CANLIST

TRAINING

EXERCISE

CanList TRAINING EXERCISE

CanList is a software program designed specifically to aid the insurance company and the insured in managing a Schedule of Loss. CanList helps the insured by providing the means to track their content loss by room or by category. The adjuster has the added benefit of being able to use CanList to depreciate each item to obtain an Actual Cash Value (ACV). CanList can then be used to track the replacement of each item listed. The many useful and time saving reports available through CanList, will benefit all parties involved in the claim.

The purpose of these exercises is to guide a new user of the CanList system through it's many functions and features. The exercises should be done in order. When completed all parties involved in the claim can see how the CanList system will provide an enhanced method of adjusting a Schedule of Loss.

The exercises are broken down into four parts.

Part I	Entering the Insured's Data
Part II	Calculating Depreciation & ACV
Part III	Tracking & Reporting of Items Replaced
Part IV	Other CanList Features and Options

Each part has several exercises, which illustrate a normal Schedule of Loss situation. An answer key is provided after every exercise to support your results. If you results differ from the key, make sure you review the differences as it may affect your results in future exercises.

Have Fun

PART 1 – Entering the Data

In order to adjust any Schedule of Loss, an adjuster must first enter all the appropriate information related to and provided by the Insured.

The insured will provide most of the information related to their loss in the form of hand written inventory lists. CanList provides the additional ability to track and report this inventory by room and most importantly, by "category". The term "category" is used by CanList to group like items together so they can be easily analyzed and appraised for value. (ie. Appliances, Clothing, Furniture, etc.) The number of categories can be individualized for each Insured or some standard ones are provided in the CanList program.

For the purposes of this exercise, the categories are provided for you. As you proceed through these exercises, you will see the value of grouping items into categories and the unlimited variations that are possible.

Exercise 1: Starting a New Client

Start a new client with the Information Provided Below:

Client Name:	A. Client
Date of Loss:	November 15, 2001
Location:	123 Fire Street
Loss Location:	Same
City:	Some Town
Province	Some Province
Postal Code	0X0 X0X
Type of Loss:	Fire
Deductible:	$200.00
Content Limit:	$56,000.00
Claim #:	A1-111501
Insurance Company:	The Best

Exercise 1 – Answer

1. Open CanList program.
2. Select **New Client** Box.
3. Enter Client's Name.
4. Enter Date of Loss (MM/DD/YYYY).
5. Enter remaining information.
6. Select **Save** Box.

The following example is a typical fire loss Schedule of Loss (illustrations 1-1 and 1-2) which has been completed manually by an insured and sent to your office for review and processing. Review the Manual Schedule of Loss and complete each exercise in order.

SCHEDULE OF LOSS

Is the Insured registered for GST? YES _____ NO _____

If the answer is YES, please state: a) Registration Number _____

IF "REPLACED" - ATTACH RECEIPT AND MARK "X" HERE

NAME A. CLIENT

DESCRIPTION	WHERE PURCHASED	WHEN	ORIGINAL COST	REPLACEMENT COST	REPLACEMENT PRICE SOURCE	Category
KITCHEN	COMPLETE FORM ONLY TO THIS LINE					
Stove - GE Self Clean	The Brick	10Y	599 00	899 00		Appliances
Fridge - Frigidaire	Sears	1987	799 00	1100 00		Appliances
Toaster - 2 slice BED	Ch Tire	New	39 00	39 00		Kitchen Accessories
Food in fridge			200 00	200 00		Food / Toiletries / Cleaning Products
Picture - Cats & Dogs	Gift	1.5Y	?	35 00		Ornaments / Crafts / Decorations
BACK ENTRANCE						
Jacket - lined	Sears	Jan 97	79 00	109 00		Clothing
Fur Coat Raccoon	Furrier	20	1200 00	2500 00		Clothing
Baseball Caps (20)			*	10 00	Each	Clothing
Baseball Gloves (2)		5	50 00	100 00	for both	Sports Goods
LIVING ROOM						
Couch	The Brick	3	899 00	1099 00		Furniture
Loveseat	"	3	799 00	999 00		Furniture
Chair	"	3	499 00	599 00		Furniture

SIGNATURE A Client

(Figure 1-1)

SCHEDULE OF LOSS

Is the Insured registered for GST? YES _____ NO _____

If the answer is YES, please state: a) Registration Number _____

IF "REPLACED" - ATTACH RECEIPT AND MARK "X" HERE

NAME A. CLIENT

DESCRIPTION	WHERE PURCHASED	WHEN	ORIGINAL COST	REPLACEMENT COST	REPLACEMENT PRICE SOURCE	Category
LIVING ROOM	COMPLETE FORM ONLY TO THIS LINE					
Entertainment Unit	Garage Sale	Feb 12/ 2001	50 00	399 00		Furniture
CDs Assorted (20)	All Over	–	400 00	25 00	Each	Books / Music / Videos
Cassette Tapes (10)		–	150 00	15 00	Each	Books / Music / Videos
TV - Panasonic 20"	Unknown	10Y	699 00	499 00		Electronics
Family Picture in frame		1995		?		Ornaments / Crafts / Decorations
Ash Trays (2)		–		10 00	for both	Miscellaneous
Table Lamps (2)	The Brick	Xmas 2000	300 00	300 00	for both	Furniture
Blanket		–	–	50 00		Bedding / Linens / Towels

(Figure 1-2)

Exercise 2: Selecting Rooms

The objective of this exercise is to customize the rooms relevant to this loss. The rooms in this case are provided for you on the **Manual Schedule of Loss.**

Exercise 2 – Answer

1. Click on Room/Category tab on left hand side of screen.
2. Click on Room tab at top of screen.
3. Click on Kitchen to highlight and click on > to move over into custom rooms.
4. Move curser to "Add New Custom Room" field, enter "Back Entrance" and hit **Add** box.
5. Click on "Living Room" to highlight and click on > to move over into custom rooms.

Exercise 3: Selecting Categories

The objective of this exercise is to select or define the categories appropriate to this loss. The categories in this case are provided for you on the **Manual Schedule of Loss**.

Exercise 3 – Answer

1. Click on Categories tab at top of screen.
2. Individually, click on the required category listed in Standard Categories to highlight it and click the ≥ box to move a category over into Custom Categories. Repeat this step for each required category. Note, in the case of all Standard Categories being required you can click the >> box to move them all into Custom Categories.

Exercise 4: Inputting the Scheduled Items

The objective of this exercise is to enter the detail information provided on the **Manual Schedule of Loss.**

Here are some helpful hints:

-The **Item** and **Description** fields will automatically capitalize the first letter of the first word.
-Room - Choose from the list using the mouse or key in the first letter of room and scroll to the correct one.
-Category – Choose from the list using the mouse or key in the first letter of the category and use arrow keys to scroll to the correct one.
-Purchased At – Memorizes each supplier after each new input.
-Quantity – Defaults to 1.
-Original Purchase Price – You do not have to enter the $. This field is optional if no information is provided.
-Estimated Replacement Cost – This field is optional but obviously needs to be filled in at some point.
-Date: Options include: Typing the date (MM/DD/YY) or using the pull down calendar or entering the age of item in years. **Manual Schedule of Loss** documents are rarely specific when it comes to dates and therefore in this exercise some assumptions are made (ie: Xmas 2000 – Use December 25, 2000)
-When only a year is provided, choose the middle of the year (ie: June1) as a proposed date.
-When no date is provided, the CanList system will accept the item as an unknown age.
-Items that are described as "new" the date entered should be **at least 1 day before the date of loss.**

-Total Estimated Replacement Cost – Control Total $9,788.00.

Exercise 4 – Answer

1. Click on the Inventory tab on left hand side of screen.
2. Click on **Add New Item** box.
3. Enter information (using the Tab key to move from one field to another) as provided on the **Manual Schedule of Loss** for each item and save by clicking **Save and Add New** box. Note, when you have entered the information for the last item on the list, click the **Save** box instead of **Save and Add New** box.

Exercise 5: Review/Edit Information

The objective of this exercise is to review the information in the CanList Inventory List.

Select "Sort by Category"

Select "Sort by Room"

After you have reviewed the Inventory List the insured provides additional information regarding a few items. Enter the additional information provided.

Item:	
Fridge	Model #B6217
Food In Fridge	Revise to $300.00 Replacement Cost
Entertainment Unit	May be restorable
Family Portrait	Replacement Value of $300.00

Exercise 5 – Answer

1. Click on the Inventory List tab and review list for errors. Revise any information as required.
2. Click on the / arrow at the 'Sort by' field and click on category to highlight, then click on **Refresh List** box.
3. Repeat Step 2 to 'Sort by' Room.
4. Double-click on first item to be edited to open item detail, enter the new information provided and click **Save** box. Exit Inventory Detail Screen.
5. Continue to enter the new information provided by repeating Step 3.
6. After all the new information is entered, return to the Inventory List screen and click the **Refresh List** box. (Check Total – Total Replacement Cost $10,187.00).

Exercise 6: Reports

Print Claim Reports

- Inventory by Room
- Inventory by Category
- Inventory – Summary of Rooms
- Inventory – Summary of Categories
- Restorable Item Report

Exercise 6 – Answer

1. Click on Reports tab on left hand side of screen.
2. Choose and run each report by double clicking on the report name.

NOTE:		
	Claim Inventory Total	$ 9,788.00
	Restorable Inventory Total	399.00
		$10,187.00

Inventory by Room - A. Client[A1-111501]

RESULTS FROM PART 1 EXERCISE 6

02/15/2002

ID	Item	Category	Qty	Purchase Price Purchased At	Age	Total Repl. cost
Back Entrance						
8	Baseball Caps *Assorted*	Clothing	20		-	$200.00
7	Fur Coat *Raccoon*	Clothing	1	$1,200.00 *Furrier*	20.0	$2500.00
6	Jacket *Lined*	Clothing	1	$79.00 *Sears*	4.9	$109.00
9	Baseball Gloves	Sports Goods	2	$50.00	5.0	$100.00
		Number of items in this category :	**24**	**$1,329.00**		**$2,909.00**
Kitchen						
2	Fridge *Frigidaire - Model #B6217*	Appliances	1	$799.00 *Sears*	14.5	$1100.00
1	Stove *GE - Self - Cleaning*	Appliances	1	$599.00 *The Brick*	10.0	$899.00
4	Refrigerator Contents *Food, etc.*	Food/Toiletries/Cleaning Prod	1	$200.00	-	$300.00
3	Toaster *Black & Decker - 2 Slice*	Kitchen Accessories	1	$39.00 *Canadian Tire*	-	$39.00
5	Picture *Cats & Dogs*	Ornaments/Crafts/Decoration	1	$0.00 *Gift*	1.5	$35.00
		Number of items in this category :	**5**	**$1,637.00**		**$2,373.00**
Living Room						
20	Blanket	Bedding/Linens/Towels	1	$0.00	-	$50.00
15	Cassette Tapes *Assorted*	Books/Music/Videos/Photos	10	$150.00	-	$150.00
14	Compact Discs *Assorted*	Books/Music/Videos/Photos	20	$400.00 *All Over*	-	$500.00
16	Television *Panasonic - 20"*	Electronics	1	$699.00 *United*	10.0	$499.00
12	Chair	Furniture	1	$499.00 *The Brick*	3.0	$599.00
10	Couch	Furniture	1	$899.00 *The Brick*	3.0	$1099.00
11	Loveseat	Furniture	1	$799.00 *The Brick*	3.0	$999.00
19	Table Lamps	Furniture	2	$300.00 *The Brick*	0.9	$300.00
18	Ash Trays	Miscellaneous	2	$0.00	-	$10.00
17	Family Picture *In Frame*	Ornaments/Crafts/Decoration	1	$0.00	6.5	$300.00
		Number of items in this category :	**40**	**$3,746.00**		**$4,506.00**
GRAND TOTAL			**69**	**$6,712.00**		**$9,788.00**

