word manages the page and add a new page when the current page is full.
- Columns of unequal widths cannot be created using the Column toolbar.
- The shading makes the text more noticeable.
- MS Word offers 4 types of change case options.

### 10.3.12 Indenting

The Indenting is used to clearly demark the lines or paragraphs from the rest of the text. The indenting can be done using Paragraph Group of Home Tab. The figure shown below would appear on Line and spacing option. The dialog box as shown above provides you with all the necessary options through which you can set the left or right indents. You can also set the indents by dragging the indent marker available on the ruler.

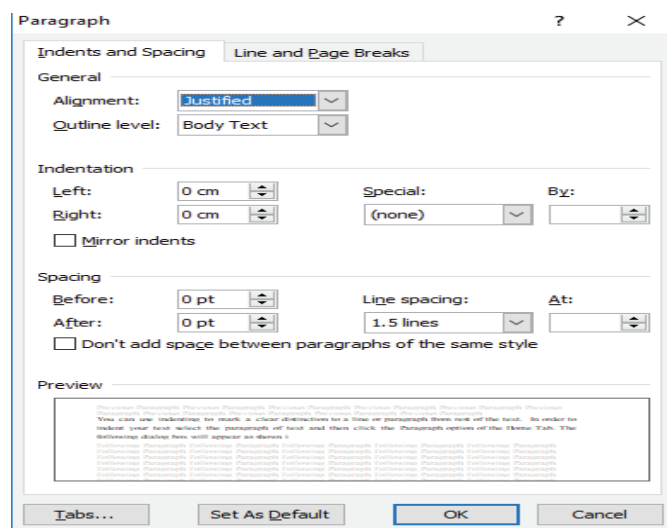


Fig.10.22: Indenting Paragraph

### 10.3.13 Margins

The margin plays a very important role in any document. Though MS Word by default sets the margin for the document, however, you can also set margin using the Ruler bar, or else it can be adjusted using the margin boundaries by clicking and dragging it as shown in fig. 10.23.

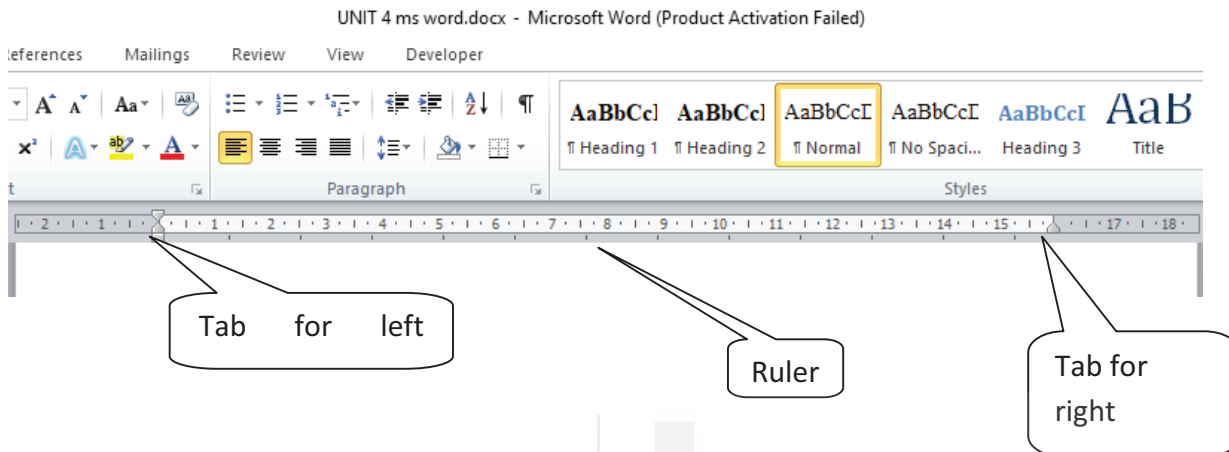


Fig.10.23: Margin Setting using Ruler bar

The margins can also be set by using the Page Setup Group from the Page Layout Tab. On clicking the Margins icon from the Page Setup Group following dialog box will appear. From the dialog box, you can specify the Top, Bottom, inside, and outside margins. The new settings for the margins can be applied either to the whole document or a particular section of the document. Selecting the required option from the drop-down list of apply to does this. The dialog box enables you to set all the margins i.e. Top, Bottom, Left, and Right. You can apply the new setting for the whole document or for a specified block of text.

### 10.3.14 Header and Footer

Sometime you will find a situation where you have to put some common text as a heading and which would appear at the top of each page of the document or a common text which should appear at the bottom of the page throughout the document. So instead of writing the content all over again and again for each page, you can use the Header and Footer option of MS Word. The Header and Footer option is a very important tool and is used very extensively while preparing the document. The Header and Footer option can be applied by clicking on Header and Footer options available in Insert Tab. When you click on Header icon a box as shown below would appear to allow you writing the text for Header to appear at the top of every page.

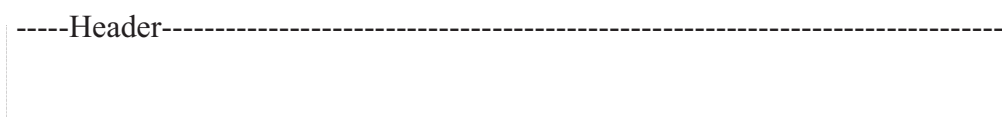


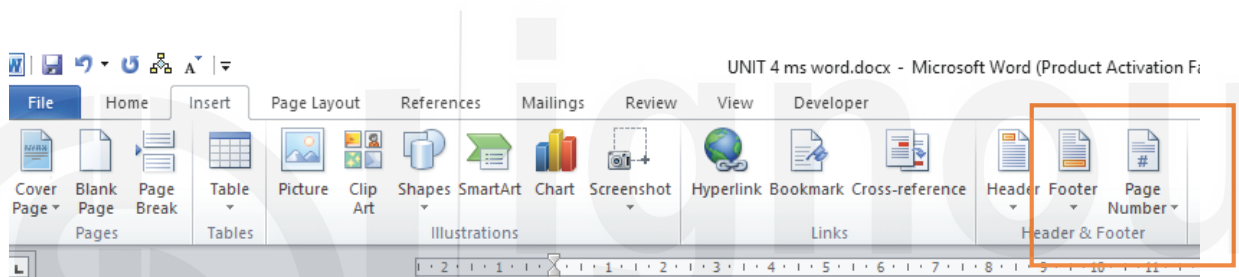
Fig. 10.24: Header Area

Like Header, you can go to Footer option by clicking on Footer icon, a box at the bottom of the page will appear where you can write your text for the Footer.



**Fig. 10.25: Footer Area**

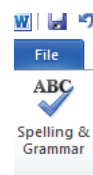
You can use the Header and Footer toolbar buttons in Header & Footer Group in The Insert Tab to insert the page number, the current date, or the current time into your Header or Footer. The Header & Footer Group can be used to apply page number, date, time, etc. in the Header and Footer section of the document. The page numbers can be inserted using the Page Number tool of Header & Footer Group as shown in the figure below



**Fig. 10.26: Header and Footer**

### 10.3.15 Spell Checking the Document

Spell Check is a very important tool of MS Word which informs you about your spelling mistakes and suggests the correct word. The spellings are checked by referring to the main dictionary of the MS Word; however you can also create your own custom dictionary. The Spell Check tool can be invoked by clicking on the Spell Check tool available in the Proofing Group of Review Tab



**Fig.10.27: Spellchecker Tool**

The Spelling & Grammar tool over see the whole document and displays with a dialog box whenever any error is found. The tool also provides you with suggestions to correct the word(s) in the suggestion box for the words which are not found the main dictionary of MS Word.

### 10.3.16 Creating and Managing Tables

In MS Word you can also present your data in a tabular form to make your presentation more impressive. Word provides Table feature to create tables for your data

#### a) Creating a Table

The table option is available in the Insert Tab can be used to create table in the document. When you click on the Table icon, a drop-down will appear as shown in the figure. To insert a table, you need to click and drag the mouse to select the rows and columns. After selecting the desired number of column and rows you have to release the mouse button to insert the table at the current cursor location. The table can also be created using Insert option in the Table group. You have to click on the Insert Table option to get a dialog box. With this dialog box you can enter the number of column and rows and click on OK to get the table inserted in the document.

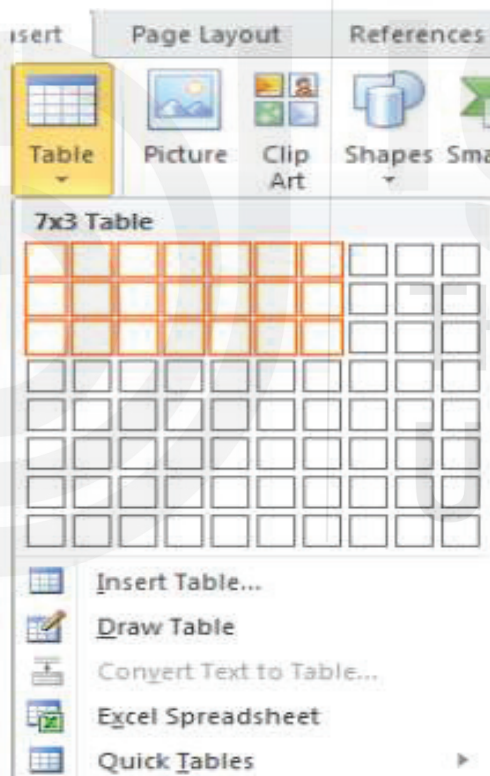


Fig.10.28: Inserting a Table

#### b) Entering text into Table

Once you created a table, you can enter the desired text in the cell (the intersection of rows and columns). The Tab button in the keyboard can be used to move your cursor from one cell to other

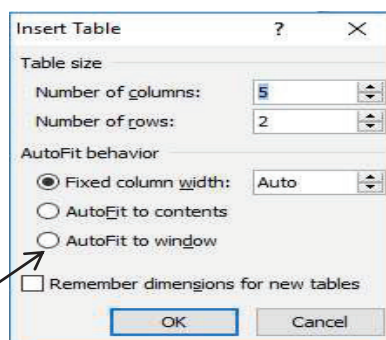


Fig.10.29: Insert Table

**c) Add Row/Column to Table**

You can add columns and rows in the table you have created. To add, click on the Table toolbar. You can use insert above or insert below to add a row above or below from the selected row position like columns can be added to the left or right to the currently selected column.

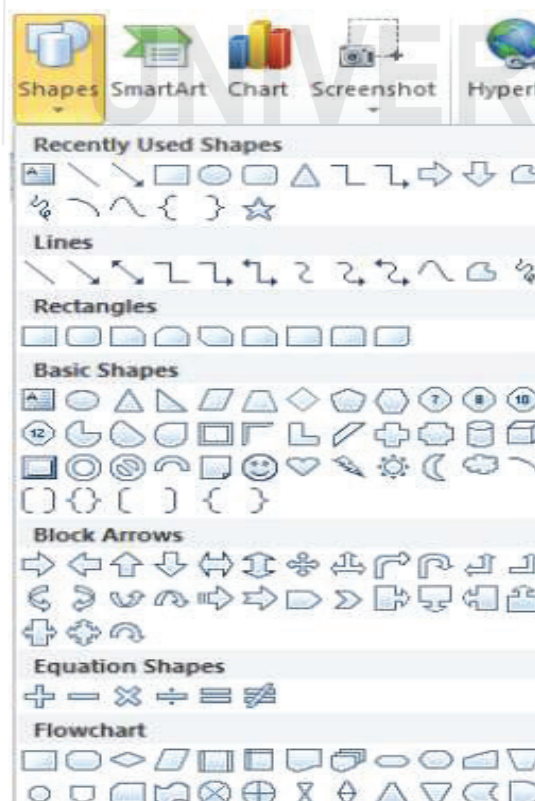
**d) Deleting Rows and Column**

The rows and columns of the table can be deleted as **figure 10.28: Add row/ column** well. To delete the rows of a table you have to select the rows which you want to delete and go to the Table group and click on the delete row option. To delete the column of a table you have to select the rows which you want to delete and go to the Table group and click on the Delete Column option. You can delete the entire table also be clicking on Delete Table option.

**10.3.17 Working with Graphics**

**Inserting Shapes:** MS Word provides you with the option to insert shapes in your document. You can easily draw different shapes using the building block shapes like line, arrow, circle etc. You can also create flowcharts and other drawings. You have to follow the given steps to make drawing

- 1) Click on the Illustration group available in the Inset Tab to access different shapes.
- 2) You can select any shape you want to use
- 3) Now you can click in your document to get the shape there.



**Fig. 10.30: Shapes**

- a) **Insert Text to Shapes:** To add the text in the shape itself, you just need to click inside the shape, the cursor will appear and you can start writing. The text you have entered inside the shape will become the part of the shape
- b) **Format Shapes:** The MS Word automatically adds a new Tab called “Drawing Tool” whenever you start working with shapes which will help you format the shapes as per your need.
  - 1) You can select the shape for which you want to apply different formatting style
  - 2) Now you can access the Drawing Tool to apply the style. You can click on More to explore more styles

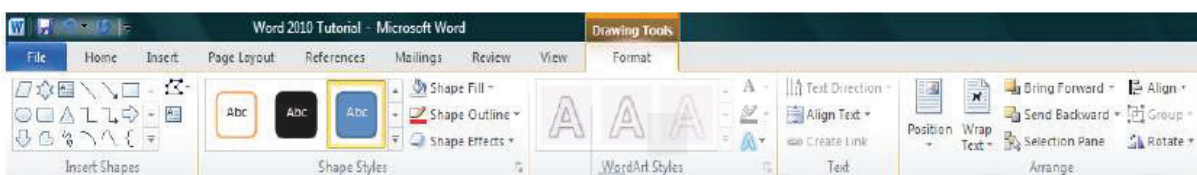


Fig. 10.31: Format Shapes

- c) **Delete Shapes:** If you want to delete the shape from your document, you just need to select the shape which you want to delete and press Delete button from your keyboard.
- d) **Inserting Text Boxes:** The Text Box allows you to write the text anywhere in the file.

### 10.3.18 Word Art

The Word Art feature of MS Word is basically used to beautify your text. You can write your text in different ways using the Word Art options available. Once you have created the word art you can edit it also whenever required.

The Word Art can be inserted using the following steps:

- 1) Click on the Word Art icon available in the Insert Tab to access the drop down
- 2) You can select any of the Word Art styles of your choice
- 3) Once you have selected the text, a text box will appear asking you for the text which you want to write in word art style

### 10.3.19 Insert Picture/Clip Art

Like different shapes, the pictures and clip arts can also be inserted in the word document. MS Word provides its own library for clip arts from where you can choose the image. You can also get the picture or image inserted

from other locations of computer where you have saved your images or even from the internet.

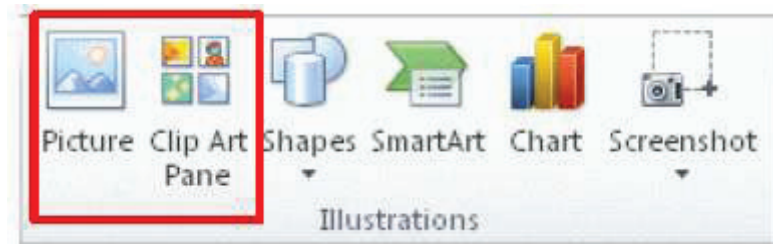


Fig. 10.32: Clip Art

a) **Insert Clip Art:** To insert the clipart you need to follow the below steps:

- 1) Click on the Clip Art icon in the Illustration group available in the Insert Tab
- 2) You will find a Clip Art pane with search option at the right hand side of your screen.
- 3) In the search option write the phrase or word and click on Go to get the related clip arts
- 4) You can select any one of the clip arts from the list appeared by double-clicking the art

b) **Insert Picture from Web:** You can search your desired picture from the internet and use the copy and paste option to get it pasted in your document

c) **Insert Picture from File:** To insert pictures from a file you need to follow the below steps:

- 1) Click on the Picture icon in the Illustration group from the Insert Tab.
- 2) A window will appear through which you can browse the picture in your computer
- 3) You have to now select the picture and click on the Insert button to get the picture inserted.

d) **Sizing Graphics:** You can easily resize pictures, text boxes, shapes, and WordArt in your file. You can also crop pictures or return them to their original size. MS Word allows you to resize the objects like shapes, text box, pictures, or word art. The picture can also be cropped as per the need by following the below steps:

- 1) The object like picture, shape or word art needs to be selected first
- 2) On selection, the size handle a small circle with a ball will appear on corners of the object

- 3) You can drag the size handle accordingly to increase or decrease the size.



**Fig. 10.33: Sizing Graphics**

e) **Cropping A Picture:** The cropping tool is used to trim the picture by its edges to remove the unwanted area. You can easily crop the picture by following the steps as given below:

- 1) Select the picture by clicking on to it
- 2) Click on the Crop tool in the Size group from the Picture Tab
- 3) The picture will show the thick black line across the edges of the picture called crop handle. The crop handle can be drag inwards to get the picture cropped.
- 4) After cropping the picture, click anywhere outside the picture.

### 10.3.20 SmartArt Graphics

The SmartArt Graphics are used to create a pictorial representation of your information this tool can be used to quickly represent your information using images. SmartArt helps you with quick illustration in just two-three simple steps. Different kind of SmartArt graphics can be chosen like Process, Hierarchy, Cycle, or Relationship. Each category comprises or many layouts of graphics to use.

