

SCHOOL CODE
101

SUBCOURSE
QM6302

QM6302

COMBINED ARMS SUPPORT PART III

Quartermaster

Total Army Training System Courseware (TATSC)
Advanced Noncommissioned Officer Course (ANCOC)

Read Ahead
for

MOS 77F40

MOS 77L40 MOS 92G40
MOS 77W40 MOS 92Y40

SUBCOURSE NUMBER QM6302

COMBINED ARMS SUPPORT PART III
EDITION B

United States Army Combined Arms Support Command
Fort Lee, Virginia 23801-1713

10 Credit Hours

Edition Date: 1 October 1999

SUBCOURSE OVERVIEW

This subcourse is designed to provide broad-based information for developing the Quartermaster Advanced Noncommissioned Officer Course (ANCOC) soldier as a more versatile logistician. The ANCOC soldier will be able to employ the skills learned in this subcourse at any level of support operations.

There are no prerequisites for this subcourse.

This subject reflects current doctrine; always refer to the latest official publications in your own work situation.

TERMINAL LEARNING OBJECTIVE

ACTION: You will learn information used by Quartermaster Noncommissioned Officers (NCO) as part of their routine duties. Tasks learned will enable you to better support your soldiers and leaders.

CONDITION: In a self-study environment.

STANDARD: To demonstrate competency of these tasks you must achieve a minimum of 70 percent accuracy on the subcourse examination.

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ADMINISTRATIVE INSTRUCTIONS

1. Number of lessons in this subcourse: 1
2. Materials you need in addition to this booklet are a number 2 lead pencil, the ACCP examination response sheet, and the preaddressed envelope you received with this subcourse.
3. Supervisory requirements: None

GRADING AND CERTIFICATION INSTRUCTION

Examination: This subcourse contains a multiple-choice examination covering the material in this lesson. After studying the lesson and working through the practice exercise, complete the examination. Mark your answers in the subcourse booklet, and then transfer them to the ACCP examination response sheet. Completely black out the lettered oval that corresponds to your selection (A, B, C, or D). Use a number 2 lead pencil to mark you responses. When you complete the ACCP examination response sheet, mail it in the preaddressed envelop you received with this subcourse. You will receive an examination score in the mail. You will receive 10 credit hours for successful completion of this examination.

INFORMATION MANAGEMENT AND COMPUTERS

CREDIT HOURS: 10

OVERVIEW

LESSON DESCRIPTION:

This lesson was designed to provide soldiers in the Quartermaster Advanced Noncommissioned Officer Course (ANCOC) with a lesson on information management and computers.

TERMINAL LEARNING OBJECTIVE

ACTION: Students will become familiar with Microsoft Word and Microsoft PowerPoint by using this guide to navigate through the applications.

CONDITION: In a self-study environment.

STANDARD: To 70 percent accuracy.

REFERENCES: None

INTRODUCTION

1. This lesson is designed to familiarize you with MS Word and MS Power Point. We will begin by looking at some basic aspects about computers.

a. Computer Basics. Turn on your computer. Some basics about the computer interface include:

(1) The Cursor: The cursor is the movable arrow on the screen. Point the cursor to an area you want to work with and either single-click or double-click the left mouse button. The cursor is in the hourglass shape when the computer is in a working mode.

(2) The Mouse: The mouse lets you move your cursor and open icons by single- or double-clicking with the left mouse button. (We will not be using the right mouse button during this lesson.)

(3) Icons: Icons are small pictures on your screen representing programs and documents.

(4) Double-click the Windows Applications icon to open Microsoft Word. Some basics about the computer screen include:

(a) The Tool Bar: The tool bar runs across the top of the screen and contains menu items and tools you can use to quickly perform some of the more common MS Word commands. Buttons on the MS Word toolbar are not labeled; pause the mouse over the button and MS Word displays its “title”

(b) The blank screen: You type your text in this empty space. The blinking cursor is your insertion point and can be moved using the arrow keys on your keyboard or by clicking a new location with the mouse.

(c) The Status Bar: The strip at the bottom of the screen is the status bar that shows basic information about your document.

(5) Point your cursor on the **File** menu command and click the mouse. MS Word displays the basic **File** menu. Some basic information about the **File** menu commands include:

(a) New: Click on the **New** menu item to create a new, blank document. MS Word displays a blank page.

