

6 Ways



to Create an Excellent Customer Experience



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70% of buying experiences are based on how the customer feels they are being treated.

Source: McKinsey



Collect data and measure buyer satisfaction. Ask which points of the buying experience in particular are going well or poorly.

Source: knowledgetree.com

happy plugs
STOCKHOLM

FASHION. STYLE. FUNCTION. AUDIO.
Turning Tech into Fashion



EAR PIECE WIRELESS

Happy Plugs proudly presents its new flagship product – the Ear Piece, a wireless headphone that fuses state-of-the-art technology and minimalistic Swedish design with the ability to transform the headphones into a necklace when not using them. The Ear Piece is elegant and styled like a piece of jewelry that lets users move freely with Bluetooth and control calls and music on all their devices.



The Ear Piece – necklace and headphones combined and the only headphone your users will never hide away in a bag or pocket. Designed with faceted clean lines, refined metal looks, and a distinctive silhouette combined with a beautiful balanced sound experience, this addition to a wardrobe is the most justified accessory to date.

COLOR	DSC#	VENDOR#
White	105006	7850
Black	105007	7851

SRP \$89.99 | Cost \$45.00

REDEFINING YOUR SOUND

Monster Clarity HD On-Ear Bluetooth Headphones

- » Cutting-edge Swipe Controls for play/pause, tracking, and volume.
- » Superior Wireless Performance (apt-X).
- » Ultra-soft ear cushions.
- » Pivoting ear cups.
- » Concealed adjustable headband. Silicon padding—won't slip off your head.
- » Active Echo Suppression Technology. Built-in, high-intelligibility mic for crystal clear calls.
- » Extended battery for all day and all night listening – Over 24 hours at ample level. 30 hours talk time. 20 days standby.
- » Low battery warning tone and light.

COLOR	DSC#	VENDOR#
Black	97674	MH CLY ON BK BT WW**
Gunmetal	97675	MH CLY ON GMET BT WW**

SRP \$149.99 | COST \$108.30

MONSTER
PURE MONSTER SOUND

GET READY FOR ANYTHING
WITH BOOM'S WATER-RESISTANT HEADPHONES

Spooners magnetically "Spoon" together and allow your user to wrap the cord around them for awesome cord management. Three button control for tracks, calls and volume with a microphone. Water-resistant design withstands sweat, rain, and the shower.

- » Detachable sport tips lock and secure while exercising.
- » Simply flip the buds, snap them together and wrap.
- » Magnetic nesting design puts an end to tangled cables.

COLOR	DSC#	VENDOR#
White	26860	SPWH-A
Red	26861	SPRD-A
Black	26859	SPBK-A

SRP \$24.99 | COST \$16.87

BOOM
BORN ON ORIGINAL MOTIVES



78% of consumers have bailed on a transaction or not made an intended purchase because of poor service experience.

Source: helpscout.net



Satisfied employees make satisfied customers. Employees who are informed, educated and well-trained have greater confidence and job satisfaction.

Source: retaildoc.com

Style Your Life

Finally, a Stylus made for Smartphones



Adonit Snap Stylus

Finally, a stylus made specifically for smartphones. Snap was engineered to be incredibly thin, and magnetically attaches to the smartphone for easy access on the go.

Snap Photos

Connect Snap with Bluetooth to take photos and selfies with the press of a button.

Fine Point

The 1.9mm tip provides unparalleled mobile precision for natural writing and drawing.

Compatibility

Snap works on iPhone 5 and newer and Android 5.0 and newer.

Rechargeable

Snap's micro USB charger plugs into any USB port.

DSC#	COLOR	VENDOR#
105657	Black	ADSB
105658	White	ADSW
105659	Bronze	ADSRG

SRP \$34.99 | COST \$21.77



Adonit Dash 2 Fine Point Stylus

With a simple click, Dash is ready to write, sketch, and highlight, making it our quickest, most intuitive stylus to date.

Write & Draw

A fine point stylus gives them the ability to achieve a new level of detail and accuracy on a touchscreen.

Fine Point

The improved 1.9mm tip creates a paper-like drag that's more precise and responsive than ever before.

Click On

No need to connect - just open any note taking or sketching app and begin.

Compatibility

Dash 2 works on all iOS and Android touch screens.

Design

The Dash 2's aluminum body and sleek, ergonomic design make it an iconic multimedia tool. Dash 2 is as pleasing to the eye as it is to the hand.

Rechargeable

Power on for up to 14 hours of continuous use. Recharge within 45 minutes.