#### a) Create a SmartArt Graphic

- 1) You need to select the SmartArt tool from the Illustration group in Insert Tab
- 2) You will be shown, choose a SmartArt Graphic dialog box, to choose the type and layout as per your need
- 3) Now you can enter the text by:

Clicking [Text] in the Text pane

Copy and paste the text from another location, in the Text pane

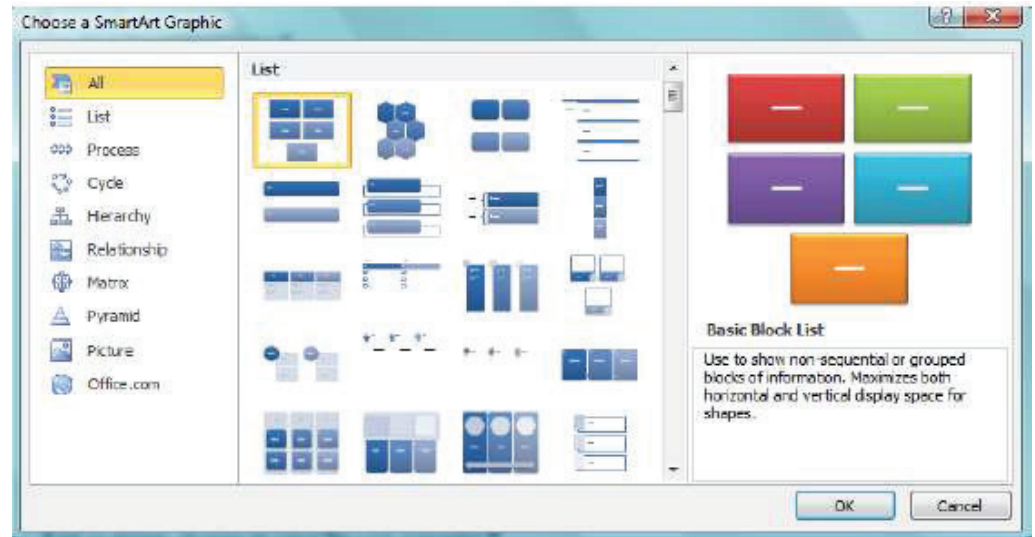


Fig. 10.34: SmartArt Graphics

**b) Add or Delete Shapes in SmartArt Graphic**

- 1) Click the SmartArt graphic that you want to add another shape to.
- 2) Click the existing shape that is located closest to where you want to add the new shape.
- 3) Under SmartArt Tools, on the Design tab, in the Create Graphic group, click the arrow under Add Shape.
- 4) Do one of the following:  
 To insert a shape after the selected shape, click Add Shape After.  
 To insert a shape before the selected shape, click Add Shape Before.  
 To delete a shape from your SmartArt graphic, click the shape you want to delete, and then press DELETE. To delete your entire SmartArt graphic, click the border of your SmartArt graphic and then press DELETE.

**c) Format SmartArt Graphic**

You can apply color variations to the shapes in your SmartArt graphic.

- 1) Click your SmartArt graphic.
- 2) Under SmartArt Tools, on the Design tab, in the SmartArt Styles group,
- 3) Select the SmartArt Style you wish to apply to add line styles, bevels or 3-D effects.
- 4) In the SmartArt Styles group, you can also click Change Colors to further modify your SmartArt graphic.
- 5) Click the colour variation that you want.

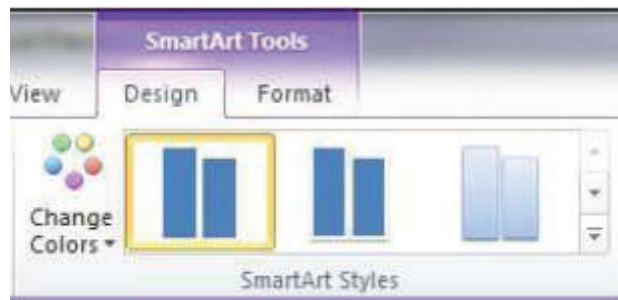


Fig. 10.35: Format Smart Art Graphics

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## 10.4 WORKING WITH GOOGLE DOCS

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Google Docs is a free, web-based word processor offered by Google as part of its complete office suite. It can be used to open and edit Microsoft Word documents. You can even download your Google Docs as a Word document so it has a standard Word extension (.docx). But that's not the only file format Google Docs will let you export. Google, on the other hand, is free to use. Docs is an internet browser driven app and does not need to be installed on the device. You can access docs on any browser or operating systems, unlike Microsoft Word.

The other main services included in the cloud-based suite are Sheets (Excel) and Slides (PowerPoint). Google Docs is available on all devices and platforms; all you need is an internet connection and a web browser (or, in the case of mobile, the applicable apps). Google does the rest and handles the brunt of the heavy lifting while it runs the software in the cloud. Docs supports several different file types, including “.doc”, “.docx”, “.txt”, “.rtf”, and “.odt”, making it easy to view and convert Microsoft Office files directly from Google Drive. And since Docs is an online word processor, you can share and collaborate with multiple people on the same document, tracking revisions, changes and suggestions all in real time.

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## 10.5 COMPARISON BETWEEN MS-WORD AND GOOGLE DOCS

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A word processor is software or a device that allows users to create, edit, and print documents. It enables you to write text, store it electronically, display it on a screen, modify it by entering commands and characters from the keyboard, and print it. Of all computer applications, word processing is the most common. Whereas, Google Docs is a word processor which includes as part of free, web-based software, office suite offered by Google within its Google Drive service. This service also includes Google Sheets which we are discussing in Unit-17 and Google Slides in Unit-13), a spreadsheet and presentation program respectively. The app is compatible with Microsoft Office file formats. Microsoft Word has been around longer than Google

Docs and remains exceptionally popular today. Millions of individual users and companies still pay big money to use Word. So, how do Google Docs and Word compare? Below given are some points of the comparison between Google docs and Word.

- Google Docs is free with a Google account. Microsoft Word must be purchased as part of a Microsoft Office package, which includes other Microsoft products such as PowerPoint, Excel, and Outlook.
- The Home and Business packages run from \$69.99 (for an individual user at home) up to \$150 (for an individual user at work) for an annual membership. Google Docs, on the other hand, allows you to collaborate with any number of people, anywhere in the world, for free.
- Another differentiating factor is that, with Google Docs, all of your work is saved to the Cloud. That means you won't lose your 20-page report even if your laptop croaks. With Microsoft Word, your documents live on your computer; your co-workers can't check them out unless you save and share them via email or the like.

### Check Your Progress C

State whether the following statements are True or False:

- a) You can align text and numbers at a tab stop left, right, center, or justified.
- b) To indent the text paragraph option is to be selected.
- c) The Header appears at the bottom of the page.
- d) Footer is used to set the margins.
- e) The Table can be created using Insert Tab.
- f) The table is nothing but the intersection of columns and rows.
- g) Delete row option can be used to Delete the Table.
- h) The Formula feature helps you to calculate the values using a simple formula.
- i) MS Word prints 4 copies of the document by default.

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## 10.6 LET US SUM UP

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A word processor is software or a device that allows users to create, edit, and print documents. It enables you to write text, store it electronically, display it on a screen, modify it by entering commands and characters from the keyboard, and print it. Of all computer applications, word processing is the most common. This unit has explained the various features and functions of MS word such as file management and editing of documents and texts.

For example, using copy function you can put the same character, word, or block of the text in different places of the document. The Undo and Redo options are used to cancel the previous command and to repeat the previous command respectively. Find and Replace option is used to find any word or text in the document the option also allows you to replace the text with the new one. Characters can be formatted MS Word, you can change the font of the character, size of font, its style, color, etc. using character formatting. Line spacing plays a very important role in formatting the letter or any other matter. The Single or Double line spacing can be selected as per the requirements.

The borders and shadings can be added to the document to make your document more beautiful. Different border options can be used to apply the border in the document as per need. You can also decide about the thickness of your borderlines. The shading option is used to make your content more noticeable in the document. It can be applied to the entire page or a specific paragraph.

MS Word allows you to add bullets or numbers to the text. The Indenting is used to demark the lines or paragraphs from the rest of the text. The indenting can be done using Paragraph Group of Home Tab. Though MS Word by default sets the margin for the document, however, you can also set margin using the Ruler bar, or else it can adjust using the margin boundaries by clicking and dragging it.

Header and Footer option is a very important tool and is used very extensively while preparing the document. The Header and Footer option can be applied by clicking on Header and Footer options available in Insert Tab. When you click on the Header icon a box would appear to allow you to write the text for Header to be appeared at the top of every page and footer at the end of every page. MS word also allows the features like creating a table; spell check, inserting pictures, clip arts, word arts, smart arts, etc.

Google Docs is a free, web-based word processor offered by Google as part of its complete office suite. It can be used to open and edit Microsoft Word documents. Microsoft Word has been around longer than Google Docs and remains exceptionally popular in today's scenario. Millions of individual users and companies still pay big money to use Word. Google doc has got some more advanced tools than MS word Google Docs, all of your work is saved to the Cloud. That means you won't lose your 20-page report even if your laptop cracks. With Microsoft Word, your documents live on your computer; your co-workers can't check them out unless you save and share them via email or the like.

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## 10.7 KEY WORDS

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**File Management:** File management is the process of administering a system that correctly handles digital data. Therefore, an effective file management system improves the overall function of a business workflow. It also organizes important data and provides a searchable database for quick retrieval.

**Header:** A header is a region at the beginning of each file where bookkeeping information is kept. The file header may contain the date the file was created, the date it was last updated, and the file's size.

**Footer:** A footer is an area at the bottom of a document page that contains data common to other pages. The information in footers may include page numbers, creation dates, copyrights, or references that can appear on a single page, or on all pages.

**Table:** A table is a grid of cells arranged in rows and columns. Tables are useful for various tasks such as presenting text information and numerical data. In Word, you can create a blank table, convert text to a table, and apply a variety of styles and formats to existing tables.

**Row:** In the context of a relational database, a row—also called a tuple—represents a single, implicitly structured data item in a table.

**Column:** The columns in a table are the set of facts that we keep track of about that type of object. A column is also called an attribute.

**Indenting:** The Indenting is used to clearly demark the lines or paragraphs from the rest of the text. The indenting can be done using Paragraph Group of Home Tab.

**Word Art:** Word Art feature of MS Word is basically used to beautify your text. You can write your text in different ways using the Word Art options available.

**SmartArt:** The SmartArt Graphics are used to create a pictorial representation of your information this tool can be used to quickly represent your information using images

**Clip Art:** Clip Art is the term given to pre-made images that are ready for use in your Microsoft Word documents. There are many Clip Art categories, such as Christmas, Special Occasions, People, Business, Decorative Elements, Animals, Cartoons, etc.

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## 10.8 ANSWERS TO CHECK YOUR PROGRESS

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### Check Your Progress A

a) True, b) True, c) False, d) True

### Check Your Progress B

a) True, b) False, c) True, d) False, e) True, f) True, g) False, h) True

### Check Your Progress C

a) True, b) True, c) False, d) False, e) True, f) False, g) True, h) True,  
i) False

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## 10.9 TERMINAL QUESTIONS

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- 1) Explain the process of creating a file step by step.
- 2) What is the process to find the word IGNOU and replace it with University?
- 3) How would you save any document?
- 4) Write the steps to open a file for editing.
- 5) Explain the different types of alignment available in MS-Word.
- 6) How would you use Border and Shadings in your document?
- 7) How would you create a document with 1.5 line spacing?
- 8) Explain the steps to create a page break.
- 9) Explain the process of inserting the Table in your document.
- 10) List steps for creating a bulleted list.

**Note:** These questions are helpful to understand this unit. Do efforts for writing the answer of these questions but do not send your answer to university. It is only for your practice.

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## UNIT 11 ADVANCED TOOLS USING WORD PROCESSING

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### Structure

- 11.0 Objectives
- 11.1 Introduction
- 11.2 Meaning of Mail Merge
- 11.3 Components of Mail Merge
- 11.4 How to Merge Mail
  - 11.4.1 Create Your Data Source
  - 11.4.2 Create the Main Document
  - 11.4.3 Merging Document with Data Source
- 11.5 Equation Editor
  - 11.5.1 Starting Equation Editor
  - 11.5.2 Creating New Equations
- 11.6 Tracking
  - 11.6.1 Track Changes
  - 11.6.2 Tracking Options
  - 11.6.3 Reviewing Changes
- 11.7 References
  - 10.7.1 Footnote or Endnote
  - 10.7.2 Indexes
  - 10.7.3 Table of Content
  - 10.7.4 Bookmarks
  - 10.7.5 Cross-references
  - 10.7.6 Citation
  - 10.7.7 Placeholders
  - 10.7.8 Bibliography
- 11.8 Let Us Sum Up
- 11.9 Key Words
- 11.10 Answers to Check Your Progress
- 11.11 Terminal Questions

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### 11.0 OBJECTIVES

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At the end of this unit, you should be able to:

- understand the utility of the feature mail merge;
- create a master document for mail merge;
- create a data source or how to link an existing data source; and
- merge, edit, and print the created document.

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## 11.1 INTRODUCTION

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The Mail Merge feature of MS Word is an important feature for everyday office work for mailing documents to different individuals. It makes the job simpler and easy to execute. Many times, in the office environment we need to send the same content of a letter to different individuals or addresses. With the use of mail merge, we can send the same letter to a number of persons without typing the receiver's detail again and again. We can also print envelopes, labels of different addresses using this feature.

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## 11.2 MEANING OF MAIL MERGE

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In an office environment, many times a similar type of letter or document is needed to be sent to many individuals at different destinations. These documents may contain the receivers' information like name, address, phone number, etc. with the main content. The purpose is to individualize the information for example a personal invitation to meeting or function. If the recipients are smaller in number it can be done by typing the information of each individual and making copies of the same letter. But if the number of recipients intended are huge than manual typing may be time-consuming and prone to errors.

Mail merge eliminates such issues and hundreds of letters can be created with individualize content with the main content within minutes. The volume of the recipients becomes immaterial. Mail merge, in other words, is the process of transferring selected information from one document to another document.

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## 11.3 COMPONENTS OF MAIL MERGE

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To execute Mail Merge following two main components are required:

- The letter also called the main document which needs to be merged.
- Data source with proper header row which contains the information of the individuals for whom letter to be generated. Header row for the data source is important because it plays the role of linkage between data and document.

Mail merge options of the MS Word read the data and merge it with the main document to generate letters for all in the data source.



Fig. 11.1: Mail Merge Options

**1) Main Document**

In mail merge, Main document is the common letter, which contains the common content for each of the merged documents. It contains field names which are inserted at required places in the document, which contains the instruction for carrying out the merge.

**2) Data Source**

Data source is the records of individuals to who letters to be sent also called Data File. The information stored in the data files is brought into main document by mail merge. The data file table should contain a column for each category of information's like for name one column, for phone no another column. Header row the first row of the table. It contains field names which indicate the type of information in each column. Each filed name must be unique and must begin with an alphabet letter.

**3) Form Letter**

Form letter is the document created out of mail merge, which contains the content of the main document with each piece of information from the data source. So, if we have 50 rows of information in the data source form letter will be of 50 pages with the same content but changed field information from the data source.

**Check Your Progress A**

1) What is the utility of mail merge?

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2) What are the components required for the mail merge?

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3) What is form letter?

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4) Why header filed important for mail merge?

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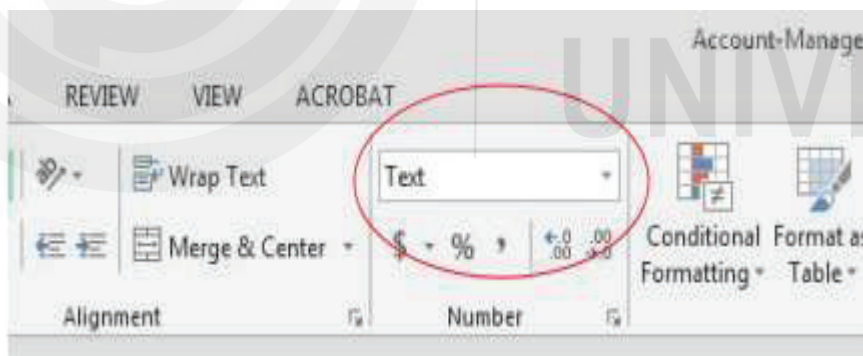
## 11.4 HOW TO MERGE MAIL

The process for mail merge is a three-step process

- Create the data source (you may already have it in primarily in excel format)
- Create the main document
- Merge the data with document

### 11.4.1 Create Your Data Source

- Create an excel spreadsheet, creating a header for each field e.g. Name, Address, City, State, Pin Code, Email Id, etc.
- It is preferred that name should be divided into First Name and Last Name in two separate columns for filtering alphabetically if needed.
- If you are using currency symbol in amounts do not use excel formatting rather change the column to text, otherwise, the dollar sign will not show up in your letter.



	F	G	H	I	J
	City	State	Postal Code	Amount	
	Wichita Falls	TX	76308	\$100	
	New York	NY	10020	\$1,000,000	
	rest Ln. Storybrooke	ME	12314	\$50	
	New York	NY	10020	\$250	

Fig. 11.2: Creating Data Source

### 11.4.2 Create the Main Document

Prepare the letter in MS Word. While creating a letter it is a great idea to insert placeholders where you intent to merge the information from data source e.g. [City], [State] etc.

### 11.4.3 Merging Document with Data Source

- Under ‘Mailing’ Tab in MS Word click on ‘Start Mail Merge’ and click on ‘Step by Step Mail Merge Wizard’

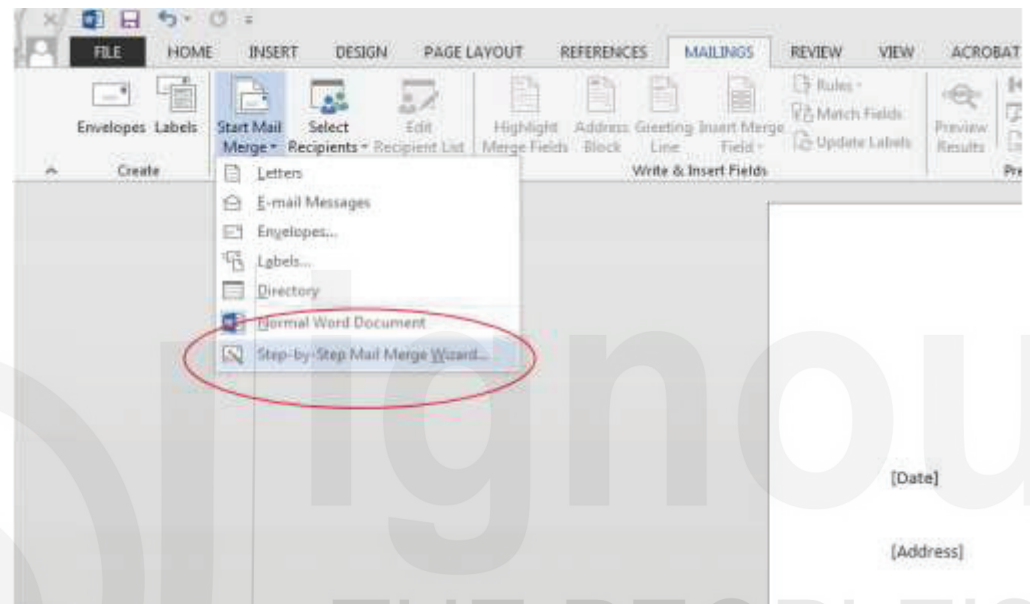


Fig. 11.3: Merging Documents for Mail

- A window will appear to the right of your document that will say ‘Select Document type’ For this example choose ‘Letter’

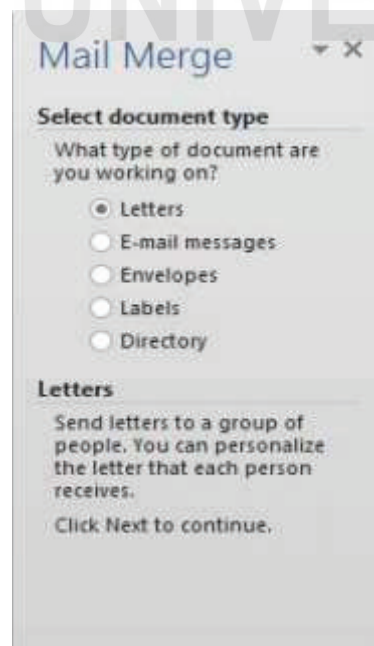


Fig. 11.4: Selecting the Document Type

- At the bottom, click on Next: Stating Document.
- The next step will read 'Select Starting Document'. If you have the letter already prepared leave this section and choose 'Use the Current Document'.
- Next click 'Select Recipients' at the bottom. You will find 'Use an existing List' with the ability browse for your list.
- Click on the 'browse' button and find your list on your computer that you have created in Excel.
- On finding your document click 'open', and a box will appear says 'Select Table'. Click Okay.

