11e ERRATA LIST FOR INSTRUCTORS: <mark>Posted 8.5.18</mark>

Directions: Most errata corrections are noted via GDP screen instructions. Look for "IMPORTANT" notes most often found in the left panel of your GDP screens for instructions. Edit your textbook and Word Manual as indicated in those screen notes and in the list of pending corrections below. The Word 2016 Manual is now available within GDP and includes any updates and corrections. Click the **Word Manual & Reference Manual tab** to access the Word 2016 Manual. For other Word Manual corrections see the list below. The year shown in red under the **Page** column indicates the relevant Word Manual.

Printed Reference Manual (in textbook and Word Manual)

NOTE: The years shown in red under the Page column indicates the relevant Word Manual.

Page	Description
R-3A (2007/2010)	At the bottom of this letter at the end of "Vice President for Operations," insert ↓2X followed by a blank line and insert the reference initials "jc" on the next line.
R-9A (2007/2010/2013)	In the second footnote, delete "Home page."
R-9B (2007/2010)	In the WWW page example, delete "Home page."
R-11C (2007/2010)	In Row 2, Column B, move the ↓1X, to the left and place it in Row 2, Column A, under the "12" in "MARCH 12."
R-13B (2007/2010)	Change "3 spaces" to "5 spaces" in the second blue callout.

Textbook & GDP

Page	Description
p. 98, Corr. 28-11 and 28-12, Mailing Labels	**Special Note:** In Lesson 28, Mailing Labels jobs C. 28-11 and 28-12 will be reported in the Portfolio with Attempt Origin as "Unknown Origin" and Time Spent and Total Time of "0000" and in the A.D.D.S. Report. This is not cause for concern regarding cheating. When labels are created, a new document without GDP coding is created thus causing the false alarm in ADDS.
p. 367, Report 90-66	**Special Note:** The city name [New York] in the third footnote of the bibliography is inconsistent with the city name [San Francisco] in the footnote in the body of the report on p. 363. This error will not be corrected in the 11e. Students should type the job as shown in the text on p. 367 with New York as the city name.
68D, p. 262	Step 2 in the textbook should read as follows: In a double-spaced document press ENTER 1 time before the table. Change to single spacing, and insert and type the table. Click outside the table, and press ENTER 1 time. Change to double spacing, and continue typing the double-spaced document.
p. 352, R. 86-60	The behavior of the styles described in your textbook on page 350 (for example, the Title style automatically bolds; the Heading 2 style automatically applies italic and bold and inserts a blank space above the heading) might be different in your Word version. For this job, use the default styles for your Word version. However, insert blank line above any paragraphs that need it, such as above the last two paragraphs in the *INTERCULTURAL SEMINARS* section.
p. 354, R. 87-61	Insert a blank line above any paragraphs that need it, such as above the last two paragraphs in the *SEMINAR CONTENT* section.
p. 358, R. 88-62	Insert a blank line above any paragraphs that need it, such as above the second paragraph in the *Language* section. If Table 1 splits between 2 pages, use Widow/Orphan control to keep lines together: Select the table; from the **Home** tab, **Paragraph** group, click the **Dialog Box Launcher**; from the **Paragraph** dialog box, **Line and Page Break** tab, check **Keep with next**, OK.

Textbook & GDP

Page	Description
p. 362, R. 89-63	Insert a blank line above any paragraphs that need it, such as above all the paragraphs in the *Religion, Values, and Ethics* section.
SB-4	Replace the existing 76 wpm paragraph copy with this one: `Compatibility refers to when a computer is able to share information with other computers or to communicate with computer hardware. It also could be achieved through other different methods.` • Line 2: Delete "also"; insert "with" at the end of the line. • Line 3: Replace "with different" with "computer"; insert "also" after "It"; replace "accomplished by" with "achieved through." • Line 4: Insert "different" before "methods."