DSC#	COLOR	VENDOR#
105646	Silver	ADJD2S
105645	Black	ADJD2BL
105647	Bronze	ADJD2BR

SRP \$49.99 | COST \$27.99



THE ADVENTURE BEGINS

Let your students capture and share their journey with ViDi



Sleek, curved in all the right places, and gorgeous. Features a rear screen display to frame the perfect shot, full high definition HD 1080P at 30 FPS, ultra wide-angle lens, takes videos and still images, and a waterproof case (up to 40 ft). Includes a 4GB Micro SD card, transparent waterproof case, extension pole - for all your student's selfie stick needs, and a USB cable - charge up while they're downloading sick videos.

DSC# 96445 | VENDOR# VDCK021
SRP \$99.99 | COST \$64.87





Over 1 million people view tweets about customer service every week. Roughly 80% of those tweets are negative or critical in nature.

Source: helpscout.net



81% of companies with strong capabilities and competencies for delivering excellent customer experience are outperforming their competition.

Simple. Sophisticated. Designed. **moshi**

Enhancing Your Student's Mobile Lifestyle



Armour

Moshi Armour Case for iPhone 7

Your students can now clad their iPhone in lustrous elegance with Moshi's Armour hardshell case. Featuring a diamond-cut aluminum backplate and a shock-absorbing inner-shell, Armour safeguards their iPhone while giving it a truly unique finish. A raised bezel protects the display when iPhone is laid flat, and the volume and power buttons are fully encased. This protective case best preserves an iPhone's sophisticated look and feel without adding bulk.

COLOR	DSC#	VENDOR#
Rose Gold	105065	99MO088251
Black	105062	99MO088004
Gray	105063	99MO088021
Gold	105064	99MO088231

SRP \$40.00 | COST \$20.24



Check out all iPhone 7 Products at dstewart.com!



Stay Connected with Premium Power



PhoneSuit develops innovative technology with contemporary design and style for today's mobile computing devices. These stylish products match the quality of your user's favorite devices, including smartphones and tablets from Apple, Samsung, and Android.

PhoneSuit Power Core Battery Pack Micro - 5,000mAh

The PhoneSuit Power Core Battery Pack Micro is a battery pack for smartphones; perfect for students who need to charge on the go.

DSC# 104632 | VENDOR# PS-COREV2-50 | SRP \$34.99 | COST \$15.31

PhoneSuit Power Core Battery Pack Ultra - 10,000mAh

The PhoneSuit Power Core Battery Pack Ultra is a rechargeable battery pack for both tablets and smartphones. Now your students can stay charged up anywhere with any device.

DSC# 104633 | VENDOR# PS-COREV2-100 | SRP \$49.99 | COST \$21.88

Why is Creating an Excellent Customer Experience so Important?

To thrive in today's customer empowered environment, resellers need to deliver the best customer experiences when, where and how your students want it. There are currently 80 million Millennials in the U.S. with an annual buying power of \$200 billion, making them the most lucrative market. This generation demands more customer-driven, personalized marketing. Delivering excellent customer experience is a key business imperative to keep students coming back to you for all of their needs.

Only **2%** of consumers feel their expectations are always met.

49% believe they are sometimes met.

70% of Millennials want a more personalized shopping experience.



This results in:

- Frustrated Customers
- Lost Business
- Damaged Brands

THE CONSEQUENCES OF POOR CUSTOMER EXPERIENCES

64% said they would stop doing business with an organization after a poor customer experience



Of those, **91%** would go on to buy from a competing company

SOLVING ISSUES QUICKLY IS CRITICAL

37% of those buying from a competitor said they allowed less than one week for issues to be resolved

59% are willing to wait at least one week

48% are willing to wait between one week and one month



BAD NEWS SPREADS FAST ON THE INTERNET



After a poor customer experience, as many as 49% of Millennial consumers will go on to post on a social media network like Twitter or Facebook.

THIS IS IMPORTANT BECAUSE...

73% of Millennials say it's important to read others' opinions before purchasing.

IT'S BEST TO RESPOND...

Only **29%** of customers who have shared their complaints online have received a response.



51% said when they got a response to their social complaint, they felt more positively about the company

Up to **18%** go on to become loyal customers. By being your students' go-to retailer, you can maintain 4+ years of dedicated business!

17% went on to post a positive comment

13% deleted their original post

62% of Millennials say they are more likely to shop with a retailer that engages with them on social media.