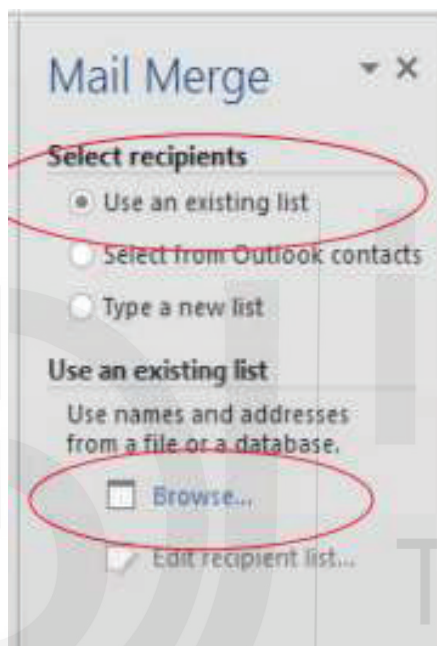


Fig. 11.5: Select Recipients

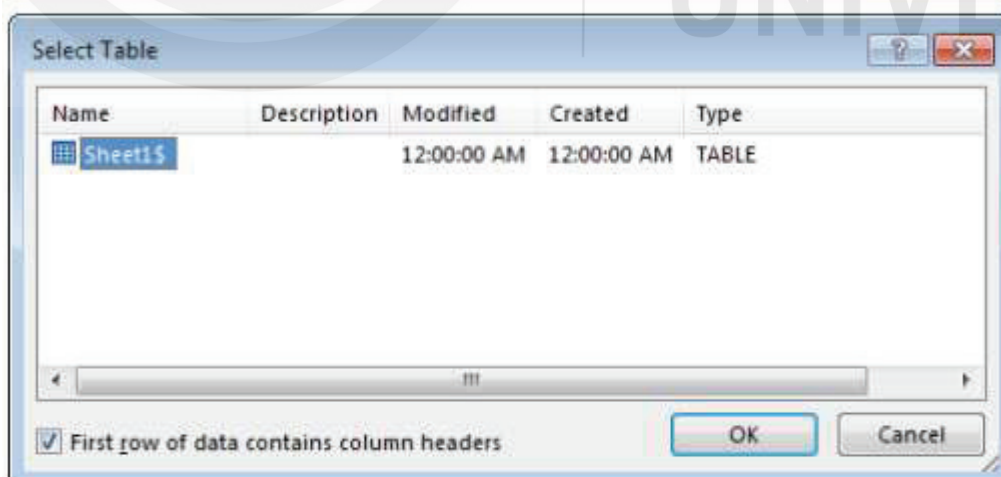


Fig. 11.6: Selecting Table

- You can then see the data that you have created. You can also choose leave certain names you may not require for this letter then click 'ok'.

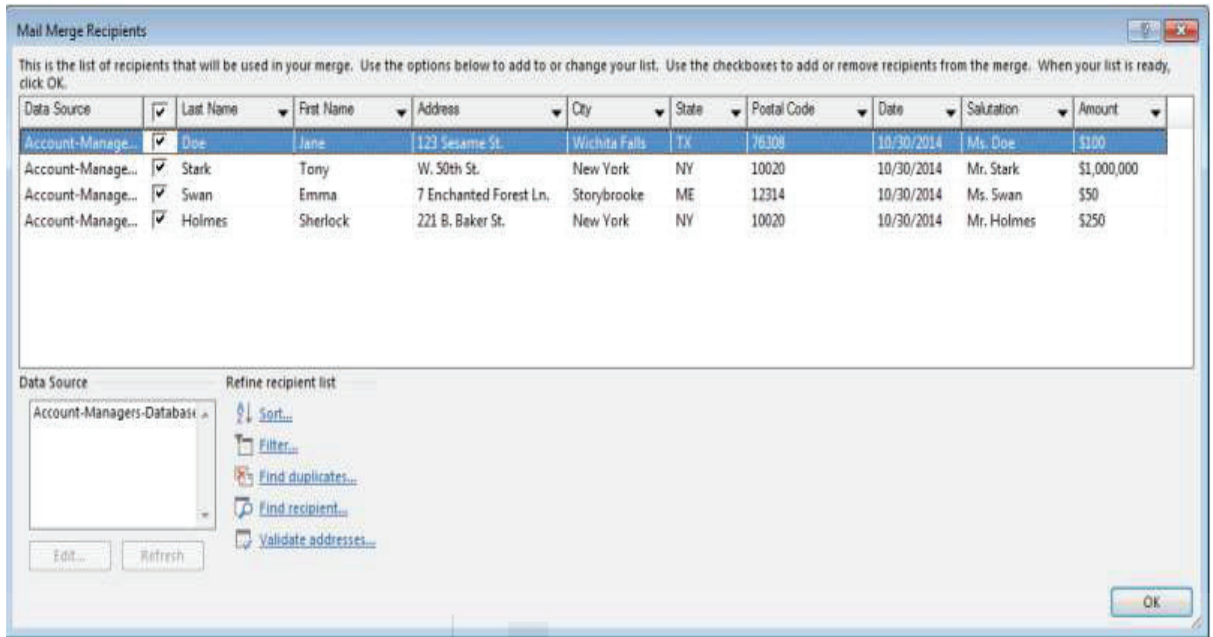


Fig. 11.7: Mail Merge Recipients

- The table will close and the dialogue box on the right side will say ‘Currently Your Recipients Are Selected From’ and will show the title of the excel spreadsheet document.

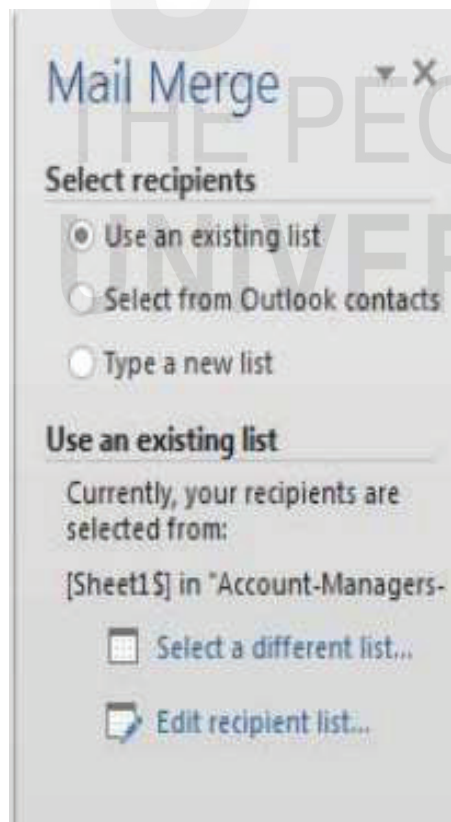


Fig. 11.8: Selecting Recipients

- At the bottom of the document select ‘Write your letter’ option.

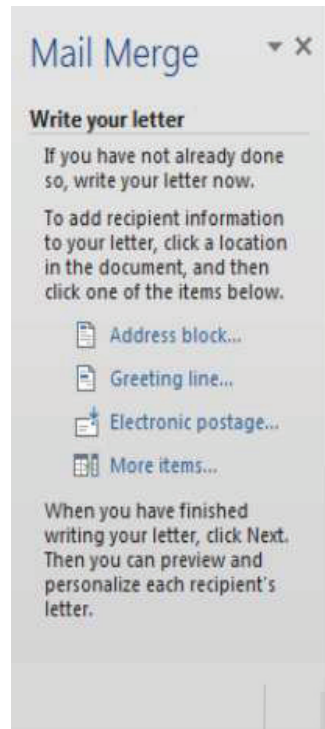


Fig. 11.9: Writing Letter

- From there you can start adding your fields from the spreadsheet that you have linked. For example, highlight the placeholder marked [Address] and then click on the address block. The spreadsheet will pull in the data from your spreadsheet.
- Next go to 'preview your letter'. Review the letters created, if you are satisfied click on 'Complete the merge', you can either save the new document with a file name or can print it directly.
- It will give you the option to click on 'print current record' or you can print all of the letters from your database

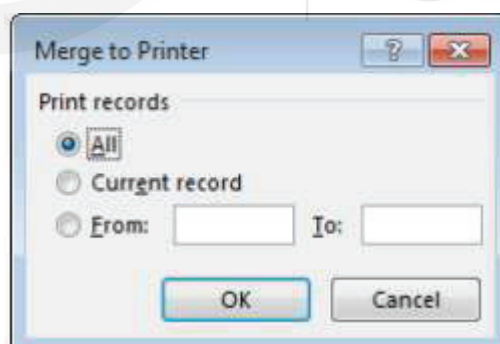


Fig. 11.10: Merge to Printer

### Check Your Progress B

State if the following statements are true or false

- a) For mail merge document, you need to create the main document.
- b) To create Data Source, choose the get data button from the mail merge helper box.

- c) For adding a new field, type the name of the field in the record name box.
- d) After creating the main document and data source, the third step is to merge the main document with the data source.
- e) You can directly print the form letters without previewing them.
- f) Merge and query are two options available in the merge dialog box.

## 11.5 EQUATION EDITOR

Writing mathematical and scientific equation is a difficult proposition. MS word equation editor feature makes it simple. You can insert common equations from its built-in features instantly. Also, you can write your equations which are not built-in easily with the help of equation editor. In this section, we will explain how to use equation editor effectively.

### 11.5.1 Starting Equation Editor

Go to insert tab and click equation to see the available built-in list of equations.

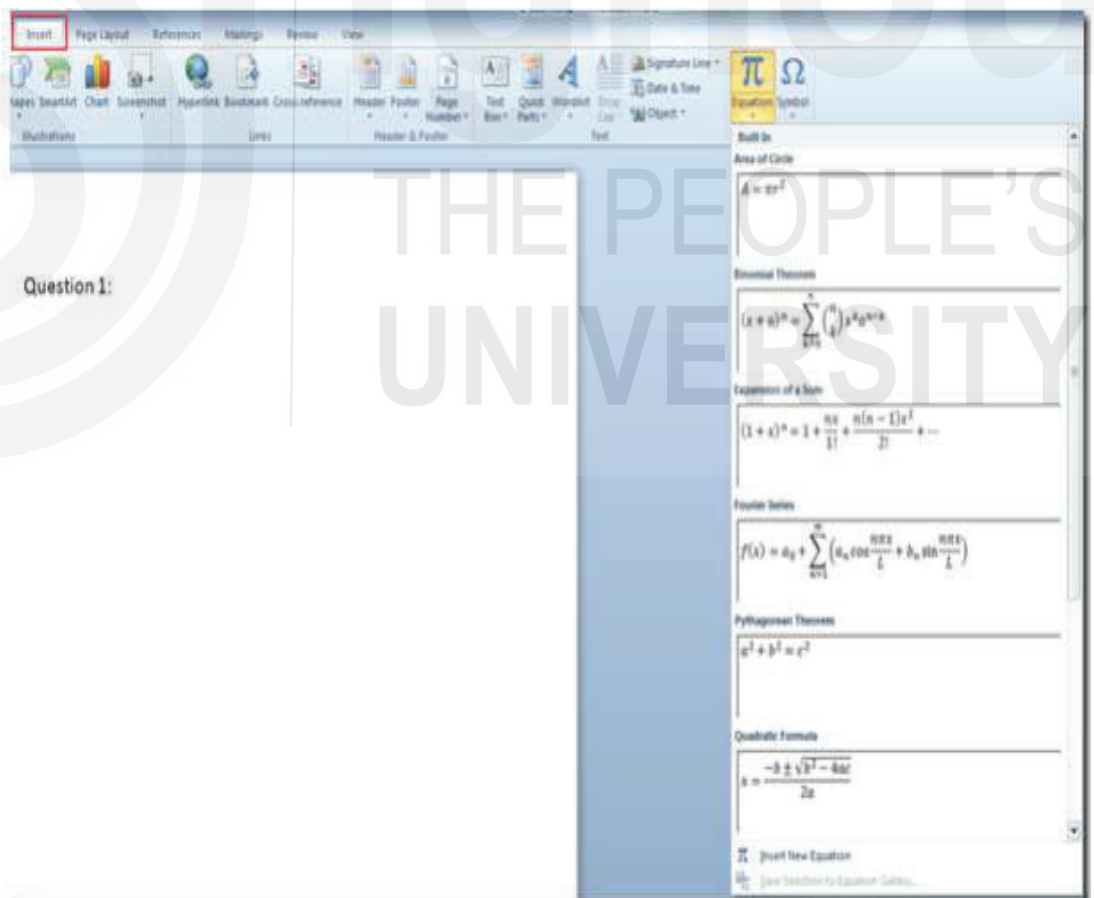


Fig. 11.11: Equation Editor

Choose the desired equation by clicking it, it will be automatically added into the document. Now click the drop-down button present in the equation box

for more options. Click change to inline to place it in the line you have edited.

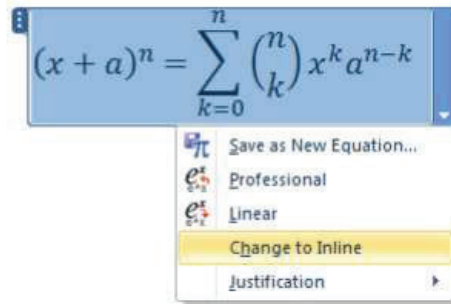


Fig. 11.12: Change to Inline

On clicking the equation will be placed properly in line as shown in the screenshot below.

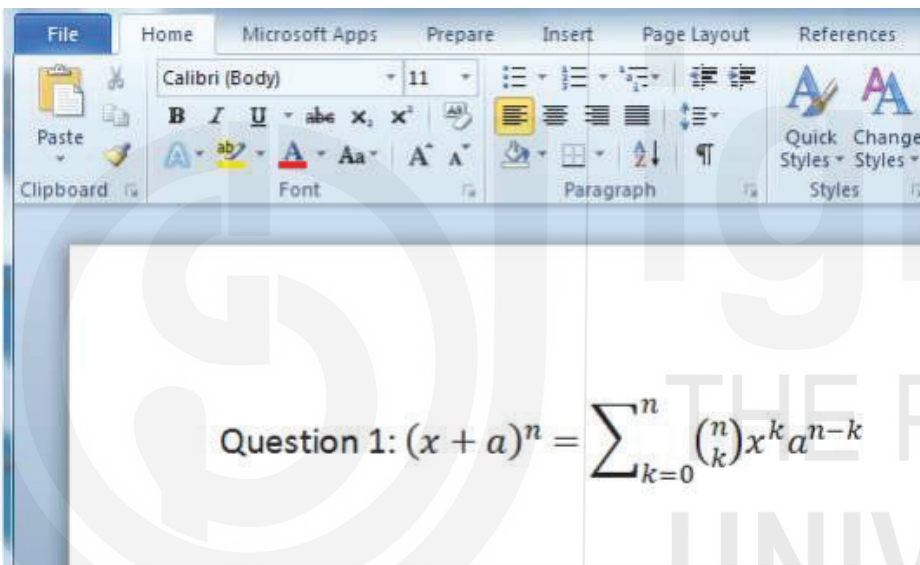


Fig. 11.13: Inline Equation

For editing equation values, click inside the equation box to change value manually.

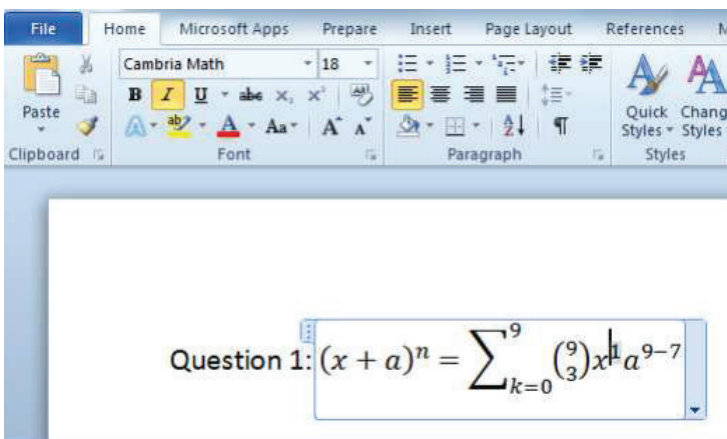


Fig. 11.14: Editing Equation Values

For viewing or checking equivalent linear equation, click on the drop-down button in equation box and click Linear. You can also save the newly created equation through a single click on Save as New equation.