Word Manual

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Page	Description
Index (2007)	In the "A" section, "AutoFormat feature," delete "135" from the page numbers.
Index (2016)	In the "T" section, add "Table of Contents . . . 102-104" before "Tables."
Index (2007)	In the "V" section for "Vertical centering," change "78" to "79."
R-9B (2007)	In the WWW page example, delete "Home page."
L. 22, p. 12 (2013)	Under "With the Keyboard," third paragraph, replace the entire paragraph with this: Press **CTRL+F**; from the **Navigation** pane, **Search** document box, click the list arrow; click **Go To** tab; in the **Enter page number** box, type the desired page number; click **Go To**, **Close**.
L. 24, p. 29 (2007)	Insert this sentence after the last bulleted item in the list at the top of the page: Under **Exceptions for**, verify that these boxes are unchecked: **Hide spelling errors in this document only** and **Hide grammar errors in this document only**.
L. 25, p. 41 (2007/2010)	Change step 2 to read as follows: Explore the contents until you find information on the formatting of e-mail messages.
L. 37, p. 74 (2007/2010/2013)	In the section "To merge several cells into a single cell," change step 3 "Type the desired information in the merged cell . . ." to "Type and center the desired information in the merged cell . . ."
L. 51, p. 107 (2013)	In steps 2 and 4 of the Practice exercise, change "Table Styles group" to "Borders group."
L. 103, p. 171 (2010/2013)	In the section "To change the text box shape in a selected text box," step 2 should read, "Under the **Insert Shapes** group, click the **Edit Shape** button, **Change Shape**, and click the desired shape.
L. 103, p. 172 (2007)	In the first sentence on the page after "transparent," insert a space; then insert "from the Text Box Styles group," after the space.

Tests and Solutions Manual (TSM) and Instructor Wraparound Edition (IWE)

Page	Description
TSM p. 15	In Part 1—Objective Test DIRECTIONS preceding Question 21, if you print these tests rather than using the electronic version in GDP and if you have set **Terminal Punctuation Spacing** to **2 spaces** in GDP **Preferences**, #17, 24, 28, and 32 would have answers that differ from those who use 1 space. To address this discrepancy, add another sentence at the end of the directions above Question 21 that reads, "To answer these questions accurately, you should assume that correct terminal punctuation spacing is 1 space, not 2 spaces."

Tests and Solutions Manual (TSM) and Instructor Wraparound Edition (IWE)