(b) Open: Click on the word **Open** to open an existing document. MS Word displays a list of documents that already exist. Double-click on the document you wish to open. You may open several documents at once; open documents layer on top of one another.

(c) Close: Click on the word **Close** to close the document. MS Word closes the document if you have just saved it; otherwise it asks if you want to save your changes.

(d) Save: Click on **Save** to save changes you have made to an open document. Remember to save often!

(e) Save As: Click on **Save As** to give your document a new name or to store it in a new location.

b. Microsoft Word. The Microsoft tutorial has three selections; the following instructions follow along with Getting Started, the first of these three selections.

Quick Preview. Point the cursor on the menu item **Help**, then **Quick Preview**, then **Getting Started**. This is a tutorial for Microsoft Word 6.0. The following information follows along with the Getting Started selection of the Quick Preview tutorial.

c. Wizards. The buttons across the top of the screen can help you create letters, memos, and other documents by using the wizards that come with Word. Wizards are formatted forms and documents. You will learn how to do the following:

- (1) Create new documents.
- (2) Edit and format your text.
- (3) Print your documents.
- (4) Save and name your documents.
- (5) Open an existing document.

d. File menu. From your **File** menu (upper left corner) choose the **New** command. You may then choose from a wide variety of wizards. Once selected, click “OK.” Your computer will then ask you a few questions:

- (1) What type of letter do you want to create?
- (2) What items do you wish to include in your letter?
- (3) What would you like to do after the letter has been created?

e. MS Word displays a formatted letter ready for you to add or modify your information. The blinking cursor is your insertion point; it shows where your typing will be inserted. Your format will automatically adjust text to fit between the margins.

f. If you need to move your cursor to a new location, simply point your cursor to a new location and click your left mouse button. You can edit sections of your document by using the “select then do” model in Word. For example, select your text by dragging your cursor over a word or sentence with the left mouse button kept pressed in the down position (this area should be darkened). As you type, the darkened area disappears.

g. You can select your text by clicking your cursor where you want your text to begin and drag over the text. Text will be added to demonstrate how you can “cut” sections of text. Just drag your cursor over the text you want to remove and click on the “Cut” button. To move a section of your text to another location, use the same procedure you used to cut your text. Click your cursor to the area you want to move that text and click the “Paste” button. MS Word inserts the text in the new location.

2. Drag and Drop Editing. You may also drag and drop your text to move it to a new location. Select the text you want to move by dragging your cursor over your text. Hold your finger down on the left mouse button and drag your cursor to the new location. Release the left mouse button.

3. Formatting. Formatting simply means changing the appearance of your text. Use the buttons on the formatting toolbar to change the way your text looks. Just select your text you need to change and click from a number of buttons from the toolbar to change your formatting.

a. To center a section of your text and change the size of typestyle or font, drag your cursor across the part of the text you wish to center. Move your cursor to the button on the toolbar showing centered text (it is labeled “Center” if you pause the mouse over the button). Click once and the selected text is now centered.

b. To change your font style or size, highlight the text you want to change and go to the down arrows to the right of font and font size. Select a new font and font size from the list. Your text will automatically change.

c. You can also use the buttons on the toolbar to add bullets and numbers to your text or to indent paragraphs. Simply drag your cursor over the text you want to change and click the appropriate button on the toolbar.

d. can also indent paragraphs by using the ruler. Highlight the area you want to indent and drag the left indent marker with your cursor.

e. “Undo” button will reverse the last action you have made. For example, you can change the paragraph indent back to its original format.

f. also stores paragraph-formatting information in the paragraph mark. To see your paragraph marks you can click the “Show/Hide” (¶) button. As you type, the same formatting continues from one paragraph to the next.

4. Tables. Another feature you can use in Word is to create a table. Just place the cursor where you want your table to be placed and click the “Insert Table” button located on the toolbar. Drag your cursor to indicate the number of columns and rows you want inserted in your text. When you release your left mouse button, Word displays a table grid in your document. (Note: This presentation shows three columns and four rows; the grid lines will not print.) Insert your text in the table cells. To move from cell to cell, press your TAB key or click your cursor to the next cell you want to use.

5. Spell Check. After you have finished your document, you are ready to check your spelling. Simply click the “Spelling” button on your standard toolbar. You can click the correct spelling and choose the change button to correct the misspelled word. Spelling check can also correct repeated words such as “the”; just click the “Delete” button to remove one of the duplicated words. Word displays a message when the spelling check is complete.