6 KEY RECOMMENDATIONS TO CREATE EXCELLENT CUSTOMER EXPERIENCES

- 1. Ensure sales representatives are available and ready to respond**
 55% of consumers said their expectations were not met because the company was not available to provide assistance.
SOLUTION: Millennials are 216% more likely to be influenced by in-store displays. Leverage interactive displays, demos and fixtures as the "silent salesman" to help students engage with products while in the store when there is no representative present.
- 2. Improve response times**
 55% said the company was too slow to resolve their issues.
SOLUTION: Continually monitor your store's reviews on social media and promptly respond and resolve any negative comments or issues that arise. Make it a point to do this once or twice a week.
- 3. Get armed with the right information**
 55% said that it felt like their product questions were not being answered.
SOLUTION: Build trust with your students by being attentive and asking questions specific to their needs. Millennials are 44% more likely to trust experts (who happen to be strangers).
- 4. Focus on personal touch**
 45% said the store was impersonal.
SOLUTION: Millennials want to feel like your store's products were picked with their interests in mind. Keep best-selling and relevant products in the store so your customers feel like "you get them" as soon as they walk in.
- 5. Make access to products easy**
 89% said having access to real-time product availability influences their retail choices.
SOLUTION: Utilize store signage and product marketing kits to quickly point new products and promotions out to customers so they can easily educate themselves and make a swift buying decision.
- 6. Include social channels in customer response strategies**
 9% said the company was nowhere to be found on social media networking sites.
SOLUTION: Go where your customers are! More than 98% of college students are on social media and 27.2% of them spend more than 6 hours on social media a week.

Source: Oracle



On average, loyal customers are worth up to 10 times as much as their first purchase.

Source: helpscout.net



Americans tell an average of 9 people about good experiences, and tell 16 (nearly two times more) people about poor experiences.

Source: helpscout.net

On-The-Go Clear Screen Solutions

With iKlear's handy travel sizes your students can easily clean their gear wherever they go.

Cleans iPhone, iPad Air & MacBook Displays



iKlear Travel Singles

iKlear Travel Singles are an excellent Solution for cleaning, protecting, and preserving all Apple Products at home or while traveling. Simply use our Step 1 Wet to wipe dirt, dust, and fingerprints off the screen and then polish off the solution using a DMT Antimicrobial Microfiber Cloth. Includes: (20) iKlear Travel Singles—Step 1 Wet, (2) Travel Size DMT Antimicrobial Microfiber Cloths.

DSC# 14750 | Vendor# iK-TS20
Min 1 | SRP \$12.95 | Cost \$7.04

iKlear Spray Bottle, 8oz

The iKlear 8oz Spray Bottle is sold separately as a refill for one of many kits. It is an economical way to clean displays and an ideal workstation, classroom, or lab size bottle.

DSC# 14749 | Vendor# iK-8
Min 1 | SRP \$12.95 | Cost \$7.04



YOUR CLASSROOM ESSENTIALS CASIO

No matter the level of mathematics, your students can always come to class prepared by selecting from a variety of Casio Calculators to fit their needs.



Casio HS-4GS Basic Handheld Calculator

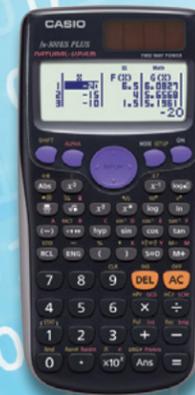
Super-solar, so no batteries needed. 8-digit (16-digit approximation), independent memory, profit margin, percentage, square root key, and change sign (+/-).

DSC# 20070 | Vendor# HS-4GS
SRP \$2.99 | COST \$2.61

Casio FX-300MS Plus Scientific Calculator

Scientific calculator, now with 2-line LCD display. 10 digit accuracy, 1-independent memory and 6 constant memories, performs operations in familiar MDAS order. Fixed decimal option, 18-levels of parentheses, change improper fractions to mixed numbers, change fractions to decimals, fixed decimal capability, trigonometric functions, hyperbolic functions, degrees, radians grads. VPAM, DRG conversions, one variable statistics, standard deviation, permutations and combinations, automatic power shut off. Dual power (solar/battery). Includes slide on hard case with quick reference card.

DSC# 20139 | VENDOR# FX-300MS Plus
SRP \$9.99 | COST \$9.04



Casio FX-300ESPLUS Scientific Calculator

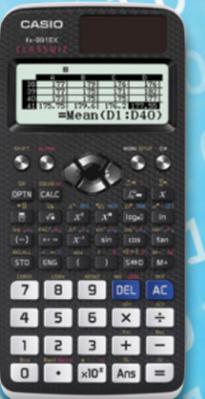
Casio's latest standard scientific calculator features new Natural Textbook Display and improved math functionality. FX-300ES PLUS has been designed as the perfect choice for students learning General Math, Trigonometry, Statistics, Algebra I and II, Pre-Algebra, Geometry, and Physics.