RESULTS FROM PART 1 EXERCISE 6

Inventory by Category - A. Client[A1-111501]

02/15/2002

ID	Item	Room	Qty	Purchase Price / Purchased At	Age	Total / Repl. cost	% / Avg
Appliances							
2	Fridge *Frigidaire - Model #B6217*	Kitchen	1	$799.00 *Sears*	14.5	$1100.00	
1	Stove *GE - Self - Cleaning*	Kitchen	1	$599.00 *The Brick*	10.0	$899.00	
		Number of items in this category :	**2**	**$1,398.00**		**$1,999.00**	(20.42%) [$999.50]
Bedding/Linens/Towels							
20	Blanket	Living Room	1	$0.00	-	$50.00	
		Number of items in this category :	**1**	**$0.00**		**$50.00**	(0.51%) [$50.00]
Books/Music/Videos/Photos							
15	Cassette Tapes *Assorted*	Living Room	10	$150.00	-	$150.00	
14	Compact Discs *Assorted*	Living Room	20	$400.00 *All Over*	-	$500.00	
		Number of items in this category :	**30**	**$550.00**		**$650.00**	(6.64%) [$21.67]
Clothing							
8	Baseball Caps *Assorted*	Back Entrance	20		-	$200.00	
7	Fur Coat *Raccoon*	Back Entrance	1	$1,200.00 *Furrier*	20.0	$2500.00	
6	Jacket *Lined*	Back Entrance	1	$79.00 *Sears*	4.9	$109.00	
		Number of items in this category :	**22**	**$1,279.00**		**$2,809.00**	(28.70%) [$127.68]
Electronics							
16	Television *Panasonic - 20"*	Living Room	1	$699.00 *United*	10.0	$499.00	
		Number of items in this category :	**1**	**$699.00**		**$499.00**	(5.10%) [$499.00]
Food/Toiletries/Cleaning Products							
4	Refrigerator Contents *Food, etc.*	Kitchen	1	$200.00	-	$300.00	
		Number of items in this category :	**1**	**$200.00**		**$300.00**	(3.06%) [$300.00]
Furniture							
12	Chair	Living Room	1	$499.00 *The Brick*	3.0	$599.00	
10	Couch	Living Room	1	$899.00 *The Brick*	3.0	$1099.00	

ID	Item	Room	Qty	Purchase Price Purchased At	Age	Total Repl. cost	% / Avg
Furniture							
11	Loveseat	Living Room	1	$799.00 *The Brick*	3.0	$999.00	
19	Table Lamps	Living Room	2	$300.00 *The Brick*	0.9	$300.00	
		Number of items in this category :	**5**	**$2,497.00**		**$2,997.00**	(30.62%) [$599.40]
Kitchen Accessories							
3	Toaster *Black & Decker - 2 Slice*	Kitchen	1	$39.00 *Canadian Tire*	-	$39.00	
		Number of items in this category :	**1**	**$39.00**		**$39.00**	(0.40%) [$39.00]
Miscellaneous							
18	Ash Trays	Living Room	2	$0.00	-	$10.00	
		Number of items in this category :	**2**	**$0.00**		**$10.00**	(0.10%) [$5.00]
Ornaments/Crafts/Decorations							
5	Picture *Cats & Dogs*	Kitchen	1	$0.00 *Gift*	1.5	$35.00	
17	Family Picture *In Frame*	Living Room	1	$0.00	6.5	$300.00	
		Number of items in this category :	**2**	**$0.00**		**$335.00**	(3.42%) [$167.50]
Sports Goods							
9	Baseball Gloves	Back Entrance	2	$50.00	5.0	$100.00	
		Number of items in this category :	**2**	**$50.00**		**$100.00**	(1.02%) [$50.00]
GRAND TOTAL			**69**	**$6,712.00**		**$9,788.00**	

Inventory : Summary of Rooms - A. Client[A1-111501]

RESULTS FROM PART 1 EXERCISE 6

02/15/2002

ID	Item	Category	Qty	Purchase Price Purchased At	Total Repl. cost
Back Entrance					
		Number of items in this category :	24	$1,329.00	$2,909.00
Kitchen					
		Number of items in this category :	5	$1,637.00	$2,373.00
Living Room					
		Number of items in this category :	40	$3,746.00	$4,506.00
GRAND TOTAL			69	$6,712.00	$9,788.00

Inventory : Summary of Categories - A. Client[A1-111501]

RESULTS FROM PART I EXERCISE 6

02/15/2002

ID	Item	Room	Qty	Purchase Price Purchased At	Total Repl. cost	% / Avg
Appliances						
		Number of items in this category :	2	$1,398.00	$1,999.00	(20.42%) [$999.50]
Bedding/Linens/Towels						
		Number of items in this category :	1	$0.00	$50.00	(0.51%) [$50.00]
Books/Music/Videos/Photos						
		Number of items in this category :	30	$550.00	$650.00	(6.64%) [$21.67]
Clothing						
		Number of items in this category :	22	$1,279.00	$2,809.00	(28.70%) [$127.68]
Electronics						
		Number of items in this category :	1	$699.00	$499.00	(5.10%) [$499.00]
Food/Toiletries/Cleaning Products						
		Number of items in this category :	1	$200.00	$300.00	(3.06%) [$300.00]
Furniture						
		Number of items in this category :	5	$2,497.00	$2,997.00	(30.62%) [$599.40]
Kitchen Accessories						
		Number of items in this category :	1	$39.00	$39.00	(0.40%) [$39.00]
Miscellaneous						
		Number of items in this category :	2	$0.00	$10.00	(0.10%) [$5.00]
Ornaments/Crafts/Decorations						
		Number of items in this category :	2	$0.00	$335.00	(3.42%) [$167.50]
Sports Goods						
		Number of items in this category :	2	$50.00	$100.00	(1.02%) [$50.00]
GRAND TOTAL			69	$6,712.00	$9,788.00	

Restorable Item Report - A. Client[A1-111501]

RESULTS FROM PART 1 EXERCISE 6

02/15/2002

ID	Item	Category	Qty	Purchase Price Purchased At	Age	Total Repl. cost
Living Room						
13	Entertainment Unit	Furniture	1	$50.00 *Garage Sale*	0.8	$399.00
		Number of items in this category :	**1**	**$50.00**		**$399.00**
GRAND TOTAL			**1**	**$50.00**		**$399.00**

PART 2 – Calculate Depreciation & ACV (Actual Cash Value)

The objective of the following exercises is to illustrate the different options available to an adjuster for calculating depreciation and ACV on an insureds inventory. Ideally each item on an insured's Schedule of Loss should be depreciated based on its age and condition in relation to the normal useful life of that item.

The CanList program can best achieve this by allowing the adjuster to define the depreciation parameters for each category that was set up in Part 1 Exercise 3. By applying these rates a true ACV should be calculated every time. In the event that a unique item within a category does not fit the depreciation parameters then a specific depreciation formula can be applied to that specific item. This is illustrated in Exercise #3.

The CanList program allows the adjuster to change or modify the depreciation parameters as many times as needed and re-calculate the entire inventory list. The importance of defining categories that group items with similar useful lives will become apparent at this stage of a claim.

Exercise 1: Depreciate all items

The objective of this exercise is to demonstrate depreciating all items by one general parameter.
Depreciate all items at 10% per year, to a maximum of 80% with items of an unknown age at 50%

Review results of depreciation calculation by item, by category, and by room.

Exercise 1 - Answer

1. Click on Depreciation tab at left hand side of screen.
2. Click on Single Rate Depreciation tab at top of screen.
3. Change Parameters to .10, .80, and .50.
4. Click **Apply 'Single Rate' Depreciation to All Items** box.
5. Result should be as follows:

Total Replacement Value	$9,787.00
Depreciation	$5,591.57
ACV	$4,196.43

6. Review results of depreciation by clicking Item Depreciation tab.
7. Use "Sort by" pull down menu to choose a sort option and click the **Refresh** box to update list.
8. Item #5 - Control Totals – Replacement Cost $35.00 – Depreciation $5.25 – ACV $29.75

Exercise 2: Depreciate All Items by Category

The objective of this exercise is to demonstrate depreciation by category. Depreciate all items by category using the following parameters.

	Depreciation %	Depreciation Maximum %	Depreciation Unknown Age %
Appliances	10%	80%	50%
Bedding/Linens/Towels	8%	50%	60%
Books/Music/Videos/Photos	20%	80%	80%
Clothing	20%	80%	50%
Electronics	10%	80%	50%
Food/Toiletries/Cleaning Products	0%	0%	0%
Furniture	5%	60%	50%
Kitchen Accessories	10%	80%	50%
Miscellaneous	10%	60%	50%
Ornaments/Crafts/Decorations	20%	75%	50%
Sports Goods	10%	50%	50%

Review results of depreciation by item, by category, and by room.

Exercise 2 - Answer

1. Click on Depreciation tab on left hand side of screen.
2. Click Depreciate by Category tab at top of screen.
3. Double-click "Appliances".
4. Enter Parameters as per list provided.
5. Click **Save** box.
6. Repeat steps 3, 4, and 5 until all category revisions have been completed.
7. Click on **Apply Category Depreciation to all Items** box.
8. Control Totals – Total Replacement Value $9,788.00 – Depreciation $5,439.01 – ACV $4,348.99.