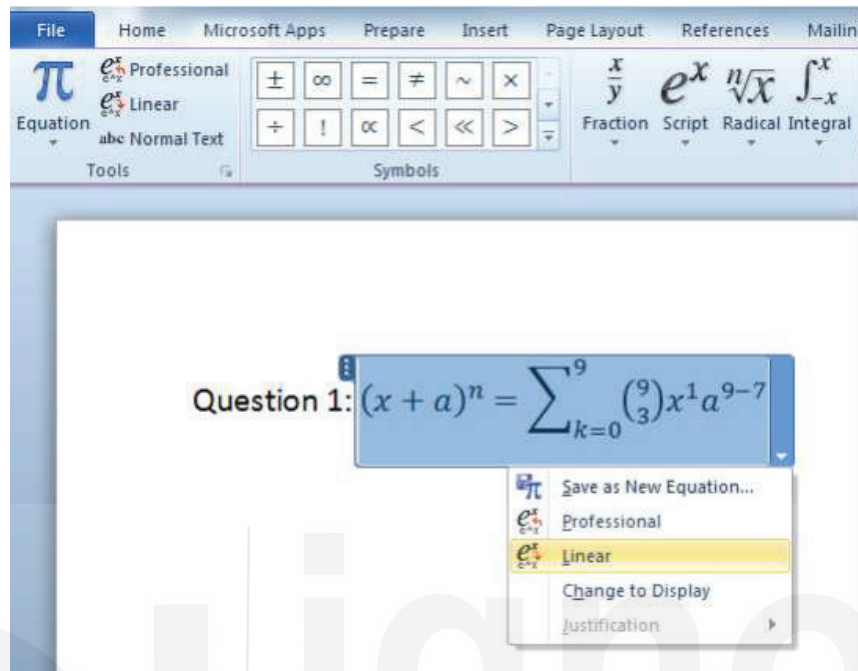


Fig. 11.15: Checking Equivalent Linear Equation

### 11.5.2 Creating New Equations

If you want to write an equation which is not present in the built-in list, go to Insert Tab and from Equation option, click on Insert New Equation.

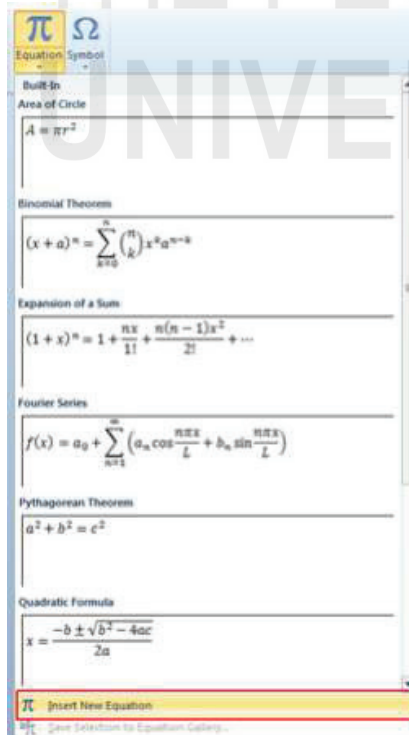


Fig. 11.16: Creating New Equation

Upon clicking Equation Tools Design Tab will appear, from the structure group you can select new equation from a given extended list. From symbols group you can choose different symbols to use with equations.

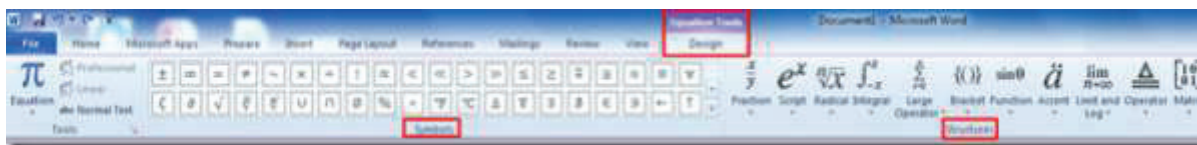


Fig. 11.17: Design Tab

Now for inserting another equation chooses the equation you want to insert in the document from the Structures group.

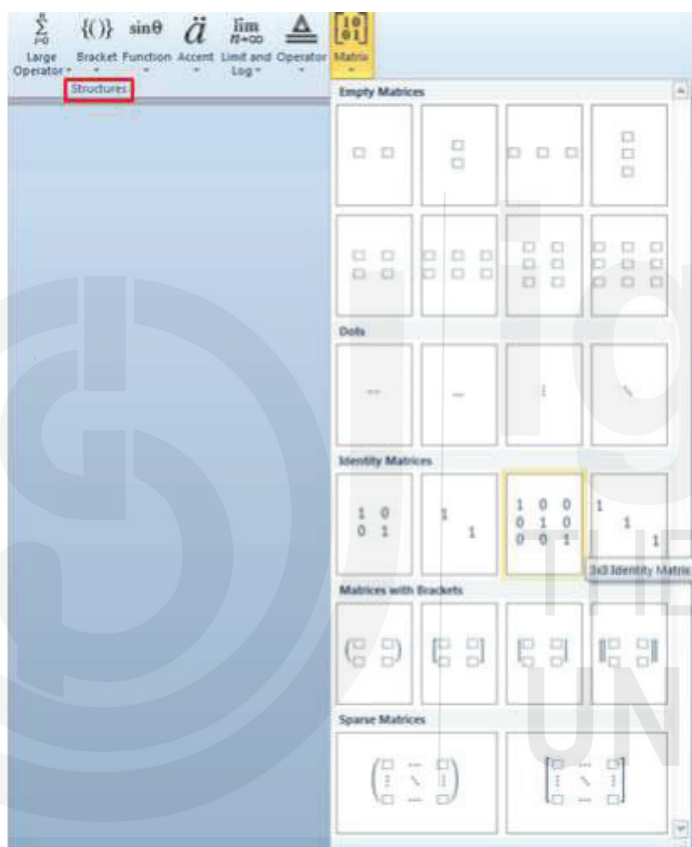


Fig. 11.18: Structures

On clicking it will automatically insert equations into the document.

## 11.6 TRACKING

Tracking is primarily used for managing document revision. Use the Track Changes feature to mark changes. Review a document to accept and reject changes.

### 11.6.1 Track Changes

Track changes are used to review changes made in the document. To use track change got to Review Tab, in the tracking group click the track change button, track change will be turned on

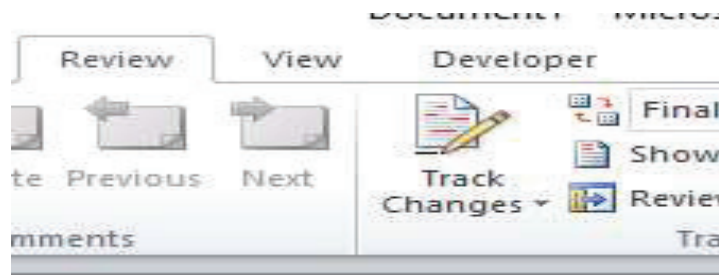


Fig.11.19: Track Changes

Track Changes indicator can be also activated in the status bar, to activate right-click the status bar and select Track Changes.

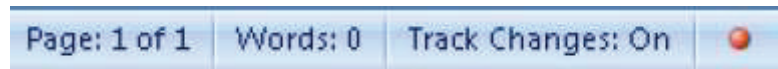


Fig.11.20: Options in Track Changes

When you turn off track change you can revise the document without marking what was changed. To turn off track change got to Review Tab, in the tracking group click the track change button, track change will be turned off.

Click the Track indicator on the status bar once, the indicator will be off.

**Note:** Turing off the Track change does not remove any changes that have already been tracked.

### 11.6.2 Tracking Options

Tracking options allows you to set how tracked changes in the document are displayed.

By default, changes are displayed in the following way:

- 1) Insertions (where additional text is entered) are shown with an underline

flavours

- 2) Deletions (where text is deleted) are shown with a strikethrough

~~integral~~

- 3) Changed lines (marks all changes) are shown as a vertical line to the left of the line or paragraph where a change has been made.

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need for  
| cinnamc  
cabinet

To change how tracked changes are displayed:

- 1) Go to Review/Tracking group and click the dropdown arrow on the Track Changes button.
- 2) Select Change Tracking Options

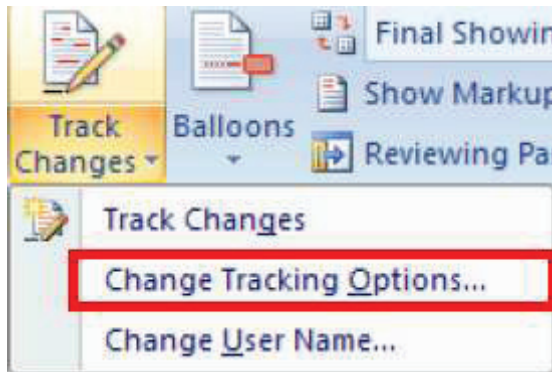


Fig. 11.21: Selecting Change Tracking Options

The following dialog box will appear where you can customize the tracking displays

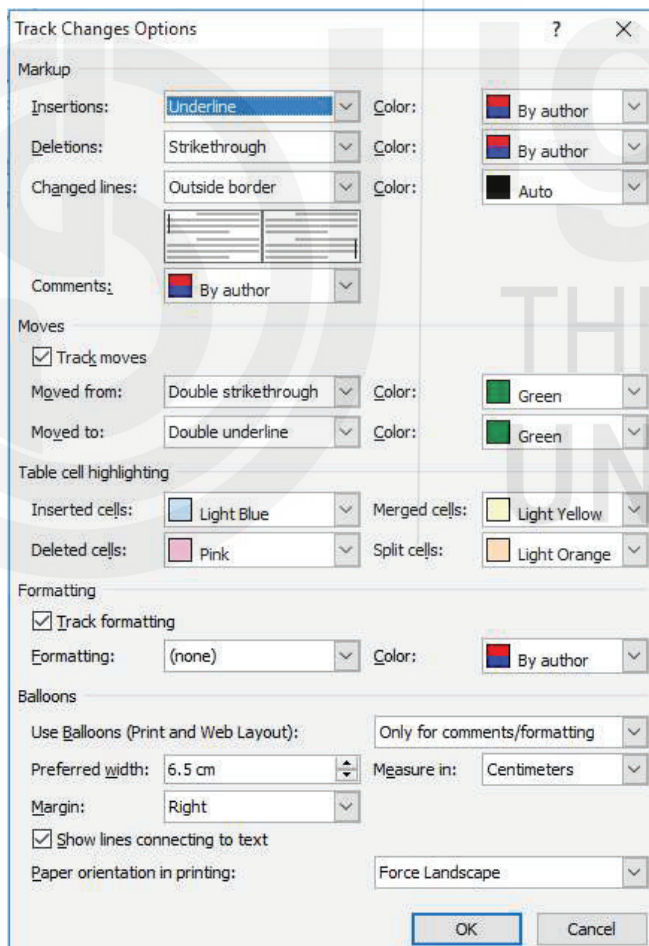


Fig. 11.22: Change Tracking Options

### 11.6.3 Reviewing Changes

The Changes group on the Review ribbon can be used to review, accept and reject tracked Changes.

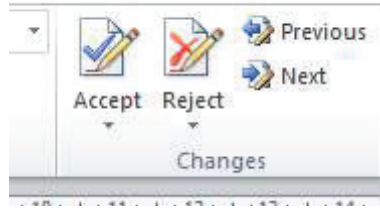


Fig. 11.23: Reviewing Changes

The **Next** and **Previous** buttons select the next or previous change in the document.

Use **Accept** to accept the change that has been made.

Use **Reject** to reject the proposed change, and change the wording or formatting back to how it was originally.

When all changes have been reviewed, the following message appears to indicate that there are no tracked changes left in the document.

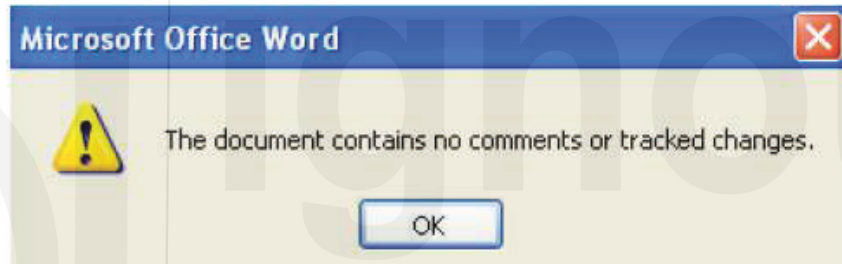


Fig. 11.24: Message Showing No Track Changes Left

**Check Your Progress C**

- 1) What is the utility of Equation Editor?

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- 2) What are the common inbuilt functions available in Equation Editor?

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3) What are the steps to create a new document and save it?

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4) What is the utility of tracking in document revision?

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5) How can we monitor any changes made in the document?

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6) What are the tracking options available in MSWord?

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## 11.7 REFERENCES

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### 11.7.1 Footnote or Endnote

To insert a footnote or endnote:

- 1) Place the cursor where the footnote or endnote number is to appear in the document text, and go to the References/Footnotes group.
- 2) To insert a footnote, click the Insert Footnote button; to insert an endnote, click the Insert Endnote button.
- 3) Enter the text for the footnote or endnote; then click away from where you have typed

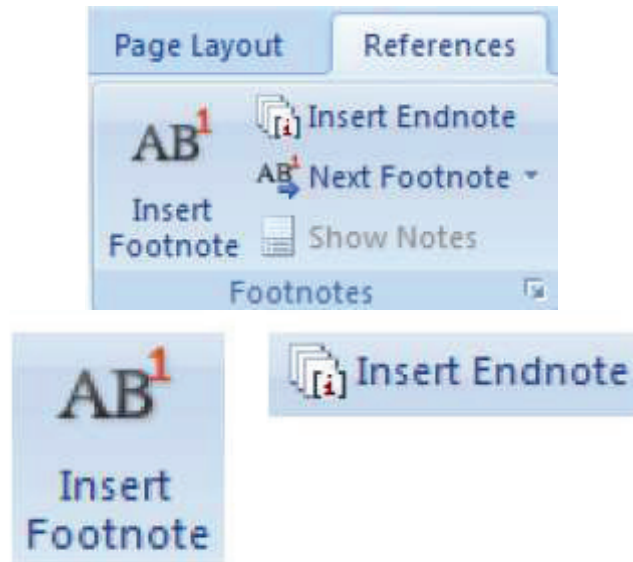


Fig. 11.25: Inserting References

To review footnotes or endnotes in a document:

- 1) Go to the References/Footnotes group.
- 2) Click the dropdown arrow to the right of the Next Footnote button.
- 3) Select from the options provided to proceed directly to the next or previous footnote or endnote in the document.



Fig. 11.26: Footnotes

To delete footnotes or endnotes:

- 1) Select the footnote or endnote number from within the document text.
- 2) Press Delete.

### 11.7.2 Indexes

To make index entries

- 1) Select the word or phrase from within the document text.
- 2) Go to the References/Index group and click the Mark Entry button.
- 3) In the Mark Index Entry dialog box, click Mark to mark the selected occurrence of the word/phrase. To mark all occurrences of this text in the document, click Mark All
- 4) With the Mark Index Entry dialog box open, repeat steps 1 and 3 to continue marking other words/phrases in the document.

5) Click Close to exit the dialogue box.

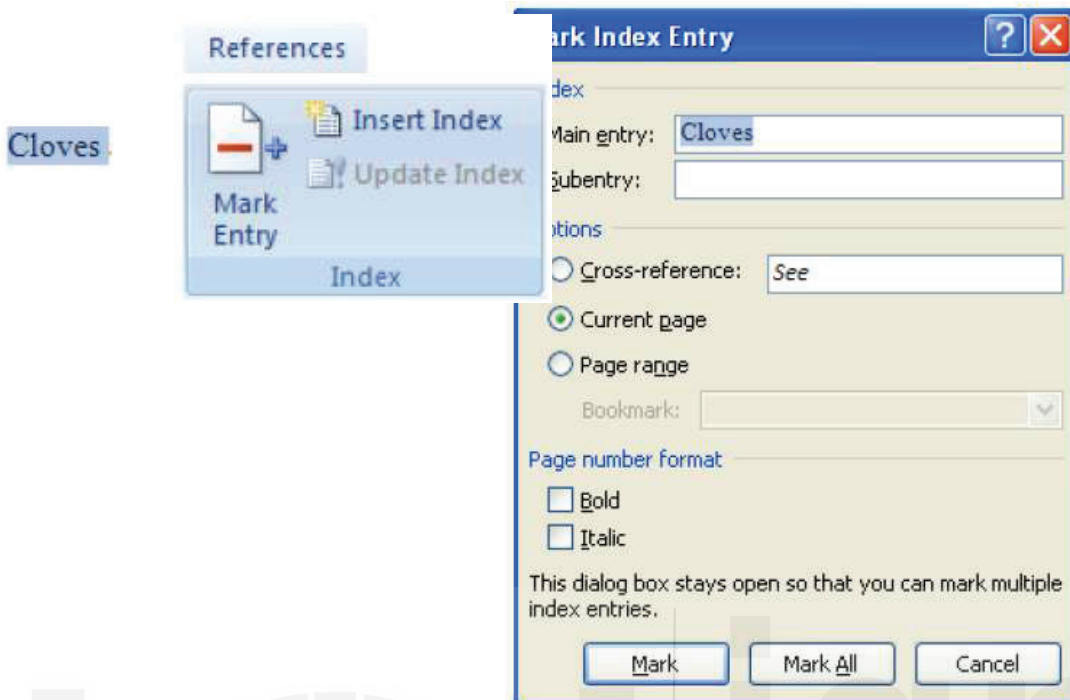


Fig. 11.27: Indexes

To create an index

- 1) Position the cursor where the index is to appear.
- 2) Go to Reference/Index and click the Insert Index button.
- 3) Select settings for index formatting using the Index dialogue box, and click OK.

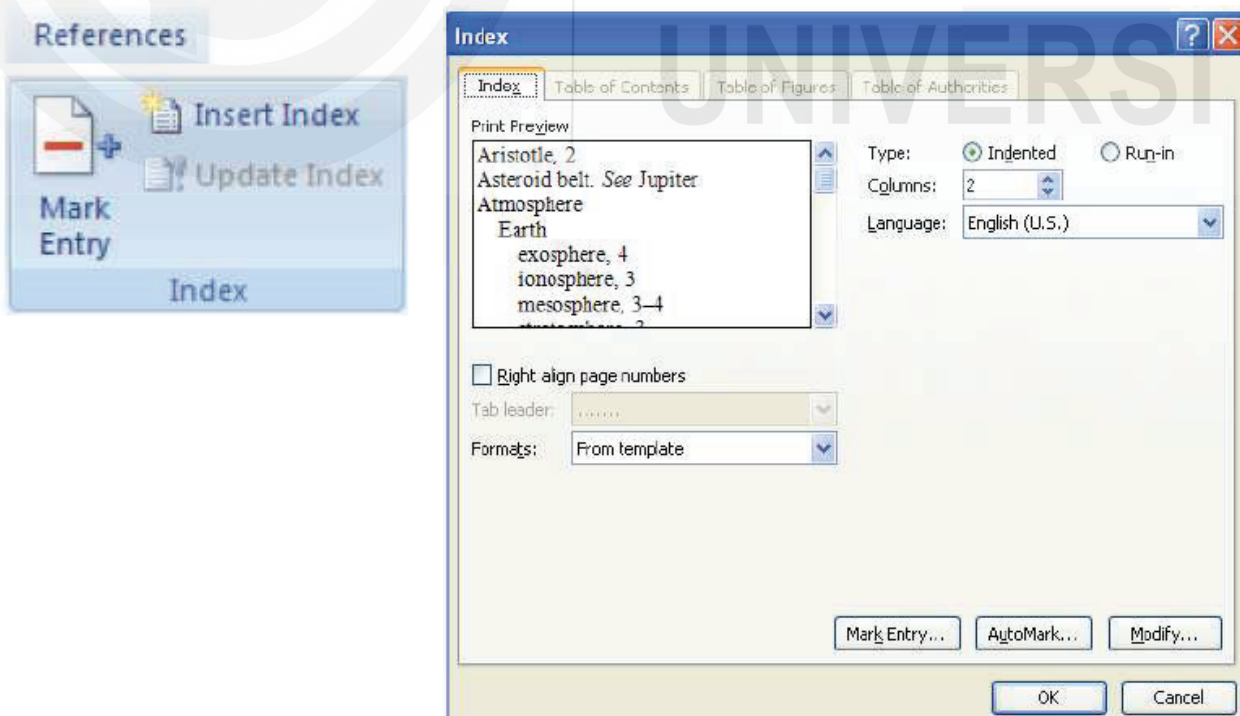


Fig. 11.28: Creating Index

To include and update additional index entries once the index has been created:

- 1) Mark the words or phrases to be added to the index (see ‘Marking index entries’).
- 2) Click within the existing index.
- 3) Go to References/Index and click the Update Index button; or press the F9 key.

