### Information and Formatting Requirements

### Production delay letter template

Content:

* Opening paragraph: thanking the customer for their purchase and informing there is a delay,
* Body content: apologising for delay; stating the reasons for the delay, and expected date of delivery,
* Closing paragraph apology for inconvenience and an invitation for contact if required.

Style:

* Professional,
* Formal language.

Tone:

* Friendly,
* Apologetic.

### Expense reporting spreadsheet template

Presentation:

* Spreadsheet must be able to be printed on a single A4 page; landscape or portrait.

Dates:

* Data entry must be constrained to: date format only.
* Data entry must be formatted to: short date form.

Department:

* Must be chosen from list: *Sales & Marketing, Administration, Executive, Operations, Dispatch, Logistics.*

Expense types:

* Must be chosen from list: *Food; Transportation; Communication; Training; Other.*

Item description:

* Data entry must be constrained to: *text only.*
* Data entry must be formatted to: *italics.*

Client ID number:

* Must be chosen from list: *NA, AO-2006-0046, AO-2006-0050, AO-2008-0049, AO-2009-0047, AO-2009-0051, AO-2009-0052, AO-2009-0053, AO-2010-0045, AO-2010-0054.*

Purchase or estimated amount, value or cost:

* Data entry must be formatted to: *accounting.*

Receipt attached?

* Must be chosen from list: *Yes, No.*