Claim Form : Depreciation (ACV) - A. Client[A1-111501]

1/22/03

ID	Item	Category Room	Qty	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Depreciation			Total Dep. $	Total Actual Cash Value
1	Stove - GE *Self clean*	Appliances-Large *Kitchen*	1	$ 599.00 *November 18, 1991*	10.0	$899.00		.10 *Max* *0.80* *Unknown* *0.50*	*Dep % Applied* 80.00%	$719.20	$179.80
2	Fridge *Fridgedaire Model #B6217*	Appliances-Large *Kitchen*	1	$ 799.00 *June 01, 1987*	14.5	$1100.00		.10 *Max* *0.80* *Unknown* *0.50*	*Dep % Applied* 80.00%	$880.00	$220.00
3	Toaster *2 slice, Black & Decker*	Kitchen Accessories *Kitchen*	1	$ 39.00 *November 14, 2001*	-	$39.00		.10 *Max* *0.80* *Unknown* *0.50*	*Dep % Applied* 0.00%	$0.01	$38.99
4	Food in Fridge	Food/Toiletries/Cleaning *Kitchen*	1	$ 200.00	-	$300.00		.00 *Max* *0.00* *Unknown* *0.00*	*Dep % Applied* 0.00%	$0.00	$300.00
5	Picture *Dogs & Cats*	Ornaments/Crafts/Deco *Kitchen*	1	$ 0.00 *May 16, 2000*	1.5	$35.00		.20 *Max* *0.75* *Unknown* *0.50*	*Dep % Applied* 30.00%	$10.50	$24.50
6	Jacket *Line*	Clothing *Back Entrance*	1	$ 79.00 *January 01, 1997*	4.9	$109.00		.20 *Max* *0.80* *Unknown* *0.50*	*Dep % Applied* 80.00%	$87.20	$21.80
7	Fur Coat *Racoon*	Clothing *Back Entrance*	1	$ 1,200.00 *November 20, 1981*	20.0	$2500.00		.20 *Max* *0.80* *Unknown* *0.50*	*Dep % Applied* 80.00%	$2000.00	$500.00
8	Baseball Caps	Clothing *Back Entrance*	20	$ 0.00	-	$200.00		.20 *Max* *0.80* *Unknown* *0.50*	*Dep % Applied* 50.00%	$100.00	$100.00
9	Baseball Gloves	Sports Goods *Back Entrance*	2	$ 100.00 *November 16, 1996*	5.0	$100.00		.10 *Max* *0.50* *Unknown* *0.50*	*Dep % Applied* 50.00%	$50.00	$50.00
10	Couch	Furniture *Living Room*	1	$ 899.00 *November 16, 1998*	3.0	$1099.00		.05 *Max* *0.60* *Unknown* *0.50*	*Dep % Applied* 15.00%	$164.85	$934.15
11	Loveseat *Matches couch and chair*	Furniture *Living Room*	1	$ 799.00 *November 16, 1998*	3.0	$999.00		.05 *Max* *0.60* *Unknown* *0.50*	*Dep % Applied* 15.00%	$149.85	$849.15
12	Chair *Matches couch and loveseat*	Furniture *Living Room*	1	$ 499.00 *November 16, 1998*	3.0	$599.00		.05 *Max* *0.60* *Unknown* *0.50*	*Dep % Applied* 15.00%	$89.85	$509.15
14	CD's Assorted	Books/Music/Videos/Ph *Living Room*	20	$ 400.00	-	$500.00		.20 *Max* *0.80* *Unknown* *0.80*	*Dep % Applied* 80.00%	$400.00	$100.00

ID	Item	Category Room	Qty	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Depreciation		Total Dep. $	Total Actual Cash Value
15	Cassette Tapes	Books/Music/Videos/Ph *Living Room*	10	$ 150.00	-	$150.00		.20	$120.00	$30.00
							Max	*0.80*	[illegible]	
							Unknown	*0.80*	80.00%	
16	TV *20" Panasonic*	Electronics *Living Room*	1	$ 699.00 *November 18, 1991*	10.0	$499.00		.10	$399.20	$99.80
							Max	*0.80*	[illegible]	
							Unknown	*0.50*	80.00%	
17	Family Picture *Framed*	Ornaments/Crafts/Deco *Living Room*	1	$ 0.00 *June 01, 1995*	6.5	$300.00		.20	$225.00	$75.00
							Max	*0.75*	[illegible]	
							Unknown	*0.50*	75.00%	
18	Ash Trays	Miscellaneous *Living Room*	2	$ 0.00	-	$10.00		.10	$5.00	$5.00
							Max	*0.60*	[illegible]	
							Unknown	*0.50*	50.00%	
19	Table Lamps	Furniture *Living Room*	2	$ 600.00 *December 25, 2000*	0.9	$300.00		.05	$13.35	$286.65
							Max	*0.60*	[illegible]	
							Unknown	*0.50*	4.50%	
20	Blanket	Bedding/Linens/Towels *Living Room*	1	$ 0.00	-	$50.00		.08	$25.00	$25.00
							Max	*0.50*	[illegible]	
							Unknown	*0.60*	50.00%	
GRAND TOTAL			**69**	**$7,062.00**		**$9,788.00**			**$5,439.01**	**$4,348.99**

Average Depreciation % **55.57**

ID	Item	Category Room	Qty	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Depreciation	Total Dep. $	Total Actual Cash Value

I / We **A. Client** certify that we have reviewed each and every item on this Schedule of Loss and declare that each and every item claimed is properly described and was in fact damaged, destroyed or missing as a result of the Fire that occured on or about November 15, 2001

Signed _____

_____ (Witness)

_____ (Policyholder)

_____ (Witness)

_____ (Policyholder)

Exercise 3: Editing Depreciation Parameters

The objective of this exercise is to demonstrate the ability to modify depreciation on specific items.

After category depreciation is applied, change the depreciation parameters as follows:

Item #007 Fur Coat Depreciation 10% - Depreciation Maximum 50% - Depreciation Unknown 50%

Item #003 Toaster Depreciation 0% - Depreciation Maximum 80% - Depreciation Unknown 50%

Calculate the depreciation and review results.

Print the following reports

Claim Form Depreciation (ACV)
Average Depreciation Value by Category

At this point in a claim the report **Claim Form Depreciation (ACV)** , revealing the ACV of the items should be sent to the client for review and confirmation. This would ensure that the client has properly reviewed all items on the Schedule of Loss and agrees with the method and results of the depreciation calculation.

Exercise 3 - Answer

1. Click on Item Depreciation tab at top of screen.
2. Double-click Item #007 to select.
3. Change parameters to .10, .50 and .50.
4. Click **Check Now** box.
5. Control Totals – Depreciation $1,250.00 – ACV $1,250.00
6. Click **Save** box.
7. Repeat steps 2,3, 4 and 6 for item #003 using parameters of .0, .50 and .80.
8. Re-calculate depreciation by clicking **Calculate Now** box.
9. Control Totals – Depreciation $4,689.00 – ACV $5,099.00
10. Exit depreciation screen by clicking on the X box on the depreciation screens top right hand corner. The X box at the extreme top right hand corner with exit the program.

RESULTS FROM PART 2 EXERCISE 3

Claim Form : Depreciation (ACV) - A. Client[A1-111501]

02/15/2002

ID	Item	Category Room	Qty	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Depreciation		Total Dep. $	Total Actual Cash Value
1	Stove *GE - Self - Cleaning*	Appliances *Kitchen*	1	$ 599.00 *November 18, 1991*	10.0	$899.00	*Max* *Unknown*	.10 *0.80* *0.50*	$719.20 *Dep % Applied* 80.00%	$179.80
2	Fridge *Frigidaire - Model #B6217*	Appliances *Kitchen*	1	$ 799.00 *June 01, 1987*	14.5	$1100.00	*Max* *Unknown*	.10 *0.80* *0.50*	$880.00 *Dep % Applied* 80.00%	$220.00
3	Toaster *Black & Decker - 2 Slice*	Kitchen Accessories *Kitchen*	1	$ 39.00 *November 13, 2001*	-	$39.00	*Max* *Unknown*	.00 *0.80* *0.50*	$0.00 *Dep % Applied* 0.00%	$39.00
4	Refrigerator Contents *Food, etc.*	Food/Toiletries/Cleaning *Kitchen*	1	$ 200.00	-	$300.00	*Max* *Unknown*	.00 *0.00* *0.00*	$0.00 *Dep % Applied* 0.00%	$300.00
5	Picture *Cats & Dogs*	Ornaments/Crafts/Deco *Kitchen*	1	$ 0.00 *May 16, 2000*	1.5	$35.00	*Max* *Unknown*	.20 *0.75* *0.50*	$10.50 *Dep % Applied* 30.00%	$24.50
6	Jacket *Lined*	Clothing *Back Entrance*	1	$ 79.00 *January 01, 1997*	4.9	$109.00	*Max* *Unknown*	.20 *0.80* *0.50*	$87.20 *Dep % Applied* 80.00%	$21.80
7	Fur Coat *Raccoon*	Clothing *Back Entrance*	1	$ 1,200.00 *November 20, 1981*	20.0	$2500.00	*Max* *Unknown*	.10 *0.50* *0.50*	$1250.00 *Dep % Applied* 50.00%	$1250.00
8	Baseball Caps *Assorted*	Clothing *Back Entrance*	20		-	$200.00	*Max* *Unknown*	.20 *0.80* *0.50*	$100.00 *Dep % Applied* 50.00%	$100.00
9	Baseball Gloves	Sports Goods *Back Entrance*	2	$ 50.00 *November 16, 1996*	5.0	$100.00	*Max* *Unknown*	.10 *0.50* *0.50*	$50.00 *Dep % Applied* 50.00%	$50.00
10	Couch	Furniture *Living Room*	1	$ 899.00 *November 16, 1998*	3.0	$1099.00	*Max* *Unknown*	.05 *0.60* *0.50*	$164.85 *Dep % Applied* 15.00%	$934.15
11	Loveseat	Furniture *Living Room*	1	$ 799.00 *November 16, 1998*	3.0	$999.00	*Max* *Unknown*	.05 *0.60* *0.50*	$149.85 *Dep % Applied* 15.00%	$849.15
12	Chair	Furniture *Living Room*	1	$ 499.00 *November 16, 1998*	3.0	$599.00	*Max* *Unknown*	.05 *0.60* *0.50*	$89.85 *Dep % Applied* 15.00%	$509.15
14	Compact Discs *Assorted*	Books/Music/Videos/Ph *Living Room*	20	$ 400.00	-	$500.00	*Max* *Unknown*	.20 *0.80* *0.80*	$400.00 *Dep % Applied* 80.00%	$100.00

ID	Item	Category Room	Qty	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Depreciation		Total Dep. $	Total Actual Cash Value
15	Cassette Tapes *Assorted*	Books/Music/Videos/Ph *Living Room*	10	$ 150.00	-	$150.00		.20	$120.00	$30.00
							Max	*0.80*	*Dep % Applied*	
							Unknown	*0.80*	80.00%	
16	Television *Panasonic - 20"*	Electronics *Living Room*	1	$ 699.00 *November 18, 1991*	10.0	$499.00		.10	$399.20	$99.80
							Max	*0.80*	*Dep % Applied*	
							Unknown	*0.50*	80.00%	
17	Family Picture *In Frame*	Ornaments/Crafts/Deco *Living Room*	1	$ 0.00 *June 01, 1995*	6.5	$300.00		.20	$225.00	$75.00
							Max	*0.75*	*Dep % Applied*	
							Unknown	*0.50*	75.00%	
18	Ash Trays	Miscellaneous *Living Room*	2	$ 0.00	-	$10.00		.10	$5.00	$5.00
							Max	*0.60*	*Dep % Applied*	
							Unknown	*0.50*	50.00%	
19	Table Lamps	Furniture *Living Room*	2	$ 300.00 *December 25, 2000*	0.9	$300.00		.05	$13.35	$286.65
							Max	*0.60*	*Dep % Applied*	
							Unknown	*0.50*	4.50%	
20	Blanket	Bedding/Linens/Towels *Living Room*	1	$ 0.00	-	$50.00		.08	$25.00	$25.00
							Max	*0.50*	*Dep % Applied*	
							Unknown	*0.60*	50.00%	
GRAND TOTAL			**69**	**$6,712.00**		**$9,788.00**			**$4,689.00**	**$5,099.00**
							Average Depreciation %			**47.91**

ID	Item	Category Room	Qty	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Depreciation	Total Dep. $	Total Actual Cash Value

I / We **A. Client** certify that we have reviewed each and every item on this Schedule of Loss and declare that each and every item claimed is properly described and was in fact damaged, destroyed or missing as a result of the Fire that occured on or about November 15, 2001

Signed _____

_____ (Witness)

_____ (Policyholder)

_____ (Witness)

_____ (Policyholder)

Exercise 4: Miscellaneous Editing

The objective of this exercise is to demonstrate the process of handling new information in an existing Schedule of Loss.
The insured has reviewed the ACV report, agreed with what has been done but noticed that the following additional items should have been on the Manual Schedule of Loss.