### 11.7.3 Table of Content

Word can generate a table of contents automatically, based on the application of heading styles in the document. In simplest terms, any headings with Heading 1, Heading 2 or Heading 3 styles applied can be included in the Table of Contents when it is generated. So, to generate a table of content automatically it is a must to apply heading styles in document headings and subheadings.

First we need to apply style while developing the content.

To apply a style:

- 1) Click into or select the paragraph (heading) you wish to apply the style to.
- 2) Go to Home/Styles group. Click the dropdown arrow to view all the styles available in the Styles gallery.
- 3) Click on the style you wish to use to apply the style to the selected paragraph.

Once the style is applied, we can create the table of content. To create Table of Contents

- 1) Position the cursor where the table of contents is to appear.
- 2) Go to References/Table of Contents group and click the Table of Contents button.
- 3) Select from one of the preset options in the list; or select Insert Table of Contents for further options, and click OK. The Table of Contents appears at the cursor position.

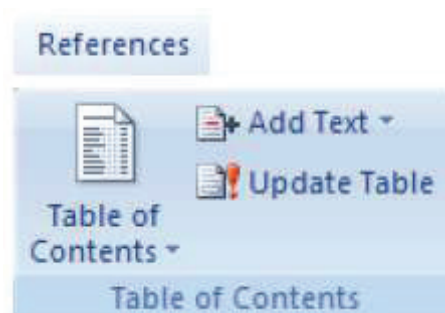


Fig. 11.29: Table of Contents

To update the table of content once changes made after creation of table of content.

- 1) Click within the Table of Contents.
- 2) Press the F9 key. The following message appears:
- 3) Select Update page numbers only or Update entire table, and click OK

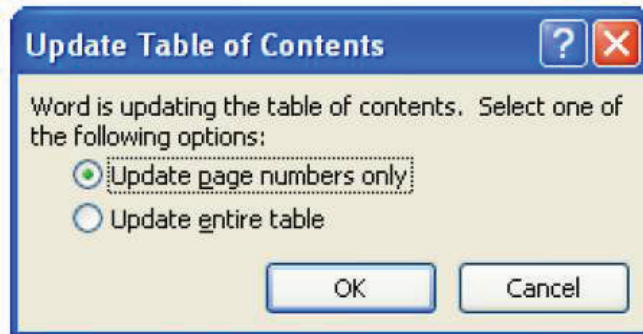


Fig. 11.30: Updating Table of Contents

To remove the Table of Contents

- 1) Go to References/Table of Contents group and click the Table of Contents button.
- 2) Select Remove Table of Contents.

### 11.7.4 Bookmarks

A bookmark identifies a location or a selection of text that you name and identify for future reference. You can also add cross-references to bookmarks.

To create a bookmark

- 1) Select the text to be bookmarked.
- 2) Go to Insert/Links group and click the Bookmark button.
- 3) Under Bookmark name, type or select a name. Bookmark names must begin with a letter can contain numbers but can't include spaces.
- 4) Click Add. The Bookmark dialogue box closes.

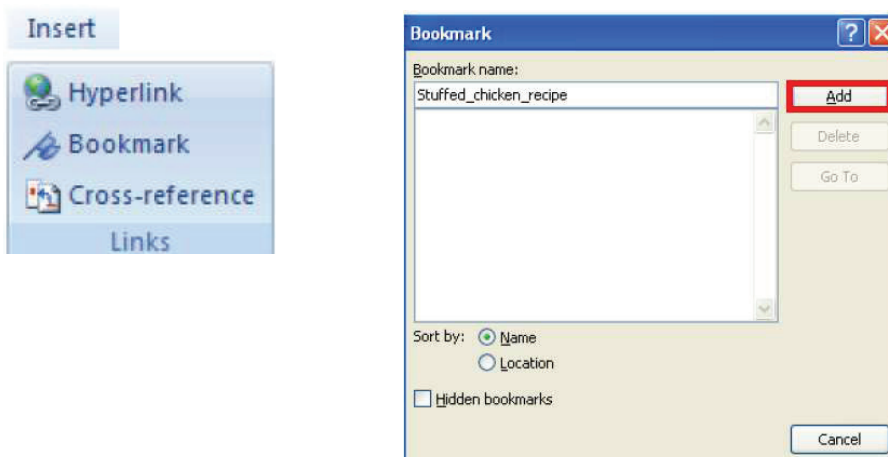


Fig. 11.31: Bookmarks

To locate an existing bookmark

- 1) Go to Insert/Links group and click the Bookmark button.
- 2) Select the bookmark name from the list.
- 3) Click Go To.

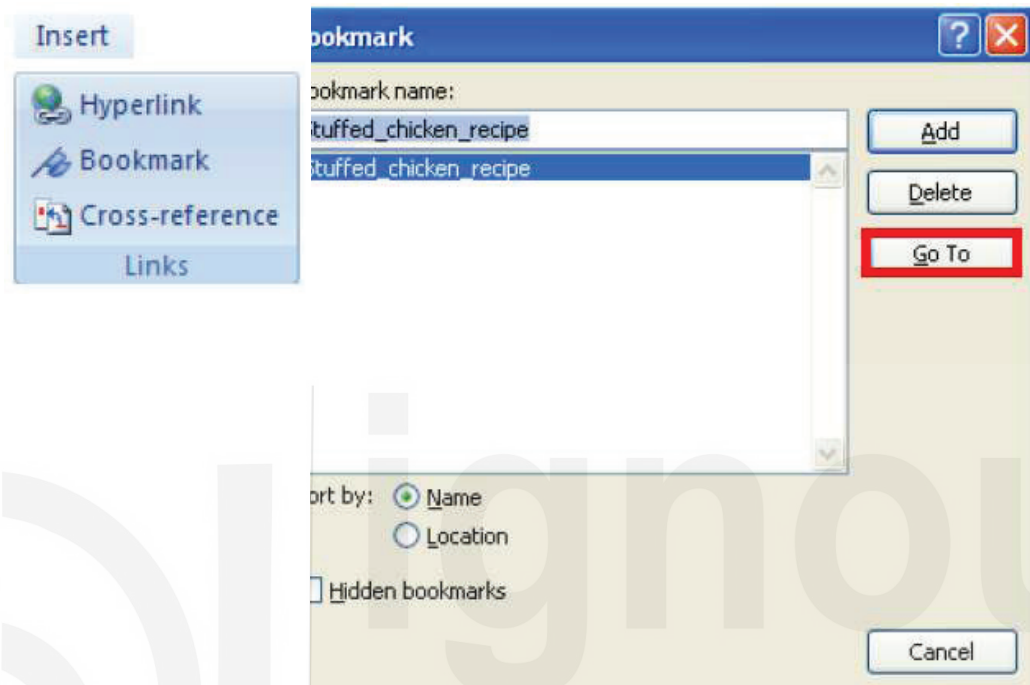


Fig. 11.32: Inserting Bookmarks

**Note:** Pressing the F5 key opens the Go to feature in Word, where you can select a bookmark to go to its location in the document.

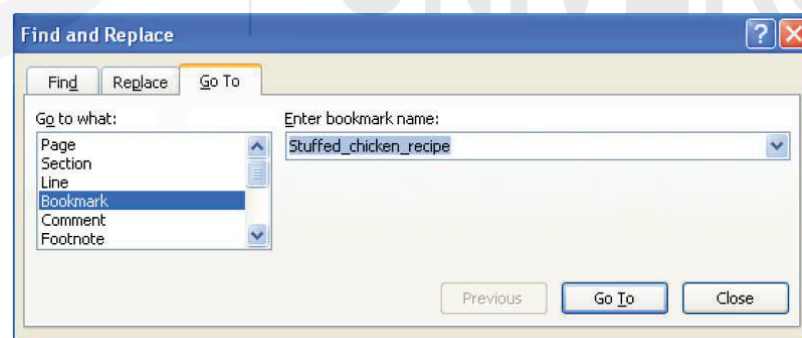


Fig. 11.33: Find and Replace

### 11.7.5 Cross-references

A cross-reference directs a document reader from one point in the document to another. The cross-reference can refer to any of the following: a numbered item, a heading, a bookmark, a captioned table or graphic; a footnote or endnote.

To create a cross-reference

- 1) Enter the text that will be the preamble to the cross-reference – e.g. (see [cross Reference]).
- 2) Go to Insert/Links and click the Cross-reference button.
- 3) Under Reference type, select the appropriate item.
- 4) Under Insert reference to, select what will be displayed in the cross-reference itself.
- 5) Click Insert, and then Close. The cross-reference appears in the text.

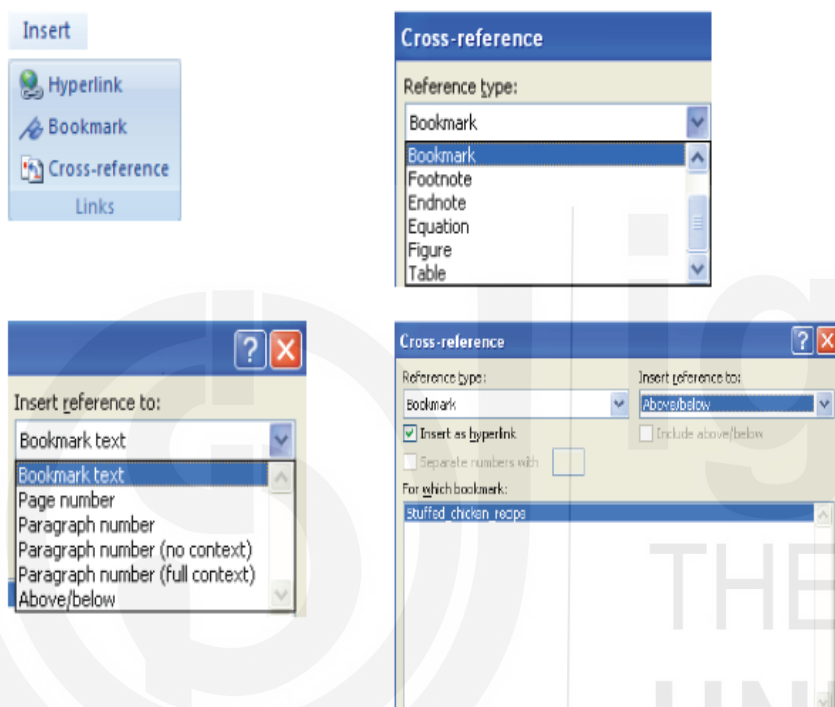


Fig. 11.34: Cross Reference

### 11.7.6 Citation

To create citation

- 1) Go to Reference Tab, click insert citation
- 2) To add a citation in the content of the document put the cursor where you want to put the citation.
- 3) Click on the 'References' tab
- 4) Click the 'Insert Citation' button. If it is the first time you have cited from the source then click 'New Source', however, if you have used the source before then it will appear in the drop-down menu, as shown in the picture below.

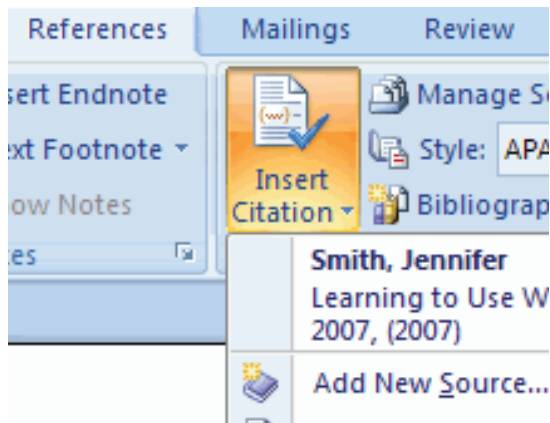


Fig. 11.35: Citation

- 5) If you are creating a new source then first you need to choose the type of the source, such as a book or an article. Use the drop-down menu next to where it says 'Type of source'.
- 6) Fill the rest of the boxes with the relevant information, such as the author, title, year, etc.

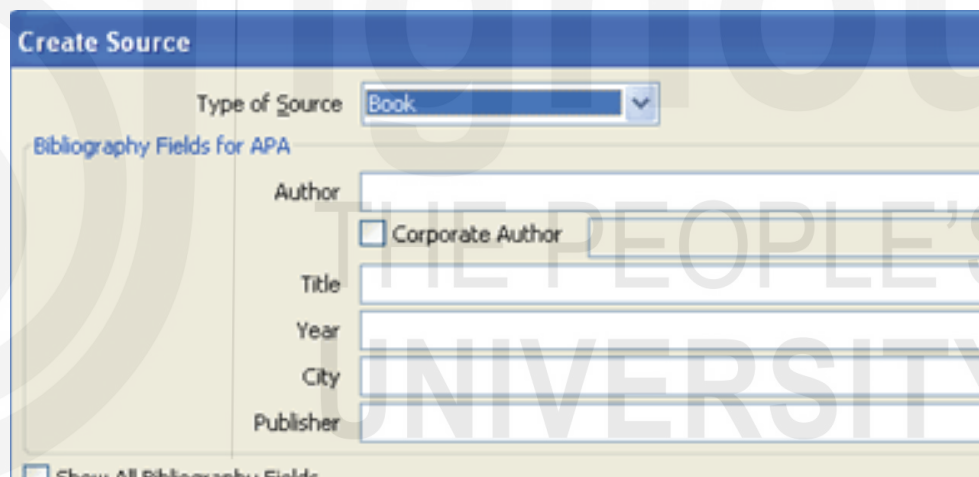


Fig. 11.36: Create Source

- 7) Click OK

### 11.7.7 Placeholders

Placeholders can be used when you want to put a reference in, but you don't have all of the information yet. To put a citation in the main text of the document you are typing then put the cursor where you want to put the citation.

- 1) Click on the 'References' tab
- 2) Click the 'Insert Citation' button. If it is the first time you have cited from the source then click 'Add New Placeholder'. This is shown in the figure below.

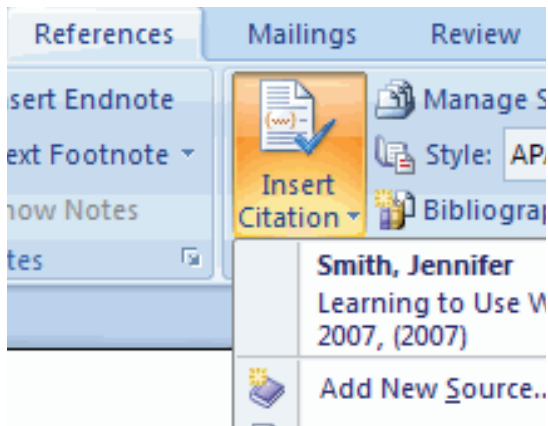


Fig. 11.37: Adding Placeholder

## Managing Sources

To add or delete some of the information's from the sources

- 1) Click on the 'References' tab
- 2) Click on the button that says 'Manage Sources', in 'Citations and Bibliography'.
- 3) You can add, delete and change sources; you can see how the reference list looks in the bottom section of this window.

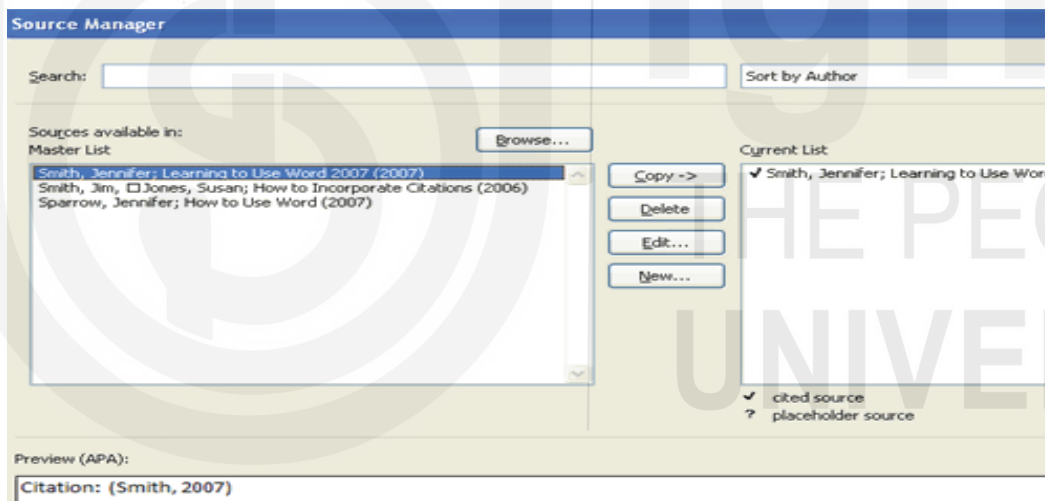


Fig. 11.38: Managing Sources

### 11.7.8 Bibliography

You can use this option to add a bibliography to the end of your piece of work. To do this you must:

- 1) Click to put the cursor in the space that you want to put your bibliography.
- 2) Click on the 'References' tab
- 3) Click on the 'Bibliography' in 'Citations and Bibliography' box on the ribbon.
- 4) You can now choose from Bibliography/Works Cited or Insert Bibliography. The first two options (Bibliography and Works Cited) will

insert all the sources which are associated with the document (but will label them differently depending on which you choose), and the final option (Insert Bibliography) will list all the sources that are cited within the document. The box that has these options is shown below.