6. Save. Save your document frequently to ensure you do not lose any work. To save your document, click the “Save” button.

a. You may type any name you wish for you document, then click “OK.” (Note: The title may only be eight characters, including periods, hyphens, etc.)

b. After you have saved your document, you may continue editing or print it by clicking the print button.

c. When you are finished, you may close your document and respond to any displayed messages. Point the cursor on **File**; click once and then click on the word **Close**. Respond to any questions MS Word displays on the screen.

d. If you choose to work on a document that has been closed, you may work on it again by clicking **File – Open** on the MS Word menu. You can also click the “Open” button on your toolbar.

e. Select your file name from the Open dialog box shown, or type the file name in the file name box. Click “OK. ”Word opens your selected document.

7. What’s New. What’s New, is the second selection in the Microsoft Word tutorial. When the task is complete, press the “Click Next” button on their screen.

Point the cursor on the menu item **Help**, then **Quick Preview**, then **What’s New**. This is a tutorial for Microsoft Word 6.0; The following information follows along with What’s New selection of the Quick Preview tutorial.

8. Welcome to Word for Windows.

a. AutoCorrect. MS Word can follow behind you silently as you type. Word corrects your common typing errors automatically. AutoCorrect can—

- (1) Change two initial capitals to one.
- (2) Capitalize the first letter in days, such as Monday
- (3) Turn straight quotes into smart quotes
- (4) Capitalize the first letter of a sentence

b. You can also set your AutoCorrect feature to fix your typing errors. If you are typing too fast and flip letters in your words.

c. Select **Tools** from the Word menu, then click on **AutoCorrect**. As an example, type the misspelled word “lpan” in the Replace box and the word “plan” in the With box. That word, along with other words you save in AutoCorrect, will automatically be replaced any time you make that error. Consider your “plan” error a thing of the past.

9. AutoText. When you want to insert text repeatedly, this can save you a lot of time. For example, if you type the same address over and over, you will never have to type the address again. Select the text, then select **Insert – AutoText** from the menu. (Drag your mouse over the address, keeping your finger pressed on the left mouse button.) The next time you need the address, just type the first two words, “blue sky.” Press the “AutoText” button to fill in the rest. AutoText can store paragraphs of text, clauses of contracts, and graphics.

10. AutoFormat. Word provides you with an AutoFormat command. You do the typing, Word does the formatting. The AutoFormat command analyzes your document and applies style to the text. Select **Format – AutoFormat** from the menu, then click on the word “OK” in the AutoFormat dialog box. To choose other styles of formatting, you can click the button “Style Gallery.” You may then choose to accept or reject all changes, review your text, reject individual changes of your text, or choose a custom look. You may select a wide variety of document designs or create your own design and save it. The right side of the screen shows your document in the selected style. Simply click your cursor on the design you wish to use and click on the word “OK.” Click on the word “Accept” and start typing your text. Shortcut menus are another way of saving time. They give you quick access to commands

11. Table AutoFormat. Position a cursor in a table and click the RIGHT mouse button. Choose **Table – Autoformat** from the menu. Table AutoFormat lets you choose your table from the AutoFormat dialog box. Word shows you a preview of the type of table as well. When you click the word “OK,” Word formats your table, applying borders and shadings. Word also formats your table to fit your text automatically. If you change your mind about the table that you are using, just click the “Undo” button. Your text will automatically revert back to its original format. To use the “Multiple Undo” button, click the down arrow to the right of the “Undo” button and select the number of actions you wish to undo. For example, selecting the second action undoes the last two actions you made to your text.

12. Graphics. To insert a picture in your text, select **Insert – Picture** from the Word menu. Clicking on the word “Preview” tells Word to show you a sample of the picture you want to insert. Once you have selected the picture of your choice, click the “OK” button. Word inserts the picture in your text. Place your cursor on the center of your picture and click the left mouse button. Eight black squares surround your picture indicating the picture’s border. To adjust the height of your picture, point your cursor on either the top or bottom dot and drag your cursor to the height you want. To adjust the width, do the same with the black squares on the left or right center. To move your picture, place your cursor in the center and drag it to the new location. To make your picture larger or smaller, place your cursor on one of the corners and drag your cursor either out (larger) or in (smaller). To remove the border from your screen, click your cursor outside of the picture. Bring them back by clicking again on the picture. To remove your picture, select **Edit – Undo Picture** from the main menu.