SCHEDULE OF LOSS

Is the insured registered for GST? YES _____ NO _____

If the answer is YES, please state: a) Registration Number _____

IF "REPLACED" - ATTACH RECEIPT AND MARK "X" HERE

NAME A. CLIENT

DESCRIPTION	WHERE PURCHASED	WHEN	ORIGINAL COST		REPLACEMENT COST		REPLACEMENT PRICE SOURCE		X Category
Living Room	COMPLETE FORM ONLY TO THIS LINE								
Area Rug 6'x9'	Carpet Store	1999	275	00	300	00			Furniture
VCR - RCA	Cdn Tire	1995	399	00	299	00			Electronics
VCR - Blue Ethgio (10)			30	00	30	00			Books/Music/Videos
Antique Coffee Table	Auction		200	00	1000	00			Antique
(had it refinished in June 2001)									

1. Create a new category – Antiques.
2. Enter the new items as outlined above. (Note: The re-finishing information on the coffee table is just an additional comment by the insured).
   -Date: Options include: Typing the date (MM/DD/YY) or using the pull down calendar or entering the age of item in years.
   -When only a year is provided, choose the middle of the year (ie: June1) as a proposed date.
   -When no date is provided, the CanList system will accept the item as an unknown age.
   -Items that are described as "new" the date entered should be at least 2 days before the date of loss.
   -When you have entered the information for the last item on the list, click the "Save" box instead of "Save and Add New".
3. Print Report "Claim Inventory by Category".
4. Enter depreciation parameters for Antiques category – Depreciation 0% - Depreciation Unknown 0% - Depreciation Maximum 0%
5. Recalculate depreciation and ACV.
6. Re-produce report – Claim Form Depreciation (ACV).
7. Lock depreciation values.
8. Enter in Client Information – Payment of ACV using November 30, 2001. Payment is equal to ACV value less client's deductible of $200.00.

Inventory by Category - A. Client[A1-111501]

RESULTS FROM PART 2 EXERCISE 4

02/15/2002

ID	Item	Room	Qty	Purchase Price Purchased At	Age	Total Repl. cost	% / Avg
Antiques							
24	Coffee Table *Antique*	Living Room	1	$200.00 *Auction*	-	$1000.00	
		Number of items in this category :	**1**	**$200.00**		**$1,000.00**	(8.76%) [$1,000.00
Appliances							
2	Fridge *Frigidaire - Model #B6217*	Kitchen	1	$799.00 *Sears*	14.5	$1100.00	
1	Stove *GE - Self - Cleaning*	Kitchen	1	$599.00 *The Brick*	10.0	$899.00	
		Number of items in this category :	**2**	**$1,398.00**		**$1,999.00**	(17.51%) [$999.50]
Bedding/Linens/Towels							
20	Blanket	Living Room	1	$0.00	-	$50.00	
		Number of items in this category :	**1**	**$0.00**		**$50.00**	(0.44%) [$50.00]
Books/Music/Videos/Photos							
15	Cassette Tapes *Assorted*	Living Room	10	$150.00	-	$150.00	
14	Compact Discs *Assorted*	Living Room	20	$400.00 *All Over*	-	$500.00	
23	VCR Tapes *Blank*	Living Room	10	$30.00	-	$30.00	
		Number of items in this category :	**40**	**$580.00**		**$680.00**	(5.96%) [$17.00]
Clothing							
8	Baseball Caps *Assorted*	Back Entrance	20		-	$200.00	
7	Fur Coat *Raccoon*	Back Entrance	1	$1,200.00 *Furrier*	20.0	$2500.00	
6	Jacket *Lined*	Back Entrance	1	$79.00 *Sears*	4.9	$109.00	
		Number of items in this category :	**22**	**$1,279.00**		**$2,809.00**	(24.60%) [$127.68]
Electronics							
16	Television *Panasonic - 20"*	Living Room	1	$699.00 *United*	10.0	$499.00	
22	VCR *RCA*	Living Room	1	$399.00 *Canadian Tire*	6.5	$299.00	
		Number of items in this category :	**2**	**$1,098.00**		**$798.00**	(6.99%) [$399.00]
Food/Toiletries/Cleaning Products							

ID	Item	Room	Qty	Purchase Price Purchased At	Age	Total Repl. cost	% / Avg
Food/Toiletries/Cleaning Products							
4	Refrigerator Contents *Food, etc.*	Kitchen	1	$200.00	-	$300.00	
	Number of items in this category :		**1**	**$200.00**		**$300.00**	(2.63%) [$300.00]
Furniture							
21	Area Rug *6' x 9'*	Living Room	1	$275.00 *Carpet Store*	2.5	$300.00	
12	Chair	Living Room	1	$499.00 *The Brick*	3.0	$599.00	
10	Couch	Living Room	1	$899.00 *The Brick*	3.0	$1099.00	
11	Loveseat	Living Room	1	$799.00 *The Brick*	3.0	$999.00	
19	Table Lamps	Living Room	2	$300.00 *The Brick*	0.9	$300.00	
	Number of items in this category :		**6**	**$2,772.00**		**$3,297.00**	(28.88%) [$549.50]
Kitchen Accessories							
3	Toaster *Black & Decker - 2 Slice*	Kitchen	1	$39.00 *Canadian Tire*	-	$39.00	
	Number of items in this category :		**1**	**$39.00**		**$39.00**	(0.34%) [$39.00]
Miscellaneous							
18	Ash Trays	Living Room	2	$0.00	-	$10.00	
	Number of items in this category :		**2**	**$0.00**		**$10.00**	(0.09%) [$5.00]
Ornaments/Crafts/Decorations							
5	Picture *Cats & Dogs*	Kitchen	1	$0.00 *Gift*	1.5	$35.00	
17	Family Picture *In Frame*	Living Room	1	$0.00	6.5	$300.00	
	Number of items in this category :		**2**	**$0.00**		**$335.00**	(2.93%) [$167.50]
Sports Goods							
9	Baseball Gloves	Back Entrance	2	$50.00	5.0	$100.00	
	Number of items in this category :		**2**	**$50.00**		**$100.00**	(0.88%) [$50.00]
GRAND TOTAL			**82**	**$7,616.00**		**$11,417.00**	

RESULTS FROM
PART 2 EXERCISE 4

Claim Form : Depreciation (ACV) - A. Client[A1-111501]

02/15/2002

ID	Item	Category Room	Qty	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Depreciation		Total Dep. $	Total Actual Cash Value
1	Stove *GE - Self - Cleaning*	Appliances *Kitchen*	1	$ 599.00 *November 18, 1991*	10.0	$899.00	*Max* *Unknown*	.10 *0.80* *0.50*	$719.20 *Dep % Applied* 80.00%	$179.80
2	Fridge *Frigidaire - Model #B6217*	Appliances *Kitchen*	1	$ 799.00 *June 01, 1987*	14.5	$1100.00	*Max* *Unknown*	.10 *0.80* *0.50*	$880.00 *Dep % Applied* 80.00%	$220.00
3	Toaster *Black & Decker - 2 Slice*	Kitchen Accessories *Kitchen*	1	$ 39.00 *November 13, 2001*	-	$39.00	*Max* *Unknown*	.00 *0.80* *0.50*	$0.00 *Dep % Applied* 0.00%	$39.00
4	Refrigerator Contents *Food, etc.*	Food/Toiletries/Cleaning *Kitchen*	1	$ 200.00	-	$300.00	*Max* *Unknown*	.00 *0.00* *0.00*	$0.00 *Dep % Applied* 0.00%	$300.00
5	Picture *Cats & Dogs*	Ornaments/Crafts/Deco *Kitchen*	1	$ 0.00 *May 16, 2000*	1.5	$35.00	*Max* *Unknown*	.20 *0.75* *0.50*	$10.50 *Dep % Applied* 30.00%	$24.50
6	Jacket *Lined*	Clothing *Back Entrance*	1	$ 79.00 *January 01, 1997*	4.9	$109.00	*Max* *Unknown*	.20 *0.80* *0.50*	$87.20 *Dep % Applied* 80.00%	$21.80
7	Fur Coat *Raccoon*	Clothing *Back Entrance*	1	$ 1,200.00 *November 20, 1981*	20.0	$2500.00	*Max* *Unknown*	.10 *0.50* *0.50*	$1250.00 *Dep % Applied* 50.00%	$1250.00
8	Baseball Caps *Assorted*	Clothing *Back Entrance*	20		-	$200.00	*Max* *Unknown*	.20 *0.80* *0.50*	$100.00 *Dep % Applied* 50.00%	$100.00
9	Baseball Gloves	Sports Goods *Back Entrance*	2	$ 50.00 *November 16, 1996*	5.0	$100.00	*Max* *Unknown*	.10 *0.50* *0.50*	$50.00 *Dep % Applied* 50.00%	$50.00
10	Couch	Furniture *Living Room*	1	$ 899.00 *November 16, 1998*	3.0	$1099.00	*Max* *Unknown*	.05 *0.60* *0.50*	$164.85 *Dep % Applied* 15.00%	$934.15
11	Loveseat	Furniture *Living Room*	1	$ 799.00 *November 16, 1998*	3.0	$999.00	*Max* *Unknown*	.05 *0.60* *0.50*	$149.85 *Dep % Applied* 15.00%	$849.15
12	Chair	Furniture *Living Room*	1	$ 499.00 *November 16, 1998*	3.0	$599.00	*Max* *Unknown*	.05 *0.60* *0.50*	$89.85 *Dep % Applied* 15.00%	$509.15
14	Compact Discs *Assorted*	Books/Music/Videos/Ph *Living Room*	20	$ 400.00	-	$500.00	*Max* *Unknown*	.20 *0.80* *0.80*	$400.00 *Dep % Applied* 80.00%	$100.00