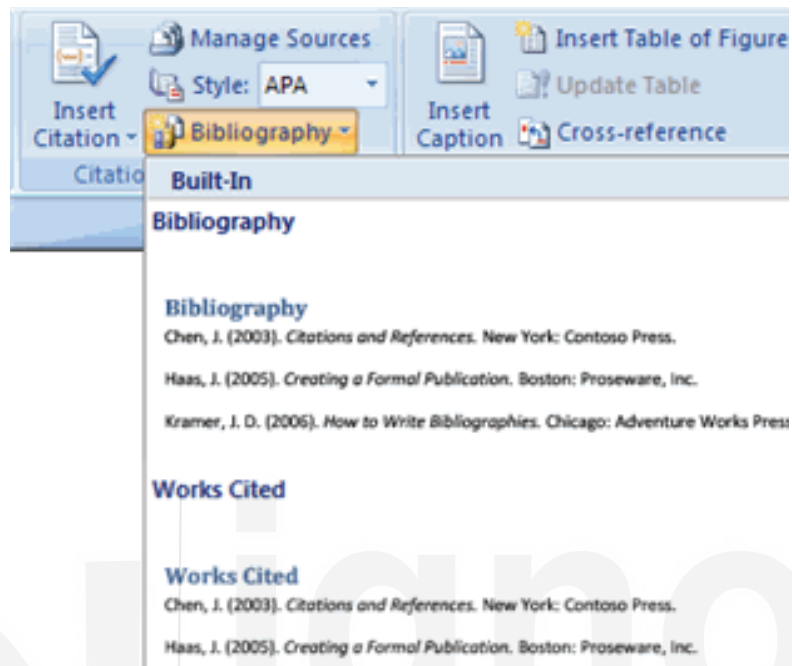


Fig. 11.39: Bibliography

### Check Your Progress D

State whether the following statements are True or False:

- Footnote or endnote once created cannot be deleted.
- Index and Table of Content are the same things.
- Placeholders can be used when you want to put a reference in.
- Cross-reference and bookmark works differently.
- Word can generate a table of contents automatically.

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## 11.8 LET US SUM UP

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In this unit, we have learned about merging a word document with data source so that the multiples copies of the main document can be created according to data for different destinations removes the tedious work of duplicating a copy and changing specific information in specific documents like name, address etc. All you need to do is create the main document, create the data source use the Mail Merge feature available in Mailing Tab to link your main document with the data source. Insert the fields from the data source to the exact place in the main document where you need them. Merge the document. Your new document with multiple copies will be ready for printing or editing.

Writing equation is always a difficult task in MS Word, all the symbols that are used are not available in the keyboard and finding and inserting from symbol may be a tedious task. By using the equation editor available in the Insert Tab, we can insert common equations also we can create equation of our need.

Tracking option available in MS Word can keep track of the changes made in the document once it is created or for reviewing a document. The tracking option is available in the Review Tab of MS Word.

For technical and professional writing MS Word is a great tool all the options for referencing like footnote, citation, indexing, table of figure and bibliography are available in MS Word.

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## 11.9 KEY WORDS

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**Mail Merge:** Mail merge is the process of transferring selected information from one document to another document.

**Main Document:** In mail merge, Main document is the common letter, which contains the common content for each of the merged documents. It contains field names which are inserted at required places in the document, which contains the instruction for carrying out the merge.

**Data Source:** Data source is the records of individuals to who letters to be sent also called Data File. The information's stored in the data files is brought into the main document by mail merge.

**Form Letter:** Form letter is the document created out of mail merge, which contains the content of the main document with each piece of information from the data source.

**Equation Editor:** MS word equation editor feature makes the writing mathematical and scientific equation simple.

**Tracking:** Tracking is primarily used for managing document revision. Use the Track Changes feature to mark changes. Review a document to accept and reject changes.

**Bookmarks:** A bookmark identifies a location or a selection of text that you name and identify for future reference.

**Cross-references:** A cross-reference directs a document reader from one point in the document to another. The cross-reference can refer to any of the following: a numbered item, a heading, a bookmark, a captioned table or graphic; a footnote or endnote.

**Placeholders:** Placeholders can be used when you want to put a reference in, but you don't have all of the information yet.

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## 11.10 ANSWERS TO CHECK YOUR PROGRESS

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### Check Your Progress B

- 1) (a) True (b) True (c) False (d) True (e) False  
(f) True

### Check Your Progress D

- 1) a) True b) False c) True d) True e) True

---

## 11.11 TERMINAL QUESTIONS

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- 1) What do you understand by Mail Merge?
- 2) Define the different components of Mail Merge.
- 3) How do you invoke 'Mail Merge Helper' window?
- 4) Differentiate between Merge and Query option of 'Mail Merge Helper' window.
- 5) How equation editor can help you write a professional document?
- 6) How can you invoke equation editor?
- 7) What are the different referencing options available in MS Word?
- 8) Explain the steps of creating a Table of Content in MS Word.
- 9) Differentiate between Bookmark and Cross referencing.
- 10) Differentiate between Citation and Bibliography.

**Note:** These questions are helpful to understand this unit. Do efforts for writing the answer of these questions but do not send your answer to university. It is only for your practice.

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# UNIT 12 CREATING BUSINESS DOCUMENTATION

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## Structure

- 12.0 Objectives
- 12.1 Introduction
- 12.2 Creating a Business Report
- 12.3 Using MS-Word for Report Writing
  - 12.3.1 Cover Page
  - 12.3.2 Table of Contents
  - 12.3.3 Header and Footer
  - 12.3.4 Add Page Numbers
  - 12.3.5 Pick and Style the Right Font
  - 12.3.6 Style the Paragraphs
  - 12.3.7 Control Page Breaks
  - 12.3.8 Use Styles
  - 12.3.9 Captions
  - 12.3.10 Use Quick Parts
  - 12.3.11 Page Borders
  - 12.3.12 References and Collaboration
- 12.4 Report Finalization
  - 12.4.1 Signatures
  - 12.4.2 Watermarks
  - 12.4.3 Make Documents “Read Only” or Password Protect or Restrict Editing
- 12.5 Sample Business Documentation
  - 12.5.1 Company Letter of Introduction
  - 12.5.2 Letter of Intent
  - 12.5.3 Memo
- 12.6 Creating Detail Project Report
  - 12.6.1 Description of Project Area
  - 12.6.2 Project Cost Details
  - 12.6.3 Project Investment Criteria
  - 12.6.4 DPR Structure
  - 12.6.5 Using MS Word for Creation of DPR
- 12.7 Let Us Sum Up
- 12.8 Key Words
- 12.9 Terminal Questions

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## 12.0 OBJECTIVES

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After completing this unit, you should be able to:

- understand how to create business reports;
- understand the application and usage of MS word in report writing;
- understand how to write business letters using MS word;
- understand the structure of DPR; and
- understand how to write DPR using MS word.

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## 12.1 INTRODUCTION

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MS-Word is used for writing a variety of documents. From simple office communication, resumes, invitation, memo. Writing this document from simple communication to lengthy reports requires a different set of skill set what we call professional report writing. Microsoft features help manage these large documents, for creation, collaboration and it is also important to professionally design and edit the document. Business Report and documentation require research and publishing of the analysis. In business environment only content will not work, it is very important to have a proper look and appearance of the document. This unit guides us to update our technique and sharpen our design and documentation skills.

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## 12.2 CREATING A BUSINESS REPORT

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The report format may vary from organization to organization but broadly if we look at it a business report generically will have the following format

- 1) **Purpose of the Report:** It is important to understand why we are writing this report. There are many kinds of reports used in business, broadly either for information or for perusal. A report may be a technical report describing the process and background information or a progress report of a project. It is important to answer what and why of writing the report.
- 2) **Audience of Report:** It is important to evaluate the audience .Who will read the report? Will they be able to understand what you are trying to communicate? Reader's knowledge of the subject will greatly influence the content that you are creating or kind of information you intend to give.
- 3) **Knowledge of the Topic:** It is obvious we must have a thorough knowledge of the topic for which you are writing the report. It is important to research the topic and include all relevant information to prove your point. You can use a variety of resources like journals, newspaper articles, books, web etc.

- 4) **Outline of the Report:** The structure of a business report can include the following essentials
- Title Page
  - Executive Summary
  - Table of Content
  - Introduction
  - The Body of the Report
  - Conclusion
  - Recommendation
  - Appendix
  - Bibliography and Reference
- 5) **Write, Edit, Proofread and Finish:** Once you have structured your report, fill out the headers with content. Once the majority of your text is written read through it and make sure it flows well. Check for grammar and spelling, and double-check all relevant information and its logical flow

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## 12.3 USING MS WORD FOR REPORT WRITING

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Microsoft Word is a great tool for effective report writing. The Microsoft Word features we will cover below are also productivity shortcuts that will make your job easier.

### 12.3.1 Cover Page

The first page is the first point of contact with your reader. Word has -built gallery of title pages. All you have to do is choose one of the available cover pages for your report.

To create cover page

- 1) Go to Insert > Pages Group > Cover Page. The cover page appears at the beginning of the document by default.

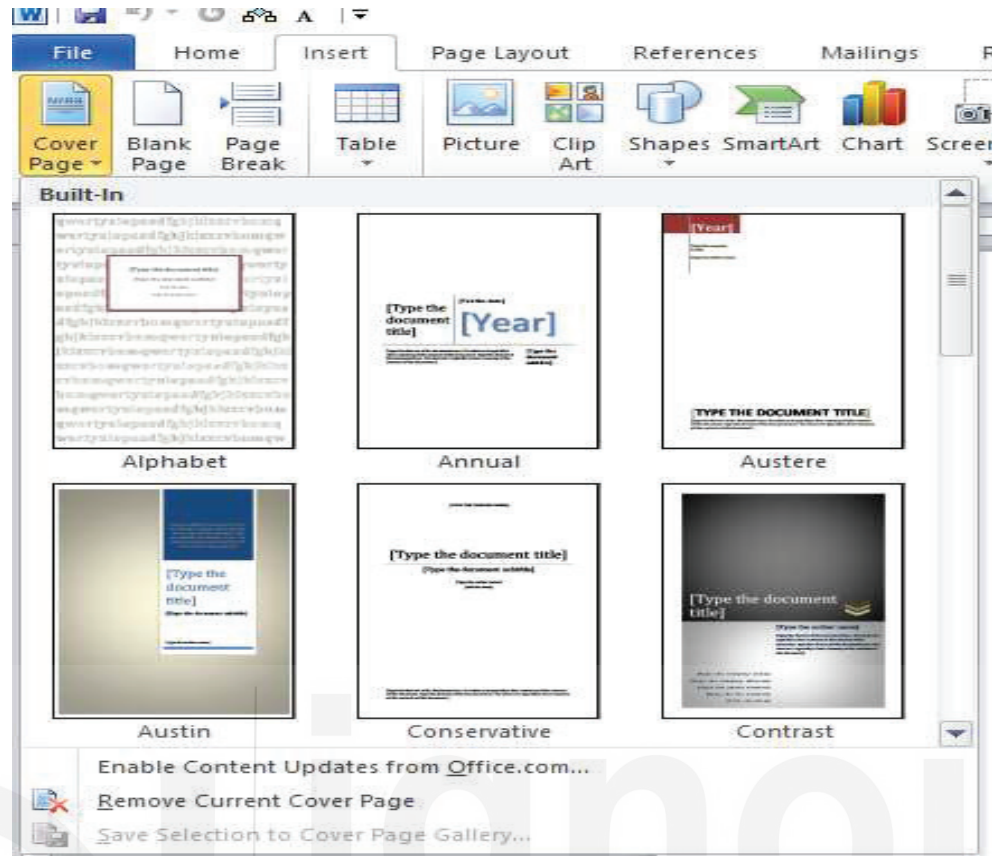


Fig. 12.1: Cover Page

- 2) Microsoft Word offers you 18 pre-formatted templates and three more on Office.com.

### 12.3.2 Table of Contents

As discussed in the previous chapter In Microsoft Word, you don't have to write the entire TOC by hand. There's a Table of Contents automatic tool under the References tab which takes your outline and designs it for you. Also, you can easily keep it updated when you want to change something.

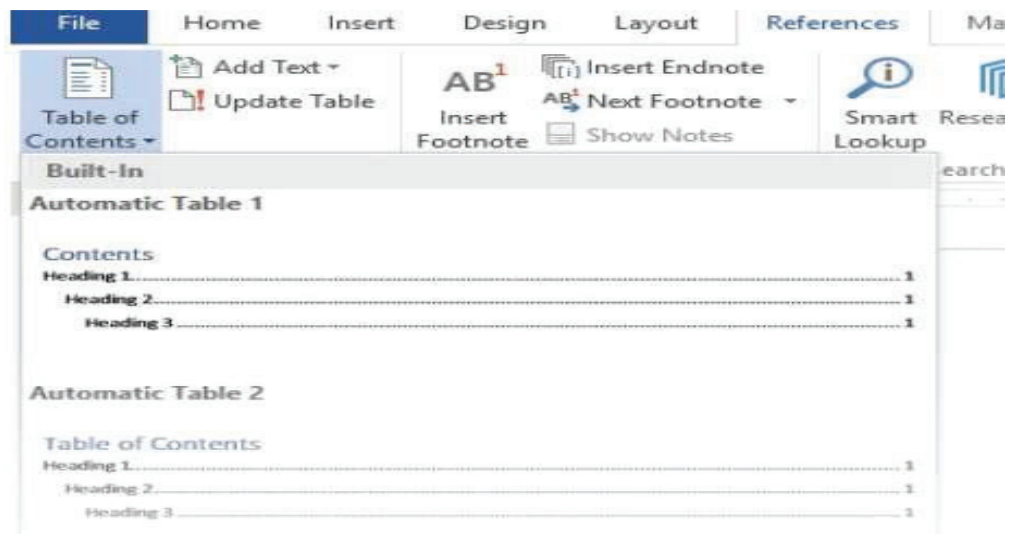


Fig. 12.2: Table of Contents

### 12.3.3 Header and Footer

Headers and Footers are important in reports as the main purpose is to provide information about the report on every page. They are the common display areas for page numbers. The header of the document should contain the title of the report, and possibly the name of who created it. The title of the current section is helpful. The footer, on the other hand, should include the page numbers, date of publication, and other administrative information that is required

### 12.3.4 Add Page Numbers

Page numbers look best in the footer (unlike in the header as in the image above).

You can add a basic page number from the Insert > Page Number button on the Ribbon. You can also add it from the Design tab that appears when you add the header and the footer. The paragraph Click OK to close the dialogs.

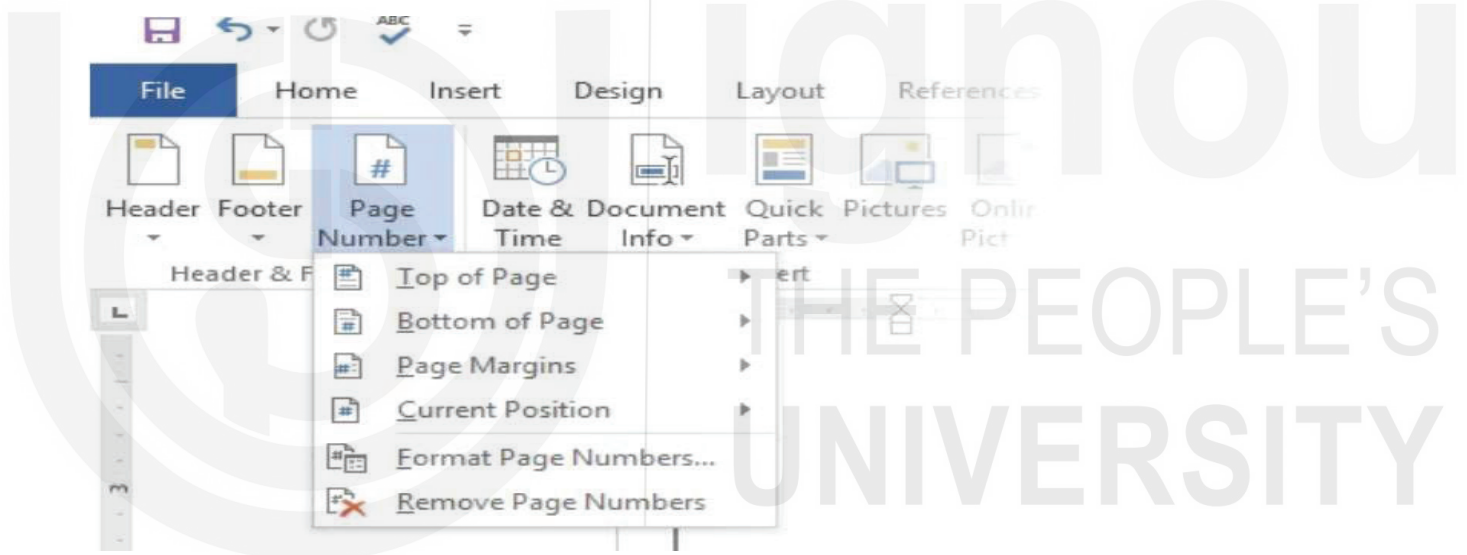


Fig. 12.3: Page Number

### 12.3.5 Pick and Style the Right Font

Your choice of font in a professional Word report not only determines how the text stands out but also how it is printed. You want both for maximum impact. You can apply a typeface (i.e. the visual look of the font) to either an entire document or to specific parts of a document. All font choices are available from the Home tab. Go to Home > Font.

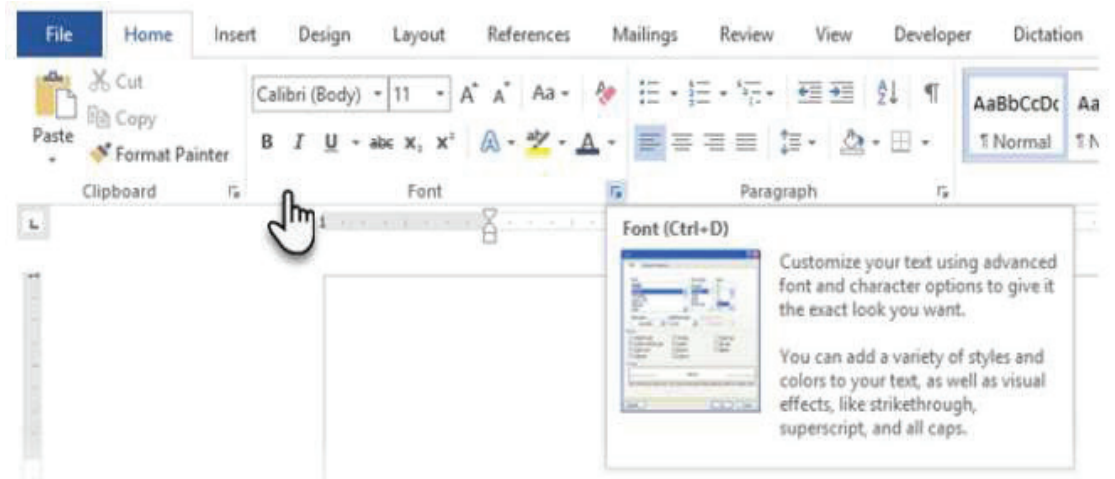


Fig. 12.4: Font

The default font in Microsoft Word is Calibri. Baskerville and Georgia are good alternatives to the over-used Times New Roman

### 12.3.6 Style the Paragraphs

You can make your lines double spaced, or single spaced by changing the format of the paragraphs. By changing the spacing, you can make a document easier to read or give the impression that it is longer and that you have put more work into it.