13. Finishing Touches. To add any finishing touches to your document, edit it using several new shortcuts.

14. Change Case: Quickly change a word or phrase to uppercase letters by selecting **Format – Change Case** from the menu. Highlight the area you wish to change by keeping your finger pressed down on the left mouse button and drag your cursor over the word or phrase you wish to change. Select **Format – Change Case**. In the Change Case dialog box, choose your letter format. Press “OK” and Word will change your highlighted text. Select **Format – Drop Cap** to emphasize the beginning of a word or paragraph.

15. **WordArt.** The WordArt feature makes it easy to create special effects with you text. For example, you can slant, rotate, curve, or reverse your text. For quick access to commands, Word provides a variety of toolbars. You can display the ones you need for the documents you are creating. The Drawing toolbar provides the commands you need for basic drawing and for special effects with graphics. To see the name of any button on the toolbar, position your mouse pointer over the button and pause. Word displays the name of the button. By clicking the “Line” button, you can draw a straight line. Click the “Line Style” button to transform a line into a perfect arrow. Notice the two boxes at the end of the line just drawn. Anytime you wish to change the appearance of your WordArt, these boxes must be present. The computer recognizes these boxes as the area or text you wish to change. You can also select the color, line width, arrow style, and shadow of your arrows. Toolbars give you easy access to common commands. You can drag a toolbar anywhere on the screen. Simply place your cursor in the center of the toolbar, off center of a button, and press the left mouse button. Drag the toolbar anywhere on the screen you wish to place it.

16. **Drag and Drop Editing.** Word for Windows makes it even easier to move information between documents. Simply display both documents. Select what you want to move and drag the selection to the other document. When you release the mouse button, Word moves the selection. Word also automatically corrects the spacing in both of the documents.

17. **Microsoft Excel Worksheets.** If you use Microsoft Excel, it is easier than ever to insert worksheet data into a Word document. Notice the cursor pointing to the button labeled “Insert Microsoft Excel Worksheet” on the MS Word toolbar. Click the “Insert Microsoft Excel Worksheet” button. Drag to select the number of rows and columns, then work as you normally would in Microsoft Excel. Three rows and four columns have been selected in the preview. While you are using the worksheet, the Microsoft Excel menus and toolbars are available without leaving the document. To return to the Word menus and toolbars, simply click outside your worksheet. Later on, if you need to edit your worksheet data, just double-click your left mouse button on the Microsoft Excel worksheet.

18. **More to Explore.** A new “Help” button: you can click this button and then click on any item on the screen to find out more information about that item. Double-click the left mouse button to search for a topic that interests you.

19. **Help for WordPerfect users:** Take a look at the “Tips for WordPerfect Users.” This five-minute demonstration helps you transfer your skills to Word for Windows. This help command teaches you mouse procedures and Word commands, as you need them.

20. **Ready to Use Standard Forms:** Word gives you a variety of standard forms. You can use them as is...or customize them.

21. **Mail Merge:** The “Mail Merge” command walks you through the steps that produce: Customized form letters, mailing labels, envelopes, and nametags.

22. The “Borders” toolbar: This toolbar makes it easy to add boxes and custom borders to tables, graphics, and paragraphs of text. The heavy lines shown on the toolbar for borders represent top, bottom, left, right, inside, outside, and no borders.

23. Tips for WordPerfect Users. What’s New, the second selection in the Microsoft Word tutorial. When the task is complete, Press the “Click Next” button on their screen. Point the cursor on the menu item **Help**, then **Quick Preview**, then **Tips for WordPerfect Users**. This is the final tutorial for Microsoft Word 6.0.

24. The Word Screen.

a. In Word, the toolbar gives you quick access to commonly used commands. If you pause the mouse pointer over a button, Word displays a brief description of that button.

b. Clicking the “Help” button will let you view information about any part of the Word screen or any command. Click the part of the Word screen or command about which you want information. The Help topic is displayed. The status bar at the bottom of the Word screen provides the following information:

- (1) The page number.
- (2). The location of the insertion point or cursor.
- (3) The time.
- (4) The “Select then do” model

c. Many of the tasks you perform in Word follow the “select then do” model. Selecting in Word is similar to blocking in WordPerfect. In Word, you first select the text or graphic you want. Then you perform the action, such as edit or format your text. Unlike WordPerfect, Word does not require that you insert formatting codes before and after text. If you move your text, your formatting moves with it. To move text—

- (1) Highlight the text you want.
- (2) Point your cursor at the beginning of your highlighted text.
- (3) Click the left mouse button and hold it down.
- (4) “Drag and drop” to the area you want it.

d. If you do not like the change, you can restore your work by clicking the “undo” button. Undo is similar to the Restore command in WordPerfect.