ID	Item	Category Room	Qty	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Depreciation		Total Dep. $	Total Actual Cash Value
15	Cassette Tapes *Assorted*	Books/Music/Videos/Ph *Living Room*	10	$ 150.00	-	$150.00		.20	$120.00	$30.00
							Max	*0.80*	*Dep % Applied*	
							Unknown	*0.80*	80.00%	
16	Television *Panasonic - 20"*	Electronics *Living Room*	1	$ 699.00 *November 18, 1991*	10.0	$499.00		.10	$399.20	$99.80
							Max	*0.80*	*Dep % Applied*	
							Unknown	*0.50*	80.00%	
17	Family Picture *In Frame*	Ornaments/Crafts/Deco *Living Room*	1	$ 0.00 *June 01, 1995*	6.5	$300.00		.20	$225.00	$75.00
							Max	*0.75*	*Dep % Applied*	
							Unknown	*0.50*	75.00%	
18	Ash Trays	Miscellaneous *Living Room*	2	$ 0.00	-	$10.00		.10	$5.00	$5.00
							Max	*0.60*	*Dep % Applied*	
							Unknown	*0.50*	50.00%	
19	Table Lamps	Furniture *Living Room*	2	$ 300.00 *December 25, 2000*	0.9	$300.00		.05	$13.35	$286.65
							Max	*0.60*	*Dep % Applied*	
							Unknown	*0.50*	4.50%	
20	Blanket	Bedding/Linens/Towels *Living Room*	1	$ 0.00	-	$50.00		.08	$25.00	$25.00
							Max	*0.50*	*Dep % Applied*	
							Unknown	*0.60*	50.00%	
21	Area Rug *6' x 9'*	Furniture *Living Room*	1	$ 275.00 *June 01, 1999*	2.5	$300.00		.05	$36.90	$263.10
							Max	*0.60*	*Dep % Applied*	
							Unknown	*0.50*	12.30%	
22	VCR *RCA*	Electronics *Living Room*	1	$ 399.00 *June 01, 1995*	6.5	$299.00		.10	$193.24	$105.76
							Max	*0.80*	*Dep % Applied*	
							Unknown	*0.50*	64.60%	
23	VCR Tapes *Blank*	Books/Music/Videos/Ph *Living Room*	10	$ 30.00	-	$30.00		.20	$24.00	$6.00
							Max	*0.80*	*Dep % Applied*	
							Unknown	*0.80*	80.00%	
24	Coffee Table *Antique*	Antiques *Living Room*	1	$ 200.00	-	$1000.00		.00	$0.00	$1000.00
							Max	*0.00*	*Dep % Applied*	
							Unknown	*0.00*	0.00%	

ID	Item	Category Room	Qty	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Depreciation	Total Dep. $	Total Actual Cash Value
GRAND TOTAL			82	$7,616.00		$11,417.00		$4,943.14	$6,473.86
							Average Depreciation %		43.30

I / We **A. Client** certify that we have reviewed each and every item on this Schedule of Loss and declare that each and every item claimed is properly described and was in fact damaged, destroyed or missing as a result of the Fire that occured on or about November 15, 2001

Signed _____

_____ (Witness)

_____ (Policyholder)

_____ (Witness)

_____ (Policyholder)

Exercise 4 - Answer

1. Click on Rooms/Categories tab at left hand side of screen.
2. Click on Categories tab at top.
3. Enter Antiques into Custom Category field and click **Add** box.
4. Click on Inventory tab on left hand side of screen and click **Add New Item** box.
5. Enter new items with information provided.
6. Click on Inventory List tab at top and click **Refresh List** box to confirm Total Replacement Cost - Control Total $11,417.00.
7. Click on Reports tab on left hand side of screen and double click on report Inventory by Category. In report view screen, click on print to print the report. Exit report view screen.
8. Click Depreciation tab on left hand side of screen, click Depreciation by Category tab, double-click on antiques and enter parameters.
9. Click **Apply Category Depreciation** box and confirm totals. (Control Totals – Replacement Cost $11,417.00 – Depreciation $4,943.14 – ACV $6,473.86)
10. Click **Lock Depreciation Values** box and yes to proceed.
11. Click Client Information tab on left hand side of screen.
12. Click **Payment Information** box.
13. Click **Add** box and enter date provided, Payment of ACV ($6,473.86) less Deductible ($200.00) for a total payment amount of $6,273.86.
14. Click **Save** box.
15. Close Payment Info Screen.
16. Click on Rooms/Categories tab at left hand side of screen
17. Click on Categories tab at top
18. Right click on Sports Goods and rename to Sporting Goods

PART 3 – Replacement of Items – Receipts

The objective of these exercises is to demonstrate the flexibility of the CanList program to track and report on the individual replacement of items against the original Schedule of Loss items.

The theory behind CanList assumes that at this stage of the claim, the insured has received and approved the acceptance of the ACV amounts as per the **Claim Form Depreciation (ACV)** report and are now ready to replace the items lost.

Frequently "batches" of receipts will be sent to the adjuster. The CanList program refers to these "batches" as "sessions". The adjuster will deal with as many receipts in the batch as possible at one time. Once the receipts have been entered, the adjuster can review the results via a **Session Report** and modify and edit these results as long as the session remains open. Note that a session is always open until you click on "**Close Current Session**" even if the CanList system has been shut down for the day. Once an adjuster is satisfied with the "session" results, CanList assumes an adjuster will close the session and request or create a cheque to pay an insured for the net amount owing. Note, CanList does not generate cheques.

The exercises below will demonstrate how the CanList program can handle a variety of item replacement situations. An example of this would be if the Insured has replaced 6 out of 12 pairs of socks. Another example is when an Insured buys one expensive couch instead of replacing one couch and two chairs. Please read each exercise carefully and review your results with the answer key.

Exercise 1

Insured has sent in a series of receipts on December 20, 2001 with the following details:

#003		#006		#009	
	$41.20		$121.00		$19.95
7% PST	2.88	7% PST	0.00	7% PST	1.40
7% GST	2.88	7% GST	8.47	7% GST	1.40
	$46.97		$129.47		$22.74

	$46.99	#009
	10.60	
2@ $6.99	13.98	#008
	4.00	
	4.10	#018
	4.29	#018
	$83.96	
7% PST	5.88	
7% GST	5.88	
	$95.72	

1. Enter this new information.
2. Create reports to show details of transactions.
3. Close Session.
4. Enter payment information.

Items Replaced - By Session - A. Client[A1-111501]

02/15/2002

ID	Item	Qty Replaced	Total Est. Repl. cost	Total Dep. $	Total Actual Repl. cost	PST	GST	Total Repl. Cost after tax	Better-ment	Total ACV Advanced	Net Amt Claimed
SESSION 1											
3	Toaster *Black & Decker - 2 Slice*	1	39.00	0.00	41.20	2.88	2.88	46.97	0.00	39.00	7.97
									Replacement complete!		
6	Jacket *Lined*	1	109.00	87.20	121.00	0.00	8.47	129.47	0.00	21.80	107.67
									Replacement complete!		
8	Baseball Caps *Assorted*	2	20.00	10.00	13.98	0.98	0.98	15.94	0.00	10.00	5.94
9	Baseball Gloves	1	50.00	25.00	46.99	3.29	3.29	53.57	0.00	25.00	28.57
									Replacement complete!		
9	Baseball Gloves	1	50.00	25.00	19.95	1.40	1.40	22.74	0.00	25.00	-2.26
									Replacement complete!		
18	Ash Trays	1	5.00	2.50	4.29	0.30	0.30	4.89	0.00	2.50	2.39
									Replacement complete!		
18	Ash Trays	1	5.00	2.50	4.10	0.29	0.29	4.67	0.00	2.50	2.17
									Replacement complete!		
Summary for Session		**8**	**278.00**	**152.20**	**251.51**	**9.14**	**17.61**	**278.25**	**0.00**	**125.80**	**152.45**
GRAND TOTAL		**8**	**278.00**	**152.20**	**251.51**	**9.14**	**17.61**	**278.25**	**0.00**	**125.80**	**152.45**

RESULTS FROM
PART 3
EXERCISE 1

Exercise 1 - Answer

1. Click Replacement tab at left hand side of screen.
2. Click **Start New Session** box.
3. Click **View Session Info** box.
4. Double click on Item #003.
5. Click **Add New Item Replacement Detail** box.
6. Enter Price per item as per receipt (Make sure the PST and GST rates are correct in top right hand corner of screen).
7. Confirm Total with receipt.
8. Click **Save** box.
9. At this point you are in the Session Info Screen. To go to another item, type in the Item # in the "Enter ID to Replace" field and click **Find Item** box. Repeat steps 5,6, 7 and 8 for the remaining receipts (Note: Item #006 the PST rate should be 0). Close Session Info screen and Sessioning screen.
10. Click Reports tab on left hand side of screen.
11. Double-click on report Items Replaced – By Session. The program will ask you if you want all sessions on your report, select No. The program will then ask which session (s) you would like in your report. Enter the session number you wish to view – in this case #1.
12. Compare the results in your report to the results in the attached example. Exit from the Report View Screen.
13. Click Replacement tab on left hand side and click on **Close Current Session** box.
14. Click Client Information tab at left hand side of screen.
15. Click **Payment Information** box and click **Add** box.
16. Enter Payment Information and click **Save** box. Close Payment Info Screen.

Exercise 2

Insured has sent in the following receipts and the following information (January 20, 2002).

	#001
	$1,320.00
7% PST	92.40
7% GST	92.40
	$1,504.80

Adjuster, I bought an upgraded model of stove. The salesman thought it was about $300.00 more than my old one.

5 @ $9.99	$ 49.95	#008
6 @ $21.99	131.94	#014
	25.99	#014
	26.99	#014
	$234.87	
7% PST	16.44	
7% GST	16.44	
	$267.75	

	#002
	$999.00
7% PST	69.93
7% GST	69.93
	$1,138.86

NOTE: Adjuster, I made a mistake on the last batch of receipts. The receipt for Item #003 should have been Item #020.

1. Enter item replacements under new session.
2. Enter correction for Item #020.
3. Produce report for Session 2.
4. Close session.
5. Enter payment information.
6. Produce report for Statement of Account.

Items Replaced - By Session - A. Client[A1-111501]

02/15/2002

ID	Item	Qty Replaced	Total Est. Repl. cost	Total Dep. $	Total Actual Repl. cost	PST	GST	Total Repl. Cost after tax	Better-ment	Total ACV Advanced	Net Amt Claimed
SESSION 2											
1	Stove *GE - Self - Cleaning*	1	899.00	719.20	1320.00	92.40	92.40	1504.80	300.00	179.80	1025.00
										Replacement complete!	
2	Fridge *Frigidaire - Model #B6217*	1	1100.00	880.00	999.00	69.93	69.93	1138.86	0.00	220.00	918.86
										Replacement complete!	
3	Toaster *Black & Decker - 2 Slice*	-1	-39.00	0.00	-41.20	-2.88	-2.88	-46.97	0.00	-39.00	-7.97
										Replacement complete!	
8	Baseball Caps *Assorted*	5	50.00	25.00	49.95	3.50	3.50	56.94	0.00	25.00	31.94
14	Compact Discs *Assorted*	1	25.00	20.00	26.99	1.89	1.89	30.77	0.00	5.00	25.77
14	Compact Discs *Assorted*	1	25.00	20.00	25.99	1.82	1.82	29.63	0.00	5.00	24.63
14	Compact Discs *Assorted*	6	150.00	120.00	131.94	9.24	9.24	150.41	0.00	30.00	120.41
20	Blanket	1	50.00	25.00	41.20	2.88	2.88	46.97	0.00	25.00	21.97
										Replacement complete!	
Summary for Session 2		**15**	**2,260.00**	**1,809.20**	**2,553.87**	**178.77**	**178.77**	**2,911.41**	**300.00**	**450.80**	**2,160.61**
GRAND TOTAL		**15**	**2,260.00**	**1,809.20**	**2,553.87**	**178.77**	**178.77**	**2,911.41**	**300.00**	**450.80**	**2,160.61**