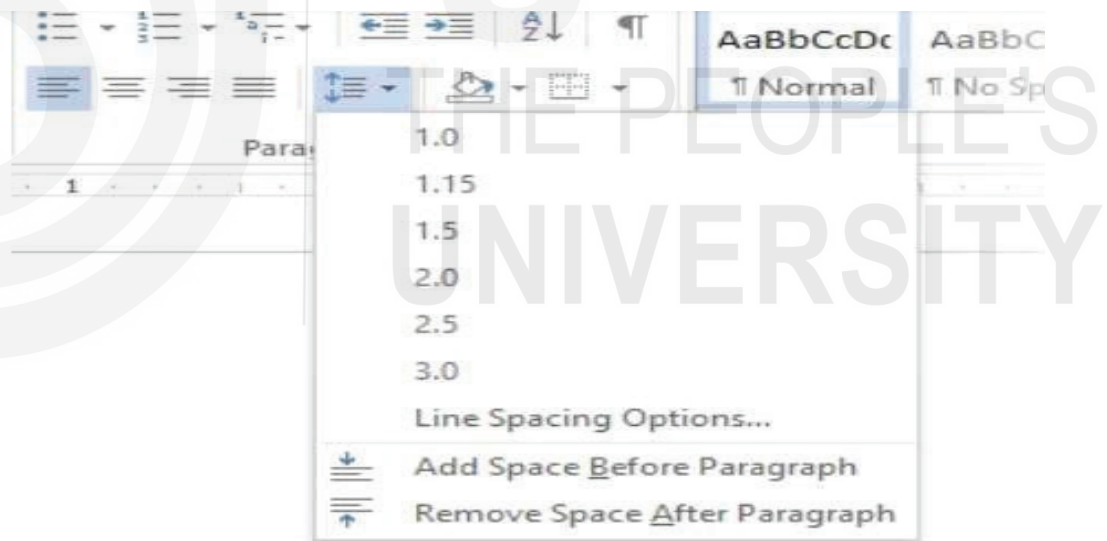


Fig. 12.5: Indent

To change the paragraph for the whole document, it is better to select each block of text; otherwise, if you are using headers in your report, they will change too.

Another better option is if you customize the particular style you are using to format the paragraph to do this, go to Home > Styles. Right click on the style you want to change and select Modify.

Click on Format > Paragraph which is at the bottom of the dialog box. Now, change the spacing, indentation, and alignment for the paragraph. Click OK to close the dialogs.

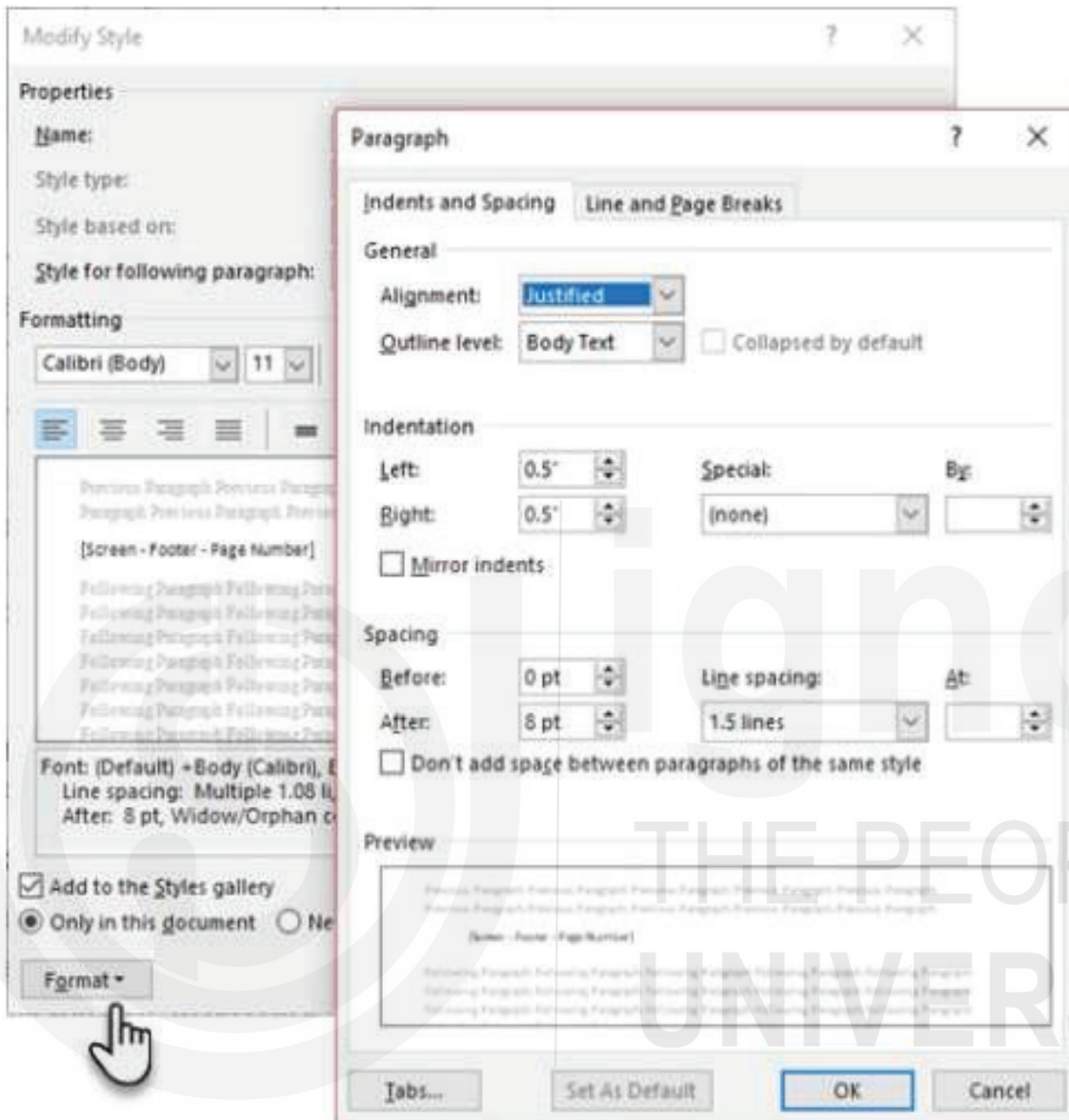


Fig. 12.6: Paragraph Formatting

### 12.3.7 Control Page Breaks

A page break splits a continuous block of text across two pages. Page breaks are important structural elements for long documents. Word automatically inserts a page break at the end of the page. But in a long document, you can place page breaks where you want them.

To insert a manual page break, click Insert > Page Break. (Keyboard shortcut: CTRL + Enter)

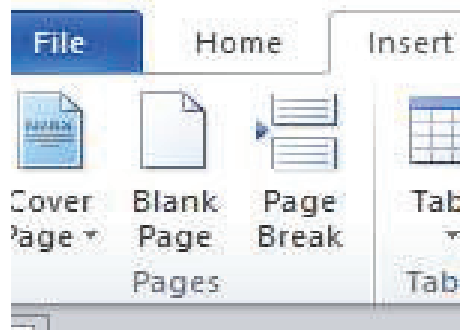


Fig. 12.7: Page Break

### 12.3.8 Use Styles

Style: If you want to change text formatting quickly, Word Styles are the most effective tools Use Styles to dig into the specific portions you want to change the appearance for. For Styles: Select the part of the text you want to change. Go to the Styles group on the Home tab. You can see previews of what they look like. Choose the Style that is suitable for your content. For instance, choose a heading style for the headings in your document. Or, a particular style for any quotes. You can also modify an existing style and create new styles from scratch. We can choose a style set for the whole document.

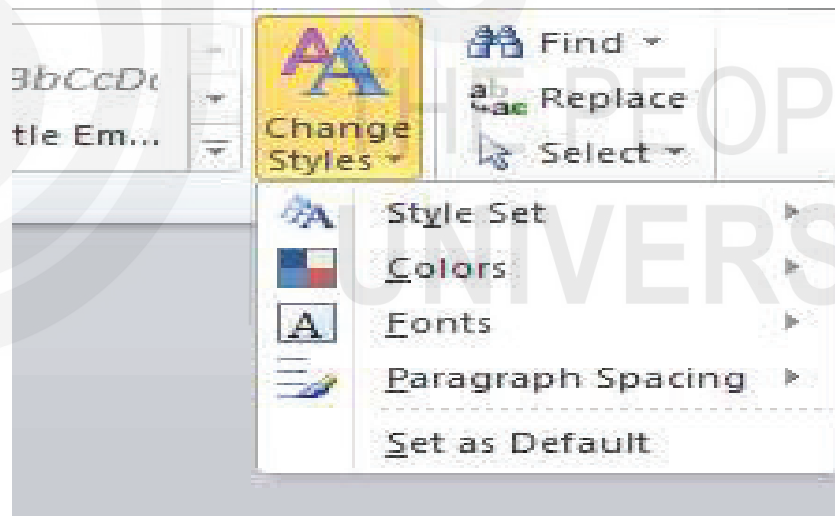


Fig. 12.8: Change Styles

### 12.3.9 Captions

Every picture, chart, or illustration needs a caption to clearly describe it. It is a single line of text, usually located below a graphic. Captions are also an important reference when you need to mention them in another place.

To add a caption Right-click the illustration you want to add a caption to. Select Insert Caption.

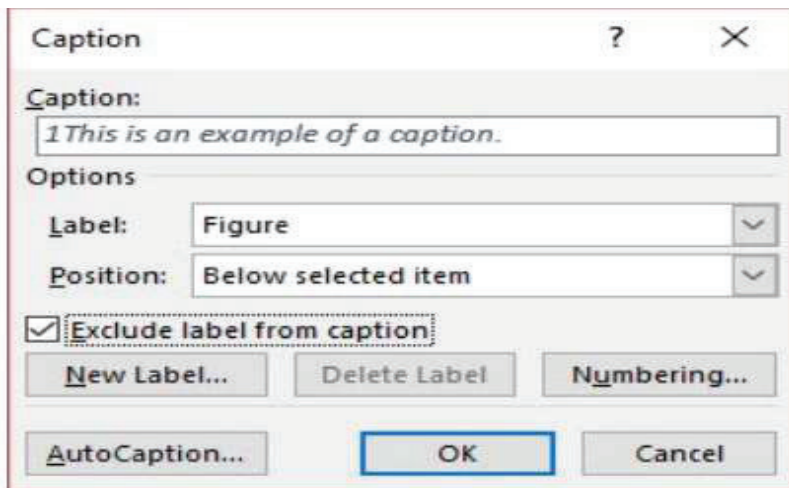


Fig. 12.9: Captions

In the dialog box, add your caption text and configure the remaining options. Captions can be automatically referenced in Word.

### 12.3.10 Use Quick Parts

Professional documents can get repetitive. This is why you should start using Quick Parts for content you reuse all the time. For instance, let's say there is a contract clause you include with every document or some introductory information. Instead of repeated copy paste, save them as Quick Parts and reuse them again and again. Quick part is in the Home Tab's Text group

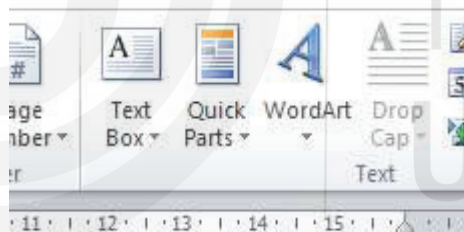


Fig. 12.10: Quick Parts

Quick Parts is also a type of building block. You can see the gallery of all reusable blocks of content in the Building Block Organizer

Save and reuse your own Quick Parts in two steps

- 1) Select the phrase, sentence, or other portion of your document that you want to save to the gallery.
- 2) Go to Insert > Text group > Quick Parts > Save Selection to Quick Part Gallery. Change the name and add a description if you like. Click OK.

To reuse the saved content: Place your cursor where you want to insert a selection from the Quick Parts Gallery. Go to Insert > Text group > Quick Parts. Then click the sentence, phrase, or other saved selection you want to reuse.

Other categories in the Quick Parts menu are

- 1) **Auto text**
- 2) **Document property**
- 3) **Field**

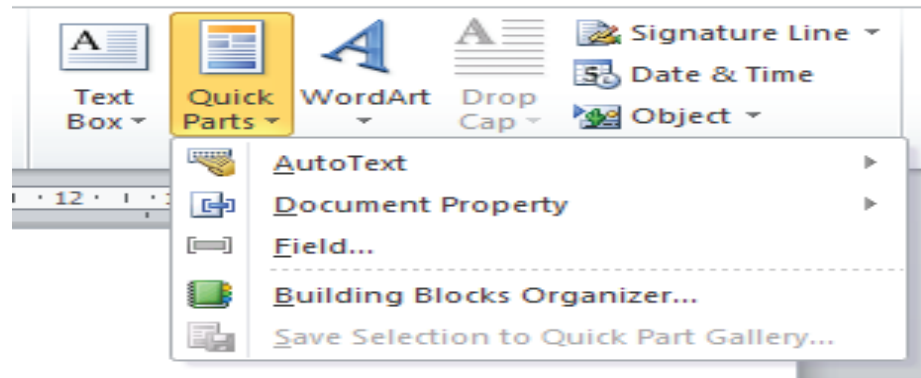


Fig. 12.11: Quick Parts

**AutoText:** It works like Quick Parts for any block of text that you use repeatedly. Example: A note you want to use with every document.

**Document Property:** A set of constant properties that you can include with every document. Example: Company name or author.

**Fields:** These are predefined elements that update automatically. Example: Date, time, page numbers, etc.

### 12.3.11 Page Borders

A variety of line styles and widths and art borders are available from the Page Layout Tab in the page background group

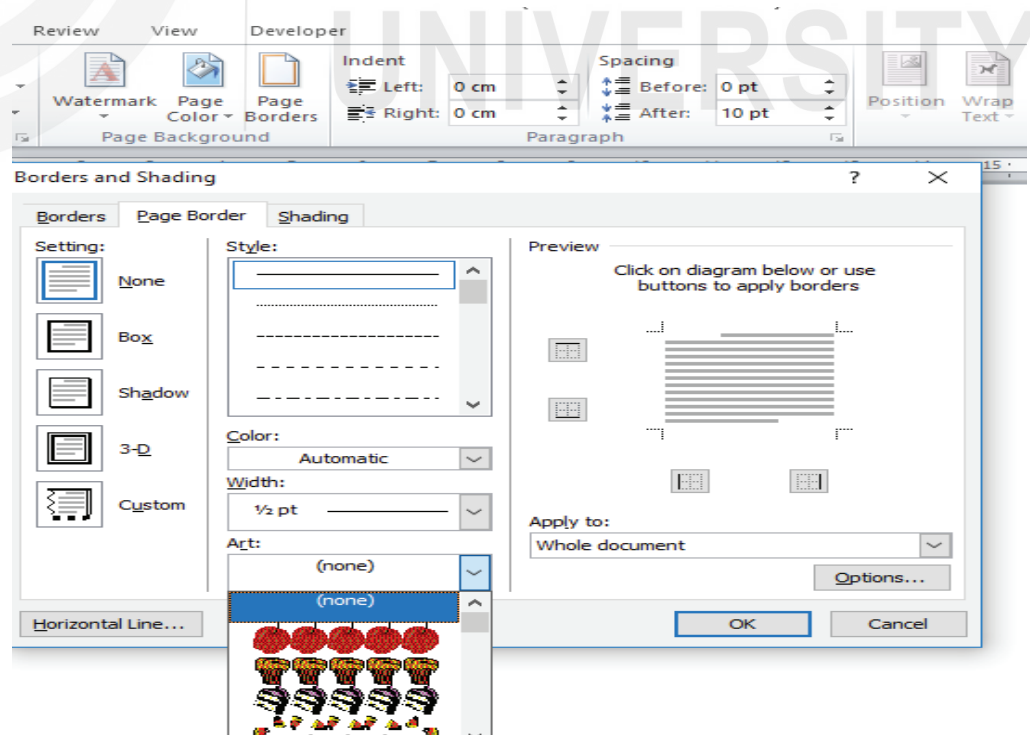


Fig. 12.12: Page Borders

You can change the color, width and even use different art forms for page border

### 12.3.12 References and Collaboration

The reference and collaborations as discussed in the previous chapters should be applied as and when needed.

- 1) Create an Index (see Unit 11)
- 2) Creating Bibliographies (see Unit 11)
- 3) Cross-Referencing (see Unit 11)

#### Check Your Progress A

- 1) What is a business report?

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- 2) What is the utility of quick parts in business report writing?

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- 3) What are the different referencing styles available in MS Word?

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- 4) What is the significance of page break in MS word?

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## 12.4 REPORT FINALIZATION

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Finalization is the security measures to protect the report from unauthorized changes and plagiarism. These security measures will give an extra level of authenticity to your electronic file before you share it.

This section will cover:

- Signatures
- Insert watermarks
- Make the document 'read-only'
- Password protect your document
- Print your document to PDF

### 12.4.1 Signature

You can add text signature for a personal touch to the report. But a simple text signature does not need any authentication. A digital signature is the better way to protect your document from unauthorized access. A digital signature confirms that the document came from the signer and hasn't been tampered in any way. Let's create a signature line in Microsoft Word in the document, place your cursor where you want to create a signature line.

- 1) Go to Insert > Text group > Signature Line and click Microsoft Office Signature Line.
- 2) The Signature Setup dialog box is displayed. Fill the fields as indicated. If you are sending the document to someone else for signing, add instructions for the signer in the field reserved for it (Instructions to the signer). The signer can also add give the purpose for the signing if the Allow the signer to add comments in the Sign dialog box is checked.