Page	Description
TSM p. 23	In Part 4—Objective Test DIRECTIONS preceding Question 1, if you print these tests rather than using the electronic version in GDP and if you have set **Terminal Punctuation Spacing** to **2 spaces** in GDP **Preferences**, #7 would have an answer that differs from those who use 1 space. To address this discrepancy, add another sentence at the end of the directions above Question 1 that reads, "To answer these questions accurately, you should assume that correct terminal punctuation spacing is 1 space, not 2 spaces, and that this letter uses standard punctuation."
TSM p. 29	In Part 6—Objective Test, DIRECTIONS preceding Question 27, if you print these tests rather than using the electronic version in GDP and if you have set **Terminal Punctuation Spacing** to **2 spaces** in GDP **Preferences**, Questions 30, 33, and 36 would have an answer that differs from those who use 1 space. To address this discrepancy, add another sentence at the end of the directions above Question 27 that reads, "To answer these questions accurately, you should assume that correct terminal punctuation spacing is 1 space, not 2 spaces."
TSM p. 33	In Part 4—Objective Test Question 10, the correct answer should be "2" or "two."
TSM p. 33	In Part 4—Objective Test Question 48, the correct answer should be "Correct" or "correct."
TSM p. 36 IWE p. 90	In Correspondence 26-3, change "who" to "that" in the second paragraph, third line.
TSM p. 42: IWE p. 104	Correspondence 29-14 should be displayed in 12-pt. font, not 14-pt. font throughout. As a result, the line endings will be different.
TSM p. 46 IWE p. 113	In Report 31-2, the highlighted sentence is missing from the last paragraph shown on page 46 of the TSM and page 113 of the IWE, but should be included: **POTENTIAL RESULTS** If you decide to adopt a business casual dress code in the spring, note its effect on employee morale. You might find that teamwork increases and creativity rises. Employees will feel empowered by the energy generated by a more casual work environment. When they arrive at work each Friday in casual attire, they will feel more relaxed and ready to work.
TSM p. 79 IWE p. 172	In Report 46-14, the first word in the third paragraph should be "Cruise," not "Moreau."
TSM p. 136	Add this instructor note below Report 74-51: "Word division will vary slightly in Word 2010."
TSM p. 136/138	In Report 74-51 (2 of 2) and Report 74-53 (2 of 2), students are directed to press **ENTER** directly after the last typed character in the document to make it display left aligned as described in the *Word Manual*, Lesson 74, step 16.
TSM p. 138	Add this instructor note below Report 74-53: "Word division will vary slightly in Word 2010."
TSM p. 140	Add this instructor note below Report 75-56: "Word division will vary slightly in Word 2010."
	For accurate format scoring, apply shading from the Table Tools, Design tab, Table Styles group, Shading menu. Apply White, Background 1, Darker 25% for Row 1 and the last row, and Black, Text 1, for Row 3. See step 2 in Lesson 28 in your Word Manual.
TSM p. 156-157	In Correspondence 81-77, 81-42, 81-43, *(on A4 Paper)* should appear in the black job identification tab at the bottom of each job.
TSM p. 168	In Report 90-65, change "BENEFITS OF ATTENDING SEMINARS" to "BENEFITS OF ATTENDING THE SEMINARS."
TSM p. 178 IWE p. 394	In Correspondence 96-90, change "E-Mail" to "E-mail" in the second line from the bottom.
TSM p. 181 IWE p. 405	In Correspondence 99-93, remove the hyphen between "list" and "summary" in the first line of the body. A blank line should not appear between the reference initials and the enclosure notation.
TSM p. 183 IWE p. 407	In the second line of the second page of Report 100-74, insert opening quotation marks before "Exhibit C."
IWE p. 189	In the right panel, under REPORT 50-25, change "**Create** button" to "**Start from scratch** button" in the third sentence.
TSM p. 190	In Correspondence Test 5-94A, remove the blank line between "urs" and the copy notation.
TSM p. 191	In the illustration for the solution for Report Test 5-77A, line 28, the word "this" should not be there. Reverse the document names on the black tabs at the bottom of the solutions that identify these two jobs. • Replace "Table Test 5-54A" with "Report Test 5-77A." • Replace "Report Test 5-77A" with "Table Test 5-54A."

Tests and Solutions Manual (TSM) and Instructor Wraparound Edition (IWE)

Page	Description
TSM p. 200	In Report 107-82, the border in the last text box of the illustration should match the border of the text box below the clip art.
TSM pp. 222-223 **IWE p. 379**	Correspondence 120-104 should be formatted in modified-block style with the date and closing lines positioned at the center.
IWE p. 228	In the left panel, under CORRESPONDENCE 60-52, change "**Create** button" to "**Start from scratch** button" in the third sentence.
TSM p. 228	In Report Test 6-99A, tell students: Use a shape fill that complements the page color. In the text box, type "8 a.m." without the period after "8" in the second line.
TSM pp. 228, 230	In Report Test 6-99A, in the text box, "8 a.m." should not include a period after "8" in the second line.
TSM p. 233 **IWE p. 379**	In the IWE, for Lesson 93, SOLUTION, in Line 16, in the right panel, change "there" to "Surprising, there" in Line 16. Make the same correction in the TSM for Lesson 93, SOLUTION, Line 16.
IWE p. 488 **Report 118-95**	Your textbook may have a printing error. On page 488, in the second and third entries in Column A, change the month from MARCH to JUNE.
TSM p. 495 **IWE pp. 222-223**	Correspondence 120-104 should be shown in modified-block style.