RESULTS FROM
PART 3
EXERCISE 2

Statement of Account - A. Client[A1-111501]

02/15/2002

Date	Amount	Description	Cheque Issued
30 - Nov - 2001	$6,273.86	Payment of ACV less $200.00 Deductible	No
20 - Dec - 2001	$152.45	Payment of Session 1 Receipts	No
20 - Jan - 2002	$2,160.61	Payment of Session 2 Receipts	No
GRAND TOTAL	$8,586.92	CONTENT LIMIT	$56,000.00
		Remaining Credit	$47,413.08

RESULTS FROM
PART 3
EXERCISE 2

Exercise 2 - Answer

1. Click Replacement tab on left hand side of screen.
2. Click **Start New Session** box.
3. Click **View Session Info** box.
4. Double-click Item #001.
5. Click **Add New Item Replacement Detail** box.
6. Enter the information provided with a $300.00 betterment.
7. Click **Save** box.
8. Repeat steps 4, 5, 6 (without the betterment) and 7 for all new receipts received.
9. Double-click Item #003.
10. Click **Add New Item Replacement Detail** box.
11. Enter "-1" in quantity field and an amount of $41.20 as per original entry in replacement cost field.
12. Click **Save** box.
13. Repeat steps 4, 5, 6 (without the betterment) and 7 for item #020.
14. Close Session Info Screen.
15. Close Sessioning Screen.
16. Click Reports tab at left hand side of screen.
17. Double-click on report Items Replaced – By Session.
18. The program will ask you if you want all sessions on your report, select No. The program will then ask which session (s) you would like in your report. Enter the session number you wish to view – in this case #2.
19. Review Report, compare to attached example and print.
20. Exit Report View screen and click on Replacement tab on left hand side of screen. Close Sessioning screen. Click **Close Current Session** box. A message will appear asking if you are sure you want to close session, click on yes.
21. Click Client Information tab on left hand side.
22. Click **Payment Information** box and click **Add** box.
23. Enter Payment Information and click **Save** box. Close Payment Info Screen.
24. Click Reports tab on left hand side of screen.
25. Double-click on Client Report – Statement of Account.
26. Print Report and exit Report Viewing Screen.

Exercise 3

Insured has sent in the following receipts and the following information on March 1, 2002.

Items #10, 11, 12	
	$2,500.00
7% PST	175.00
7% GST	175.00
	$2,850.00

Item #021	
	$999.00
7% PST	69.93
7% GST	69.93
	$1,138.86

Items #16 & 22	
	$599.00
7% PST	41.93
7% GST	41.93
	$682.86

6 @ $10.99	$65.94	Item #008
3 @ $19.95	59.85	Item #014
	$125.79	
7% PST	8.81	
7% GST	8.81	
	$143.41	

NOTE: Adjuster – on Item #21 I bought a little better rug this time. Will accept a betterment of $600.00.

1. Enter this information.
2. Create report to show details on transactions.
3. Close session.
4. Enter payment information.
5. Produce report – Items Replaced- By Item.
6. Produce report – Items Not Replaced.

Items Replaced - By Session - A. Client[A1-111501]

02/15/2002

ID	Item	Qty Replaced	Total Est. Repl. cost	Total Dep. $	Total Actual Repl. cost	PST	GST	Total Repl. Cost after tax	Better-ment	Total ACV Advanced	Net Amt Claimed
SESSION 3											
8	Baseball Caps *Assorted*	6	60.00	30.00	65.94	4.62	4.62	75.17	0.00	30.00	45.17
10	Couch	1	1099.00	164.85	2500.00	175.00	175.00	2850.00	0.00	934.15	1915.85
				MIR - Replaces items [#11 #12]						Replacement complete!	
11	Loveseat	1	999.00	149.85	0.00	0.00	0.00	0.00	0.00	849.15	-849.15
				Session # 3 - Multiple Item Replacement for Item 10 : Couch						Replacement complete!	
12	Chair	1	599.00	89.85	0.00	0.00	0.00	0.00	0.00	509.15	-509.15
				Session # 3 - Multiple Item Replacement for Item 10 : Couch						Replacement complete!	
14	Compact Discs *Assorted*	3	75.00	60.00	59.85	4.19	4.19	68.23	0.00	15.00	53.23
16	Television *Panasonic - 20"*	1	499.00	399.20	599.00	41.93	41.93	682.86	0.00	99.80	583.06
				MIR - Replaces items [#22]						Replacement complete!	
21	Area Rug *6' x 9'*	1	300.00	36.90	999.00	69.93	69.93	1138.86	600.00	263.10	275.76
										Replacement complete!	
22	VCR *RCA*	1	299.00	193.24	0.00	0.00	0.00	0.00	0.00	105.76	-105.76
				Session # 3 - Multiple Item Replacement for Item 16 : Television						Replacement complete!	
Summary for Session		**15**	**3,930.00**	**1,123.89**	**4,223.79**	**295.67**	**295.67**	**4,815.12**	**600.00**	**2,806.11**	**1,409.01**
GRAND TOTAL		**15**	**3,930.00**	**1,123.89**	**4,223.79**	**295.67**	**295.67**	**4,815.12**	**600.00**	**2,806.11**	**1,409.01**

RESULTS FROM
PART 3
EXERCISE 3

Items Replaced - By Item - A. Client[A1-111501]

PART 3 EXERCISE 3

02/15/2002

ID	Item		Qty Replaced	Total Est. Repl. cost	Total Dep. $	Total Actual Repl. cost	PST	GST	Total Repl. Cost after tax	Better-ment	Total ACV Advanced	Net Amt Claimed
Item # 1	**Stove**										Replacement complete!	
Session #	2		1	$899.00	$719.20	$1,320.00	$92.40	$92.40	$1,504.80	300.00	$179.80	$1,025.00
Summary for Item # 1			**1**	**899.00**	**719.20**	**1,320.00**	**92.40**	**92.40**	**1,504.80**	**#####**	**179.80**	**1,025.00**
Item # 2	**Fridge**										Replacement complete!	
Session #	2		1	$1100.00	$880.00	$999.00	$69.93	$69.93	$1,138.86	$0.00	$220.00	$918.86
Summary for Item # 2			**1**	**1,100.00**	**880.00**	**999.00**	**69.93**	**69.93**	**1,138.86**	**0.00**	**220.00**	**918.86**
Item # 3	**Toaster**										Replacement complete!	
Session #	1		1	$39.00	$0.00	$41.20	$2.88	$2.88	$46.97	$0.00	$39.00	$7.97
Session #	2		-1	$-39.00	$0.00	($41.20)	($2.88)	($2.88)	($46.97)	$0.00	($39.00)	($7.97)
Summary for Item # 3			**0**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
Item # 6	**Jacket**										Replacement complete!	
Session #	1		1	$109.00	$87.20	$121.00	$0.00	$8.47	$129.47	$0.00	$21.80	$107.67
Summary for Item # 6			**1**	**109.00**	**87.20**	**121.00**	**0.00**	**8.47**	**129.47**	**0.00**	**21.80**	**107.67**
Item # 8	**Baseball Caps**											
Session #	1		2	$20.00	$10.00	$13.98	$0.98	$0.98	$15.94	$0.00	$10.00	$5.94
Session #	2		5	$50.00	$25.00	$49.95	$3.50	$3.50	$56.94	$0.00	$25.00	$31.94
Session #	3		6	$60.00	$30.00	$65.94	$4.62	$4.62	$75.17	$0.00	$30.00	$45.17
Summary for Item # 8			**13**	**130.00**	**65.00**	**129.87**	**9.09**	**9.09**	**148.05**	**0.00**	**65.00**	**83.05**
Item # 9	**Baseball Gloves**										Replacement complete!	
Session #	1		1	$50.00	$25.00	$46.99	$3.29	$3.29	$53.57	$0.00	$25.00	$28.57
Session #	1		1	$50.00	$25.00	$19.95	$1.40	$1.40	$22.74	$0.00	$25.00	($2.26)
Summary for Item # 9			**2**	**100.00**	**50.00**	**66.94**	**4.69**	**4.69**	**76.31**	**0.00**	**50.00**	**26.31**
Item # 10	**Couch**										Replacement complete!	
Session #	3		1	$1099.00	$164.85	$2,500.00	$175.00	$175.00	$2,850.00	$0.00	$934.15	$1,915.85
						MIR - Replaces items [#11 #12]						
Summary for Item # 10			**1**	**1,099.00**	**164.85**	**2,500.00**	**175.00**	**175.00**	**2,850.00**	**0.00**	**934.15**	**1,915.85**

ID	Item	Qty Replaced	Total Est. Repl. cost	Total Dep. $	Total Actual Repl. cost	PST	GST	Total Repl. Cost after tax	Better-ment	Total ACV Advanced	Net Amt Claimed
Item # 11	**Loveseat**									Replacement complete!	
Session #	3	1	$999.00	$149.85	$0.00	$0.00	$0.00	$0.00	$0.00	$849.15	($849.15)
					Session # 3 - Multiple Item Replacement for Item 10 : Couch						
Summary for Item # 11		**1**	**999.00**	**149.85**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**849.15**	**(849.15)**
Item # 12	**Chair**									Replacement complete!	
Session #	3	1	$599.00	$89.85	$0.00	$0.00	$0.00	$0.00	$0.00	$509.15	($509.15)
					Session # 3 - Multiple Item Replacement for Item 10 : Couch						
Summary for Item # 12		**1**	**599.00**	**89.85**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**509.15**	**(509.15)**
Item # 14	**Compact Discs**										
Session #	2	6	$150.00	$120.00	$131.94	$9.24	$9.24	$150.41	$0.00	$30.00	$120.41
Session #	2	1	$25.00	$20.00	$26.99	$1.89	$1.89	$30.77	$0.00	$5.00	$25.77
Session #	2	1	$25.00	$20.00	$25.99	$1.82	$1.82	$29.63	$0.00	$5.00	$24.63
Session #	3	3	$75.00	$60.00	$59.85	$4.19	$4.19	$68.23	$0.00	$15.00	$53.23
Summary for Item # 14		**11**	**275.00**	**220.00**	**244.77**	**17.13**	**17.13**	**279.04**	**0.00**	**55.00**	**224.04**
Item # 16	**Television**									Replacement complete!	
Session #	3	1	$499.00	$399.20	$599.00	$41.93	$41.93	$682.86	$0.00	$99.80	$583.06
					MIR - Replaces items [#22]						
Summary for Item # 16		**1**	**499.00**	**399.20**	**599.00**	**41.93**	**41.93**	**682.86**	**0.00**	**99.80**	**583.06**
Item # 18	**Ash Trays**									Replacement complete!	
Session #	1	1	$5.00	$2.50	$4.29	$0.30	$0.30	$4.89	$0.00	$2.50	$2.39
Session #	1	1	$5.00	$2.50	$4.10	$0.29	$0.29	$4.67	$0.00	$2.50	$2.17
Summary for Item # 18		**2**	**10.00**	**5.00**	**8.39**	**0.59**	**0.59**	**9.56**	**0.00**	**5.00**	**4.56**
Item # 20	**Blanket**									Replacement complete!	
Session #	2	1	$50.00	$25.00	$41.20	$2.88	$2.88	$46.97	$0.00	$25.00	$21.97
Summary for Item # 20		**1**	**50.00**	**25.00**	**41.20**	**2.88**	**2.88**	**46.97**	**0.00**	**25.00**	**21.97**
Item # 21	**Area Rug**									Replacement complete!	
Session #	3	1	$300.00	$36.90	$999.00	$69.93	$69.93	$1,138.86	600.00	$263.10	$275.76
Summary for Item # 21		**1**	**300.00**	**36.90**	**999.00**	**69.93**	**69.93**	**1,138.86**	**#####**	**263.10**	**275.76**