Signature Setup

Suggested signer (for example, John Doe):

Suggested signer's title (for example, Manager):

Suggested signer's e-mail address:

Instructions to the signer:  
Before signing this document, verify that the content you are signing is correct.

Allow the signer to add comments in the Sign dialog

Show sign date in signature line

OK Cancel

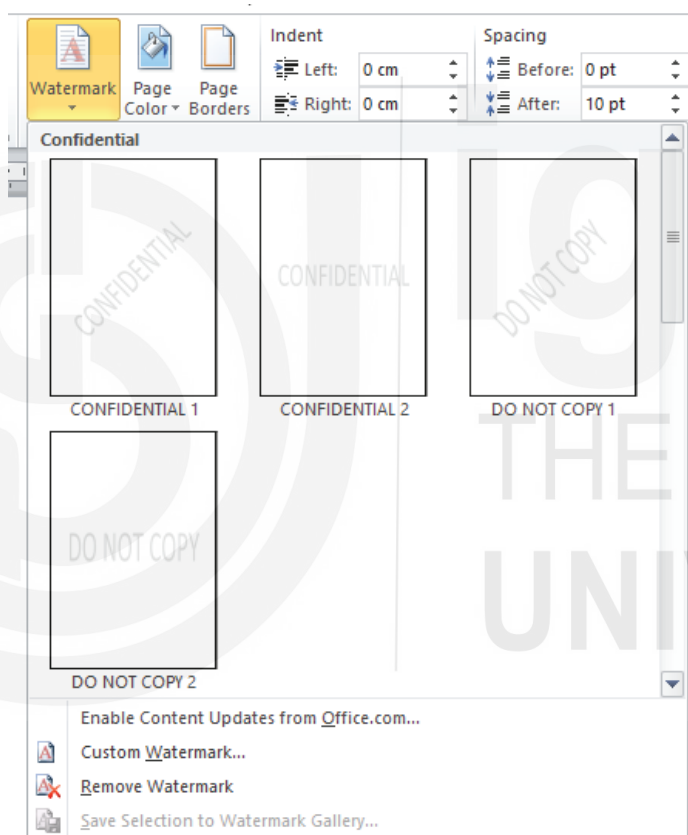
**Enter a signature:** When you need to sign a document with a digital signature, go to the signature line and right click on it. You will be prompted to sign with a digital ID. If you don't have one, Microsoft will tell you to get one from a signature service partner.

## 12.4.2 Watermarks

A Microsoft Word watermark is a useful visual indicator for the status of the document. For example, you can use a watermark that says "Do not Copy" or "Confidential".

To create a watermark

- 1) Go to Page Layout Tab > Page Background and choose Watermark. The Watermark button will be enabled in the Print view only.



**Fig. 12.14: Watermark**

- 2) You can choose a picture or a text watermark from the gallery. Both horizontal and diagonal versions are available. The dialog box gives you all the customization options
- 3) You can type your own text in the Text field to create your custom watermark.
- 4) Choose OK to apply the watermark to your document. Word automatically applies the watermark to every page except the title page.

### 12.4.3 Make Documents “Read Only” or Password Protect or Restrict Editing

A business report normally should not need to be edited by its readers. We have the option of converting the document to PDF format but another option we have to keep the beauty of the document we can send a read-only version of the Ms Word Document

To make a document read-only

- 1) Go to the File tab > Info > Protect Document > Mark as Final.
- 2) When readers open a document, a bar on top will prompt readers to treat this document as read-only. But they can click on “Edit Anyway” to open the document in Edit mode.

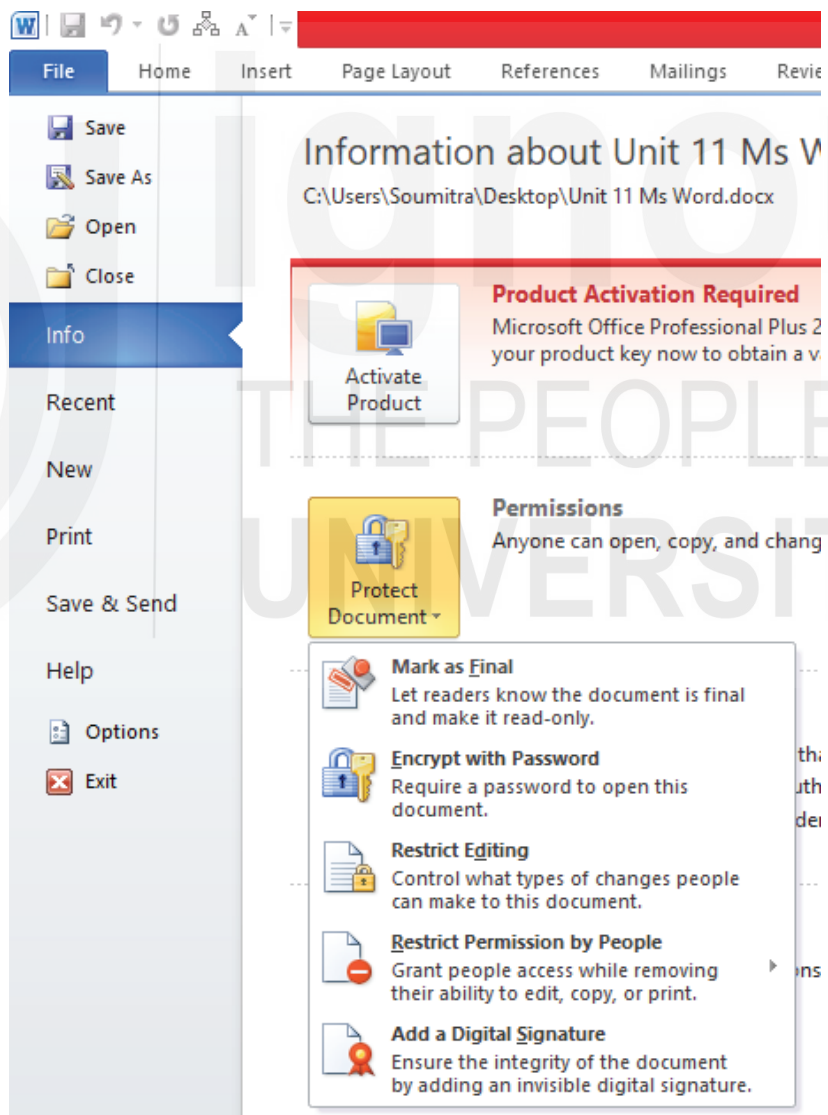


Fig. 12.15: Information

To Password Protect Your Document from unwanted edits with a password barrier.

- 1) Under Protect Document, choose Encrypt with Password. Type a password and click OK.
- 2) In the Confirm Password box, type the password again, and then click OK. The document will open with the reader prompted for a password.

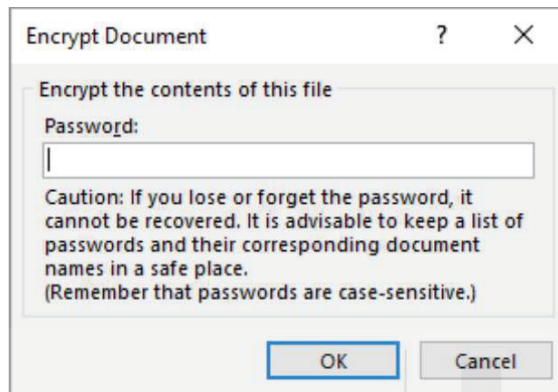


Fig. 12.16: Password Protect

To Restrict Editing to certain part of the document

- 1) Under Protect Document, choose Restrict Editing. Type a password and click OK.
- 2) Under editing restrictions, check Allow only this type of editing in the document, and make sure the list says No changes (Read-only).
- 3) To free some sections from the editing blockade, select the sections for editing without restrictions. To select more than one area, click CTRL while selecting the area using the mouse.
- 4) You can check everyone under Exceptions (optional) in the Restrict Editing panel. Or, click more users... and allow only specific users to modify the sections. The allowable areas will be marked with square brackets.
- 5) Click Yes, Start Enforcing Protection.
- 6) Now, type a unique password in the box that opens. You have to type it again to confirm it.

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## 12.5 SAMPLE BUSINESS LETTERS

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### 12.5.1 Company Letter of Introduction

A company letter of introduction may be the first communication your potential client, new customer, or business contact receives from your organization. With this in mind, your initial impression is the key to the success of that relationship.

Name of Addressee  
Name of Organization  
Address

Reference: Give a brief reason for the purpose of writing this letter. This can vary depending on your needs. While some may be introducing a new product to their customers, several others may be informing about their business to their potential clients.

Salutation/Greeting:  
Dear Mr./Ms.

In the introductory paragraph, you ought to mention about your company (if you are introducing it to customers and clients). Include information, like who owns the organization and what has been phenomenal about this firm. In case, you are introducing your business to new clients to attract funds for business expansion, you must begin with an emphatic introduction stating the firm's year of formation and establishment.

### 12.5.2 Letter of Intent

You can use a letter of intent, or letter of interest, in various business situations including negotiations, acquisitions, contracts, and purchases. This type of communication can help to ensure that the parties are on the same page with a clear picture of your organization's intent.

Dear [Name of Recipient]:

[Short introduction paragraph – indicate you are submitting this letter with the intent to do a specific action (purchase, partner, acquire, license, etc.). Indicate that the intent is based on the following conditions.]

[Define the specifics about the item behind the intent listing all pertinent variations of the item or supporting material. Provide indication or your intent with respects to the liabilities.]

[Consideration – Propose what you are willing to provide as compensation or other as consideration for the specifics listed above. Be sure to define amounts, timing.]

[Provide conditions for the transaction. This may include conditions on due diligence, limitations on further seeking other interested parties or confidentiality.]

[Indicate that this letter is not an official offer and that all details would need to be negotiated and executed through a formal Purchase (or other) Agreement.]

### 12.5.3 Memo

An office memo is a piece of document or a note that is a common source of information in a workplace regarding important notices or announcements and other

### **Memorandum**

**To:** Recipients' names and job titles

**From:** Writers' name and job titles

**Date:** Complete and current date

**Subject:** Description of what memo is about

Begin with a brief introductory paragraph that contextualizes the memo for your readers and describes the main point or course of action that readers should take after reading the memo. The introduction should not have a heading.

After the introductory paragraph, the body of the memo should be broken into sections with informative headings at the start of each section. These headings should not consist of generic words like "Problem" but specific phrases like "Avoiding Cost Overruns in Sector 7."

Remember that if there are others who will receive copies of memo, aside from the recipients, add CC: after the memo subject line with the names of those individuals.

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## **12.6 CREATING DETAILED PROJECT REPORT**

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Detailed project report is a complete document for investment, decision making, approval and planning. Detailed project report is a base document for planning the project and implementing the project. The objectives of DPR are following:

- To understand the importance of developing a detailed project report that assure performance for reliable quality with in optimum cost.
- To appreciate that projects are site specific.
- To understand the importance of optimization of the schemes, detailed cost estimate, payback period and return on investment.
- To describe how bankable projects can help to achieve required performance. To understand methodology of project appraisal.

### **12.6.1 Description of Project Area**

Following is a generic structure of information about the project to be given.

- Name of utility
- District / town (s) village covered
- Location : latitude and longitude
- Area, population, boundaries → Climatic conditions
- Status of development. Access to electricity
- Economic structure – socio – economic features → urban / rural

### **12.6.2 Project Cost Details**

- Basic Equipment Cost
- Consultant charges

- Duties , Taxes & Freight a) Excise duty / customs duty/ sales tax
- Freight and Transit Insurance
- Raw materials
- Man Power cost
- Engineering Project Management. Supervision
- Interest During Construction

### **12.6.3 Project Investment Criteria**

Basically Cost – Benefits analysis

Investment criteria can be

- Payback period
- Discounted cash flow (DCF) Technique
  - a) Net Present Worth (NPW)
  - b) Benefit Cost Ratio (B C Ratio)
  - c) Internal rate of return (IRR)

### **12.6.4 DPR Structure**

- Title Page
- Name, Affiliation, Date etc.
- Acknowledgement
- Content list
- Abbreviation
- Executive Summary
- Introduction
- Background
- Main technical & financial analysis chapters
- Recommended action plan
- Appendices

### **12.6.5 Using MS-Word for Creation of DPR**

- Title should be in Times New Roman font, size 14 pt, and bold; it should be centred across the page
- Name of Author(if any) in 10pt Times New Roman
- All sections should be numbered as in the section heading. The section headings should be in Times New Roman, size 14.0 pt, and bold typeface. Capitalise the first letters of every word in the section heading, except for prepositions such as of, on, for, etc. Do not indent the first line of the first paragraph in a section or a sub-section.

- Subsection headings should be numbered. They should be in Times New Roman, size 12, and bold typeface.
- The paper size is A4
- The left and the right margins should be 4.47 cm (1.76 inches), the top 4.45 cm (1.75 inches), from the top of the paper to the top of the header), and the bottom 3.3 cm (1.3 inches from the bottom of the paper to the bottom of the footer, i.e., page number). The gap between the bottom of the text and footer is 1/3 inches.
- The title and the authors' names and affiliations are formatted in 8pt Times New
- The text in the entire paper, including that in the abstract, should be single-spaced. There should be 3 pt (1pt = 1/72 in) space left before each paragraph and headings but zero space below.
- Header and footer appear in font size 8 pt.
- The equations are to be typed using the Equation Editor in Word or by using MathType. The size should be set to 10 pt. with the equation number appearing on the right
- The figures and tables should be centred. The figure caption should be placed below the figure
- Table captions should be placed at the top. Tables should be cited in the text in the first sentence of this paragraph.
- The footnotes should be used sparingly. When multiple footnotes are used, use superscripted numbers to denote them.1
- References should be numbered in the order of their first occurrence. They should be cited with [#] at the end of the sentence or in the middle as the case may be. T
- The citations should be listed at the end of the paper but before the Appendix, if any. The format of the citations is given in the section entitled References at the end of the paper. Different types of references, such as a book [1], a journal article [2], a conference paper [3], a Master's thesis [4], a Doctoral thesis [5] are given.
- The bibliography style is adopted from "ieeetr.bst", and the file needs to be available at the point of running the "bibtex" command. A copy of the file is included in the zipped folder.

The formatting rules are outlined in this document. This is a generic structure may vary from nature of the project, requirement of the stakeholder and Government Norms.

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**Check Your Progress B**

1) What is a Detailed Project Report?

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2) What is the generic structure of a DPR?

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3) Mention the generic formatting style of project report writing.

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**12.7 LET US SUM UP**

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Business reports are a type of assignment in which you analyse a situation (either a real situation or a case study) and apply business theories to produce a range of suggestions for improvement. The format of business report may vary from business to business on the basis of the purpose of report, according to the audience of report, knowledge of the report, outline of the topic etc. Microsoft Word is a great tool for effective report writing. It has variety of features to make the job easier such as header and footer, table of contents, cover page, page numbers, and font, style the paragraph, page breaks, captions, Quick Parts, page border, references, and collaboration, etc.

Finalization is the security measures to protect the report from unauthorized changes and plagiarism. These security measures will give an extra level of authenticity to your electronic file before you share it. It has got features like adding signatures to the report, inserting watermark, to make the document read-only, password protect the document, print the document to the PDF, etc.

A company letter of introduction may be the first communication your potential client, new customer, or business contact receives from your organization. With this in mind, your initial impression is a key to the success of that relationship. A letter of intent or letter of interest is used in various business situations including negotiations, acquisitions, contracts, and purchases. This type of communication can help to ensure that the parties are on the same page with a clear picture of your organization's intent. Detailed project report is a complete document for investment, decision making, approval and planning. It is a base document for planning and implementing the project.

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## 12.8 KEY WORDS

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**Business Report:** Business reports are a type of assignment in which you analyse a situation (either a real situation or a case study) and apply business theories to produce a range of suggestions for improvement.

**Appendix:** Appendix is defined as the section at the end of a book that gives additional information on the topic explored in the contents of the text. An example of an appendix is pages at the end of a book containing other informational texts about the topic.

**Page Break:** A page break splits a continuous block of text across two pages. Page breaks are important structural elements for long documents. Word automatically inserts a page break at the end of the page. But in a long document, you can place page breaks where you want them.

**Signature:** A digital signature is the better way to protect your document from unauthorized access. A digital signature confirms that the document came from the signer and hasn't been tampered in any way.

**Watermark:** A watermark is an identifying image or pattern in paper that appears as various shades of lightness/darkness when viewed by transmitted light, caused by thickness or density variations in the paper. Watermarks have been used on postage stamps, currency, and other government documents to discourage counterfeiting.

**DPR:** Detailed project report is a complete document for investment, decision making, approval, planning. Detailed project report is a base document for planning the project and implementing the project.

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## 12.9 TERMINAL QUESTIONS

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- 1) Explain how and where referencing to be used in Business report writing?
- 2) Explain how you can create a table of content in MS Word?

- 3) What is a cover page of business report? How you can create one using MS word?
- 4) What is the generic structure of business report?
- 5) Explain the options we have to protect our document while sharing with others.
- 6) Explain how we can protect certain portion of the document from editing.
- 7) What is watermark and how it is used in a document?
- 8) Explain how to mark a document as final.

**Note:** These questions are helpful to understand this unit. Do efforts for writing the answer of these questions but do not send your answer to university. It is only for yours practice.



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## SOME USEFUL BOOKS

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- Fundamentals of Computers, “Balagurusamy”, Mcgraw Hill, 2009.
- Computing Fundamentals: Introduction to Computers, “FaitheWempen”, Wiley, 2014.
- Fundamentals of Computers, “Rajaraman V and Adabala N”, Prentice Hall of India, 2014.
- Fundamentals of Computers and Information System, “Niranjan Shrivastava”, DreamTech Press, 2013.
- Computer Fundamentals, “Anita Goel”, Pearson, 2010.
- Microsoft Excel Data Analysis and Business Modeling, “Wayne Winston”, Microsoft Press, 2016.
- YouTube Black Book: How to Create a Channel, Build an Audience and Make Money on YouTube, “Christopher Sharpe”, Kindle Edition, Amazon Asia-Pacific Holdings, 2020.
- Microsoft PowerPoint, “Lambert Joan”, Microsoft Press, 2016.
- Excel 2019 All-in-One for Dummies, “Greg Harvey”, Wiley, 2020.
- Mastering MS Office: Computer Skill Development - Be Future Ready, “Bittu Kumar”, V&S Publishers, 2017.
- Computers for Beginners/The Basics, wiki books, online <https://en.wikibooks.org>.
- Computer Business, “Ankush Gupta”, Amazon Asia-Pacific Holdings, 2020.

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