25. **Formatting.** In Word, indents and alignments are applied to a paragraph. A paragraph can be any amount of text, even a few words. To center a selected paragraph, you can click the “Center” button on the formatting toolbar. Word displays formatted text right on the screen. For more information on formatting, click on the “Help” button, then click “Text.” Word displays the formatting applied to the selected text.

26. **Help for WordPerfect Users.** To get help for WordPerfect tasks that you want to perform in Word, double-click the “WPH” of your status bar. Select the command you want from the list. Word displays instructions for completing the command on the right side of the screen. The following is additional information about Microsoft Word. This section does not follow along with a tutorial.

27. **Helpful Tips for Microsoft Word Users. Customizing your toolbar:** Select **View – Toolbars – Customize**. Click on the Word “Toolbar” in the Customize dialog box. On the left of the dialog box are categories – the words along the top of your toolbar. In the center of the dialog box are buttons that coincide with the categories you want to update. If you click on any of these buttons Word displays a brief description of that button at the bottom of the screen. Add a button to your toolbar by pointing your cursor to that button and dragging it to a location on your toolbar. Remove a button by dragging that button from your toolbar to you customized toolbars folder.

28. **Free Form Drawing.** Click on the “Freeform” button on the Drawing toolbar to start. Click and hold down the left mouse button. Move your mouse to begin drawing your picture. To stop drawing, double-click your left mouse button. Notice the black squares surrounding your drawing. These boxes were discussed earlier in the lesson plan. You may use these squares to reshape your drawing. You must go back to the “Freeform” button to start a new shape. Other forms of drawing in your toolbar are: Rectangle, Ellipse, Fill Color, Line Color, and Line Style.

29. **Totaling the Numbers in Your Table Cells.** Create a chart as shown previously in the lesson. The cells to the left and along the top cannot be numerical; you must either use words or roman numerals in these cells. Fill in your table cells as we have in the table shown in the viewgraph. Place your cursor in the second column from the right in the “totals” cells. Click on the automatic sum button located in the toolbar. Continue working your way to the left. The same will be done for rows, working from bottom to top. Do not delete this table from your screen.

30. **Using Charts and Graphs.** Word makes it easy to create a graph from a table. Highlight the entire table. Click the “Microsoft Graph Object” button on your toolbar. Choose from the graphs shown. Word places your table information into a graph. You now have a basic understanding of Microsoft Word and can introduce yourself to another type of software, Microsoft PowerPoint. PowerPoint makes it easy to create an effective presentation.

31. **MS PowerPoint Basics.** Double-click the Windows Applications icon to open Microsoft PowerPoint. Click the cursor on the menu item **Help**, click on **Quick Preview**, then **Click to Start**. This is a tutorial for Microsoft PowerPoint 6.0.

32. PowerPoint Introduction. Need to create a presentation that really gets your point across? PowerPoint has everything you need to easily create an effective presentation. You can create:

- a. Color or black & white overheads
- b. On-screen electronic presentations
- c. 35-mm slides

33. Wizards. PowerPoint makes it easy to get started on a presentation. You can use the “Auto Content Wizard” to help you organize your thoughts and quickly get going. This way, you pick the kind of presentation you need to make.

The Wizard creates a presentation complete with suggested contents. This is just a format to help you organize your thoughts.

Replace the suggested text with your own ideas in the Outline view of your presentation, or Type your text directly on the slides in Slide view.

Notice the yellow arrow pointing to the button in the bottom left corner. This button will show a blank viewgraph ready for you to type your text. Anything that was typed on your “Content Wizard” can be automatically transferred to your new viewgraph.

34. Autolayout. New slides are easy to add with a click of a button. Choose the layout you want from the 21 Autolayouts. Click your cursor on the layout that best suits your presentation and follow the instructions on the slide. Notice that you place the cursor in the three different locations to type the information.