ID	Item	Qty Replaced	Total Est. Repl. cost	Total Dep. $	Total Actual Repl. cost	PST	GST	Total Repl. Cost after tax	Better-ment	Total ACV Advanced	Net Amt Claimed
Item # 22	**VCR**									Replacement complete!	
Session #	3	1	$299.00	$193.24	$0.00	$0.00	$0.00	$0.00	$0.00	$105.76	($105.76)
						Session # 3 - Multiple Item Replacement for Item 16 : Television					
Summary for Item # 22		**1**	**299.00**	**193.24**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**105.76**	**(105.76)**
GRAND TOTAL		**38**	**6,468.00**	**3,085.29**	**7,029.17**	**483.57**	**492.04**	**8,004.78**	**######**	**3,382.71**	**3,722.07**

Items not replaced - A. Client[A1-111501]

PART 3 EXERCISE 3

02/15/2002

ID	Item	Category Room	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Total Dep. $	Qty	Qty Replaced	Qty Remaining	Bal. ACV
4	Refrigerator Contents *Food, etc.*	Food/Toiletries/Cleaning *Kitchen*	$ 200.00	-	$300.00	$0.00	1	0	1	$300.00
5	Picture *Cats & Dogs*	Ornaments/Crafts/Deco *Kitchen*	$ 0.00 *May 16, 2000*	1.5	$35.00	$10.50	1	0	1	$24.50
7	Fur Coat *Raccoon*	Clothing *Back Entrance*	$ 1,200.00 *November 20, 1981*	20.0	$2500.00	$1250.00	1	0	1	$1250.00
8	Baseball Caps *Assorted*	Clothing *Back Entrance*		-	$200.00	$100.00	20	13	7	$35.00
14	Compact Discs *Assorted*	Books/Music/Videos/Ph *Living Room*	$ 400.00	-	$500.00	$400.00	20	11	9	$45.00
15	Cassette Tapes *Assorted*	Books/Music/Videos/Ph *Living Room*	$ 150.00	-	$150.00	$120.00	10	0	10	$30.00
17	Family Picture *In Frame*	Ornaments/Crafts/Deco *Living Room*	$ 0.00 *June 01, 1995*	6.5	$300.00	$225.00	1	0	1	$75.00
19	Table Lamps	Furniture *Living Room*	$ 300.00 *December 25, 2000*	0.9	$300.00	$13.35	2	0	2	$286.65
23	VCR Tapes *Blank*	Books/Music/Videos/Ph *Living Room*	$ 30.00	-	$30.00	$24.00	10	0	10	$6.00
24	Coffee Table *Antique*	Antiques *Living Room*	$ 200.00	-	$1000.00	$0.00	1	0	1	$1000.00
GRAND TOTAL			**$ 2,480.00**		**$5,315.00**	**$2,142.85**	**67**	**24**	**43**	**$3,052.15**

Average Depreciation % 40.32

Exercise 3 - Answer

1. Click on Replacement tab at left hand side of screen.
2. Close Sessioning Screen.
3. Click **Start New Session** box.
4. Click **View Session Info** box.
5. Double-click on Item #10 to select.
6. Click **Add New Item Replacement Detail** box.
7. Enter full replacement amount of $2,500.
8. Click Multiple Items Replaced box.
9. Type 011 in "Add Item to Replace" and hit enter.
10. Type 012 in "Add Item to Replace" and hit enter.
11. Click **Save** box.
12. Program will ask if you are sure you want to replace multiple items. Click "Yes".
13. Repeat steps 5, 6, 7, 8, 10 and 11 for Item 16 using $599.00 as replacement cost and Multiple Item #22.
14. Repeat steps 6 and 10 for Item 21 using $999.00 as replacement cost and a betterment of $600.
15. Close Session Info screen and Sessioning screen.
16. Click on Reports tab at left hand side of screen.
17. Double-click on report Items Replaced – By Session. The program will ask you if you want all sessions on your report, select No. The program will then ask which session (s) you would like in your report. Enter the session number you wish to view – in this case #3.
18. Click on Replacement tab at left hand side of screen.
19. Close Session Screen.
20. Click **Close Current Session** box.
21. Click Client Info tab at left hand side of screen.
22. Click **Payment Info** box.
23. Click **Add** box, enter payment information and click **Save** box.
24. Close Payment Info screen.
25. Click Reports tab at left hand side of screen.
26. Double-click on report Items Replaced – By Item and print report.
27. Close Report View screen.
28. Double-click on report Items Not Replaced and print report.
29. Close Report View screen.

Exercise 4

1. Receipt for Item(s) 19 were bought as a set.

	Item #019
	$299.00
7% PST	20.93
7% GST	20.93
	$340.86

2. They heard from the restoration contractor that the entertainment unit did not turn out so would like to replace it with the following receipt.

	Item #013
	$375.00
7% PST	26.25
7% GST	26.25
	$427.50

1. Enter above items.
2. Produce report for Session 4.
3. Close session.
4. Enter payment information using March 15, 2002.
5. Produce report – Items Not Replaced.

Items Replaced - By Session - A. Client[A1-111501]

PART 3 EXERCISE 4

02/15/2002

ID	Item	Qty Replaced	Total Est. Repl. cost	Total Dep. $	Total Actual Repl. cost	PST	GST	Total Repl. Cost after tax	Better-ment	Total ACV Advanced	Net Amt Claimed
SESSION 4											
13	Entertainment Unit	1	399.00	0.00	375.00	26.25	26.25	427.50	0.00	0.00	427.50
										Replacement complete!	
19	Table Lamps	2	300.00	13.35	299.00	20.93	20.93	340.86	0.00	286.66	54.20
										Replacement complete!	
Summary for Session4		**3**	**699.00**	**13.35**	**674.00**	**47.18**	**47.18**	**768.36**	**0.00**	**286.66**	**481.70**
GRAND TOTAL		**3**	**699.00**	**13.35**	**674.00**	**47.18**	**47.18**	**768.36**	**0.00**	**286.66**	**481.70**

Items not replaced - A. Client[A1-111501]

PART 3 EXERCISE 4

02/15/2002

ID	Item	Category Room	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Total Dep. $	Qty	Qty Replaced	Qty Remaining	Bal. ACV
4	Refrigerator Contents *Food, etc.*	Food/Toiletries/Cleaning *Kitchen*	$ 200.00	-	$300.00	$0.00	1	0	1	$300.00
5	Picture *Cats & Dogs*	Ornaments/Crafts/Deco *Kitchen*	$ 0.00 *May 16, 2000*	1.5	$35.00	$10.50	1	0	1	$24.50
7	Fur Coat *Raccoon*	Clothing *Back Entrance*	$ 1,200.00 *November 20, 1981*	20.0	$2500.00	$1250.00	1	0	1	$1250.00
8	Baseball Caps *Assorted*	Clothing *Back Entrance*		-	$200.00	$100.00	20	13	7	$35.00
14	Compact Discs *Assorted*	Books/Music/Videos/Ph *Living Room*	$ 400.00	-	$500.00	$400.00	20	11	9	$45.00
15	Cassette Tapes *Assorted*	Books/Music/Videos/Ph *Living Room*	$ 150.00	-	$150.00	$120.00	10	0	10	$30.00
17	Family Picture *In Frame*	Ornaments/Crafts/Deco *Living Room*	$ 0.00 *June 01, 1995*	6.5	$300.00	$225.00	1	0	1	$75.00
23	VCR Tapes *Blank*	Books/Music/Videos/Ph *Living Room*	$ 30.00	-	$30.00	$24.00	10	0	10	$6.00
24	Coffee Table *Antique*	Antiques *Living Room*	$ 200.00	-	$1000.00	$0.00	1	0	1	$1000.00
GRAND TOTAL			**$ 2,180.00**		**$5,015.00**	**$2,129.50**	**65**	**24**	**41**	**$2,765.50**

Average Depreciation % 42.46

Statement of Account - A. Client[A1-111501]

PART 3
EXERCISE 4

02/15/2002

Date	Amount	Description	Cheque Issued
30 - Nov - 2001	$6,273.86	Payment of ACV less $200.00 Deductible	No
20 - Dec - 2001	$152.45	Payment of Session 1 Receipts	No
20 - Jan - 2002	$2,160.61	Payment of Session 2 Receipts	No
1 - Mar - 2002	$1,409.01	Payment of Session 3 Receipts	No
15 - Mar - 2002	$481.70	Payment of Session 4 Receipts	No
GRAND TOTAL	$10,477.63	CONTENT LIMIT	$56,000.00
		Remaining Credit	$45,522.37

Exercise 4 – Answer

1. Click Replacement tab at left hand side of screen.
2. Click **Start New Session** box.
3. Click **View Session Info** box.
4. Double-click on Item #019.
5. Click **Add New Replacement Detail** box.
6. Add Replacement Details:
7. $299.00 Represents 2 lamps therefore you must divide $299.00 by 2 and enter it as 2 at $149.50 each.
8. Click **Save** box.
9. For Item #13, we have to remember it was tagged as restorable and therefore will not be available through the replacement tab. We have to go back and un-tag the item. Close Session Info screen and Sessioning screen.
10. Click Inventory tab at left hand side of screen.
11. Double-click on Item #13 to select.
12. Un-check the "Is Item Restorable" box and click **Save** box.
13. Exit Inventory Detail Screen.
14. Click Replacement tab at left hand side of screen.
15. Enter Item #13 to find.
16. Click **Add New Replacement Detail** box, enter replacement information and click **Save** box. Note: no depreciation was taken so full replacement cost is equal to net amount claimed.
17. Close Session Info screen and Sessioning screen.
18. Click Reports tab at left hand side of screen.
19. Double-click on report Items Replaced – By Session. The program will ask you if you want all sessions on your report, select No. The program will then ask which session (s) you would like in your report. Enter the session number you wish to view – in this case #4.
20. Print report and exit Report View Screen.
21. Click on Replacement tab at left hand side of screen.
22. Close Sessioning screen.
23. Click **Close Current Session**, click yes to continue.
24. Click on Client Info tab at left hand side of screen.
25. Click **Payment Info** box.
26. Click **Add** box, enter payment information and click **Save** box.
27. Close Payment Info Screen.
28. Click on Reports tab at left hand side of screen.
29. Double-click on report Items Not Replaced, print and exit Report View screen.

Exercise 5

The objective of this exercise is to demonstrate the method used to handle the items where an insured has accepted the ACV as a cash settlement and therefore will not be replacing those items.

The Insured has reviewed the **Items Not Replaced** report and provided the following information on June 20, 2002.