35. Graphics. It is easy to add impact to your presentation with:

- a. Graphs
- b. Tables
- c. Organization Charts
- d. Clip Art
- e. WordArt

f. To give your presentation a different look, use the “Pick a Look Wizard” on your toolbar. The wizard applies a professionally designed template to your presentation. The wizard helps you add information, like your company name, to every slide. That is how easy it is to create your presentation.

36. Presentation Aids. Type your notes on PowerPoint’s “Notes Pages” to refer to as you speak. Select the button “Notes Pages” to bring your presentation on the monitor. Click your cursor under the viewgraph and begin typing your notes.

Switch to the “Slide Sorter View” to get an overview of your presentation. Use PowerPoint’s rehearsal features to practice and time your presentation.

As you practice your presentation, click on the time clock each time you talk through a slide. You can make your point without being cut short. Notice the times under each slide. Keep your audience focused during your slide show with transitions between slides. Be prepared with back up information by using hidden slides that will not appear unless you need them. Click on the slide to highlight it, then click the “Hidden Slides” button on your toolbar.

37. The Slide Show. Now you have turned your ideas into a convincing presentation and you are ready to give it. Notice the “Slide Show” button. View slide show. Microsoft PowerPoint makes it easy to create presentations and helps you be more effective.

38. Helpful Hints for PowerPoint Users. PowerPoint provides preformatted templates to make it easy for you to get started with a new presentation. In addition, templates keep your slides consistent throughout your presentation. To create a new presentation:

39. Templates. Select **File – New** from the PowerPoint menu. Select the template you wish to use. PowerPoint displays a preview of each template on the right side of your screen.

40. Backgrounds. You can create a background for all of your slides in minutes. You should use one background per presentation, as variety can be a distracter. Keep it simple. Click on the “Slide Sorter View” button (in the lower left part of your screen). MS PowerPoint displays a smaller image of your slide. Click the “Copy” button on your toolbar to copy the slide. The button appears as two sheets of paper overlapping. Click the “Paste” button on your toolbar. This button appears as a sheet of paper on a clipboard. MS PowerPoint duplicates your original slide. Continue clicking the Paste button until you have enough slides. Select **Edit – Select All** from your menu. All of your slides are selected (shown with a black frame around them) so edits will affect all slides in this presentation. Select **Format – Slide Background** from your menu to change the background for your slides. Take a few minutes to explore some of these features. You may lighten, darken, change, or mix the colors of your background. You can select a shade style for your background, which changes the direction of the shading. Click “Apply All” in the Slide Background dialog box. PowerPoint applies your background to all of your slides.

41. Transitions. Click on the arrow to the right of the words “No Transition” on the toolbar. MS PowerPoint displays a variety of transitions, which are special effects used to introduce new slides during a slide show. Click on the arrow to the right of the words “No Build Effect” on the toolbar. MS PowerPoint displays a variety of animations, which are effects, used to introduce individual elements on a slide.

42. Bullets. Bullets can add style and consistency to your presentation. As with other screen elements, too much variety can be distracting. To change the bullets: select the text you wish to format. Select **Format – Bullet** from the PowerPoint menu. Choose from the variety of bullets shown. You can also change the color of your bullets. Press “OK.” PowerPoint applies your design to the selected text.

43. Summary. You can use the procedures in this lesson to create documents. Remember to follow the “select then do” model and use your toolbar to make your everyday tasks easier. Use the wizards that come with MS Word to create specialized documents such as letters, resumes, memos, and newsletters.

PRACTICE EXERCISE

The following items will test your grasp of the material covered in this lesson. There is only one correct answer for each item. When you complete the exercise, check your answer with the answer key. If you answer any item incorrectly, study again that part of the lesson, which contains the portion, involved.

1. The File menu in MS Word allows you to select one of the following options?
 - A. Toolbar
 - B. Save as
 - C. Insert
 - D. Sort

2. What can you create by using the wizard button's across the top of the screen?
 - A. Letters
 - B. Memos
 - C. Documents
 - D. All of the above

3. What does formatting mean?
 - A. Changing the appearance of your text
 - B. Select your text
 - C. Drag and drop your text
 - D. None of the above

4. What does the "Mail Merge" command help you to produce?
 - A. Customized form letters and mailing labels
 - B. Envelops
 - C. Nametags
 - D. All of the above

PRACTICE EXERCISE

ANSWER KEY

<u>Item Number</u>	<u>Correct Response</u>	<u>Reference</u>
1	B	Para 1a.(5)e
2	D	Para 1c
3	A	Para 3
4	D	Para 21