They decided they will accept the ACV and will not be replacing items 4, 5, 8, 15 and 17.

Exercise 5 - Answer

1. Click Replacement tab at left hand side of screen.
2. Click **Start New Session** box.
3. Click **View Session Info** box.
4. Click **Mark Items as Replaced** box.
5. Mark off 4, 5, 8, 15 and 17 by clicking on the box to the left of the item number.
6. Click "OK".
7. Click "Yes" you're sure.
8. Click on Reports tab at left hand side of screen.
9. Double-click on report Items Not Replaced, print and exit Report View screen.

Items not replaced - A. Client[A1-111501]

PART 3 EXERCISE 5

02/15/2002

ID	Item	Category Room	Purchase Price Purchased Date	Age	Total Est. Repl. cost	Total Dep. $	Qty	Qty Replaced	Qty Remaining	Bal. ACV
7	Fur Coat *Raccoon*	Clothing *Back Entrance*	$ 1,200.00 *November 20, 1981*	20.0	$2500.00	$1250.00	1	0	1	$1250.00
14	Compact Discs *Assorted*	Books/Music/Videos/Ph *Living Room*	$ 400.00	-	$500.00	$400.00	20	11	9	$45.00
23	VCR Tapes *Blank*	Books/Music/Videos/Ph *Living Room*	$ 30.00	-	$30.00	$24.00	10	0	10	$6.00
24	Coffee Table *Antique*	Antiques *Living Room*	$ 200.00	-	$1000.00	$0.00	1	0	1	$1000.00
GRAND TOTAL			**$ 1,830.00**		**$4,030.00**	**$1,674.00**	**32**	**11**	**21**	**$2,301.00**

Average Depreciation % 41.54

PART 4 –OTHER CanList FEATURES AND OPTIONS

The objective of these exercises is to demonstrate some of the other features available within CanList.

The objective of this exercise is to demonstrate the ability to download an insured's entire inventory onto a disk, re-import that file and finally how to delete files that are no longer necessary. You will need a blank, 3 1/4 floppy disk to do this exercise.

Exercise 1

1. Save the entire file "A. Client" to disk.

2. Re-import "A. Client" from disk.

3. Delete imported "A. Client".

Exercise 1 - Answer

1. Save entire file.
   - Click "File" from Toolbar menu at top of screen.
   - Click "Export Client"
   - Click **Save to Floppy** box and follow the on-screen directions. (Note: This may take a few minutes).

2. Re-import client.
   - Click "File" from Toolbar menu at top of screen.
   - Click "Import Client"
   - Click on "A Drive" in Step 1 box.
   - Double Click on File # to confirm Client Name.
   - Click "Import Client" as the import type.
   - Click **Import Now** box.
   - Click "Yes" you're sure (Note: This may take a few minutes).
   - Close Import Client Screen

3. Delete Imported Client

   - Click "Open File" from Toolbar menu at top of screen or by using File Folder tab.
   - Click "A. Client imported on ...." to highlight.
   - Check the advanced box.
   - Click **Delete Selected Client** box.
   - Click "Yes" you're sure.

CANLIST QUIZ

PART 1

1. CanList can handle multiple claims in its database. YES___ NO___

2. CanList can have more than one client open at a time. YES___ NO___

3. CanList will let you customize the rooms in an insured's house. YES___ NO___

4. CanList will let you customize your own categories. YES___ NO___

5. CanList will let you delete rooms and categories at any point in a claim. YES___ NO___

6. CanList will let you change the name, address, or claim number of an insured at any time. YES___ NO___

7. CanList will let you enter the insured's inventory without the following information:

   a. Item YES___ NO___
   b. Description YES___ NO___
   c. Room YES___ NO___
   d. Category YES___ NO___
   e. Purchased At YES___ NO___
   f. Quantity YES___ NO___
   g. Original Purchase Price YES___ NO___
   h. Estimated Replacement Cost YES___ NO___
   i. Date of Purchase YES___ NO___

8. CanList will let you assign your own item number to an inventory item. YES___ NO___

9. CanList will let you keep track of items that are restorable or have salvage value. YES___ NO___

10. CanList will offer suggestions on replacement cost pricing. YES___ NO___

11. CanList will let you edit or delete an item after it has been saved. YES___ NO___

12. CanList will let you edit or delete an item once a report has been printed. YES___ NO___

13. CanList would work equally well for a commercial loss as a residential loss. YES___ NO___

CANLIST QUIZ – ANSWER KEY

PART 1

1. Yes – CanList can handle any number of claims.

2. Yes – You can minimize one client and open the program with another client open.

3. Yes – Although symbols like' as in Tina's bedroom is not acceptable.

4. Yes – Although symbols like' Tina's clothes is not acceptable.

5. No – If the room and category have inventory assigned to them, the room or category cannot be deleted.

6. Yes.

7. a. No.
   b. Yes.
   c. No – CanList needs at least one room to track inventory.
   d. No – CanList needs at least one category to calculate depreciation properly.
   e. Yes.
   f. No – CanList will default to a quantity of one.
   g. Yes.
   h. Yes.
   i. Yes – CanList defaults as an unknown age if no age is entered.

8. No – CanList will automatically start each schedule at Item #001 and continue to assign numbers as each item is saved.

9. Yes.

10. Yes.

11. Yes.

12. Yes.

13. Yes.

CANLIST QUIZ

PART 2

1. CanList can calculate depreciation and ACV automatically. YES___ NO___
2. CanList allows a user to choose any parameters for depreciation. YES___ NO___
3. Once depreciation has been locked it cannot be unlocked. YES___ NO___
4. Once the depreciation parameters have been changed for an individual item, it cannot be changed again. YES___ NO___
5. Applying category depreciation automatically overrides individual depreciation parameters. YES___ NO___
6. Applying single rate depreciation automatically overrides individual depreciation parameters. YES___ NO___
7. CanList will allow you to input the depreciation and ACV amounts. YES___ NO___
8. Category depreciation parameters are initially set under the Tools Menu - Default Depreciation by Category. YES___ NO___
9. The default depreciation parameters can be revised to suit an individual user. YES___ NO___
10. Once depreciation has been locked, you can still edit individual items. YES___ NO___
11. If the age of an item is unknown, CanList will still depreciate it. YES___ NO___
12. If the age of an item is less than one year old, CanList will depreciate it for a portion of the year. YES___ NO___

CANLIST QUIZ – ANSWER KEY

PART 2

1. Yes – once the parameters are chosen CanList will calculate and re-calculate as often as you wish.

2. Yes –Depreciation can be chosen up to a value of 100%.

3. No – Depreciation can be locked and unlocked until you reach the replacement portion of the program. After that depreciation can only be unlocked if all sessions are deleted.

4. No – Until depreciation is locked, individual items can be changed indefinitely.

5. No – Unless you specifically change the option – Override Manual Entries box.

6. No – Unless you specifically change the option – Override Manual Entries box.

7. No – Depreciation must be calculated via %, although you can continue to alter the depreciation % to arrive at a specific depreciation and ACV amount.

8. Yes – This tool is available to allow an adjuster to apply consistent category depreciation parameters to all claims.

9. Yes – This tool is available to allow an adjuster to apply consistent category depreciation parameters to all claims.

10. No – Locking depreciation prevents you from altering depreciation by error once you have chosen to lock all values.

11. Yes – CanList will automatically apply the depreciation parameters for unknown age.

12. Yes.

CANLIST QUIZ

PART 3

1. CanList starts the replacement process by opening a "session". YES___ NO___
2. CanList keeps track of the number of items yet to be replaced even if it is a portion of one item. YES___ NO___
3. If a session is still open, the items entered for replacement can still be edited or deleted. YES___ NO___
4. Once a session is closed, the item replacement information entered in that session can still be edited or deleted. YES___ NO___
5. Once a session is closed, an item can be edited in a different session. YES___ NO___
6. Editing an item after a session is closed involves reversing the original entry and entering the new information. YES___ NO___
7. CanList will let you replace with a quantity larger than the original quantity. YES___ NO___
8. CanList will allow you to alter the PST and GST % of calculation. YES___ NO___
9. CanList will allow you to change the default PST and GST % for your custom use. YES___ NO___
10. CanList can handle individual receipts that replace multiple items. YES___ NO___
11. CanList will not allow you to view and print a session report if the session is still open. YES___ NO___
12. CanList will allow unlimited sessions. YES___ NO___
13. CanList will automatically create cheques to pay an insured for items replaced. YES___ NO___
14. CanList provides the option to remove items from the replacement inventory when an insured chooses to accept the ACV value in lieu of replacement. YES___ NO___
15. At any point in a claim, CanList will provide a list of items yet to be replaced. YES___ NO___
16. CanList still allows the input of new items into the Schedule of Loss even after sessioning has started. YES___ NO___
17. CanList allows you to edit depreciation and ACV after sessioning has started. YES___ NO___

CANLIST QUIZ – ANSWER KEY

PART 3

1. Yes.

2. Yes.

3. Yes.

4. No – For data integrity purposes, CanList assumes that a session will be closed and a cheque sent to an insured from the results of a session. A copy of the session report should accompany a cheque so an insured is aware of the calculations made.

5. Yes.

6. Yes – CanList will allow editing by providing an audit trail of the item changes (i.e. reversal). This way an insured and an adjuster can follow the history of each item replaced.

7. No – CanList assumes that a quantity of one must be replaced with a quantity of one otherwise there may be an error on the receipt.

8. Yes.

9. Yes.

10. Yes.

11. No – CanList can produce a report at any point during a session so that an adjuster can review and edit the results.

12. Yes.

13. No – However, CanList does allow for tracking of cheques sent in the Client Information Screen.

14. Yes – This option provides an adjuster with the opportunity to "clean up" the Schedule of Loss for items the insured has no intention of replacing.

15. Yes – Under Session Reports – "Items Not Replaced".

16. Yes – Often in adjusting a claim new information is made available by an insured after the fact. CanList will allow you to track this information as an addition to an existing database without affecting the work you have done already.

17. No – CanList assumes that if sessioning (replacement) has started, then an insured has received the ACV as an advance and therefore, the ACV should not be altered. CanList will allow editing, however, if all the session information is deleted – See CanList Manual.

CANLIST QUIZ

PART 4

1. CanList will let you delete a client at any time. YES___ NO___

2. Once a client has been deleted it can be retrieved. YES___ NO___

3. CanList allows you to export a client's file onto:

   a. Floppy Disk YES___ NO___
   b. Hard Drive YES___ NO___
   c. CD YES___ NO___
   d. Send by e-mail YES___ NO___

4. When importing an existing client from a floppy disk, CanList will automatically overwrite the existing file. YES___ NO___

5. Exporting a current client is the best way to save a client's file at any point in time. YES___ NO___

CANLIST QUIZ – ANSWER KEY

PART 4

1. Yes.

2. No.

3. a. Yes.
   b. Yes.
   c. No.
   d. Yes.

4. No – CanList will create a new database with the same name but with an additional "tag" (i.e. Imported on…). This will allow an adjuster to review the imported file for accuracy before the old file is deleted. Note that the name of the client can be edited at any time.

5. Yes – It should become a habit to save your work at various points in time in the event that your hard drive crashes.