DSC# 20201 | VENDOR# FX-300ESPLUS-BK
SRP \$12.99 | COST \$10.37

Casio FX-991EX Scientific Calculator

A high-performance scientific calculator with high-resolution display increasing the amount of information displayed and super-fast calculation speed for testing or performing the most advanced mathematics. High-resolution LCD screen allows viewing of more information like spreadsheets and 4x4 matrix calculations. This calculator has a comprehensive set of advanced calculations for integration and differential calculus, along with vector and inequality calculations.

DSC# 96873 | VENDOR# FX-991EX-S-IH
SRP \$19.99 | COST \$15.96





It is 6-7 times more expensive to acquire a new customer than it is to keep a current one.

Source: helpscout.net



84% of customers are willing to pay more for a better experience. Better customer experiences = more revenue for your company.

Source: Oracle.com

Experience the full-color capabilities of the TI-84 Plus CE Graphing Calculator

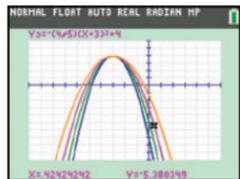


The TI-84 Plus CE calculator features full color, a high-resolution screen, and a sleek, slim look



Key Features:

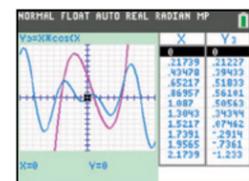
- High-resolution, full-color backlit display
- Sleek design
- TI Rechargeable Battery
- Familiar 84 Plus Family functionality
- Ability to import and use images



Colorful Learning
Math comes to life with the full-color, high-resolution screen.



Power Your Learning
The TI Rechargeable Battery is both convenient and efficient. Recharge with USB, wall charger or TI Charging Station CE.



Familiar Functionality
The same menu structure and navigation as the TI-84 Plus graphing calculator with enhanced features.

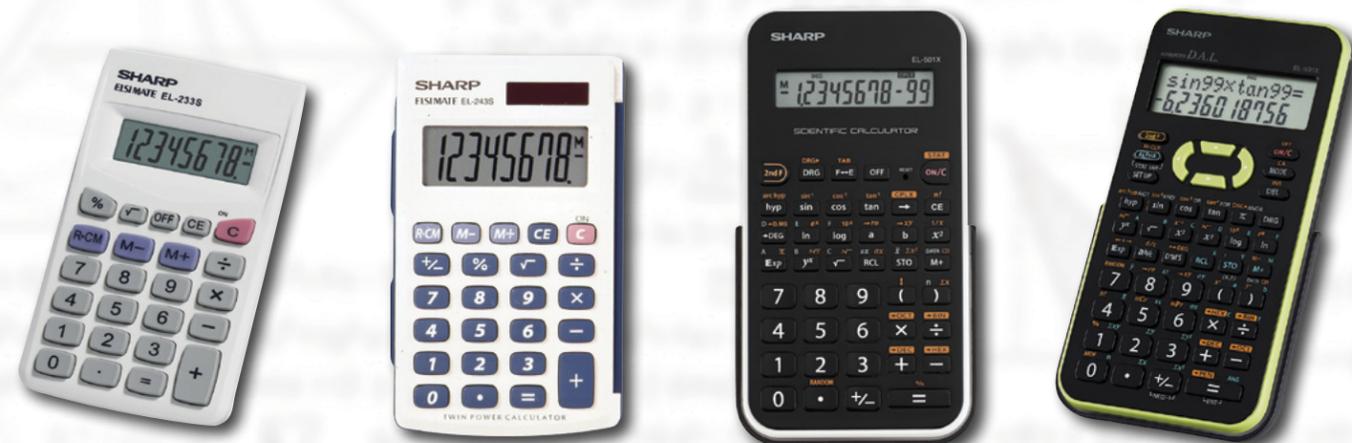


Real-World Connections
Import photos and overlay graphs to connect concepts with the real world.

TI-84 Plus CE Graphing Calculator

COLOR	DSC#	VENDOR#
BLACK	68221	84PLCE/TBL/1L1
PINK	69878	84PLCE/TBL/1L1/D
DENIM	69879	84PLCE/TBL/1L1/G
RED	69880	84PLCE/TBL/1L1/J
SRP \$149.00 COST \$121.03		

Stay Sharp for School



EL-233SB Basic Calculator

- Easy to read, 8 digit LCD display
- Large 8mm display digits
- Durable plastic keys
- Percent and square root keys
- Battery powered

DSC# 18044
Vendor# EL-233SB | Min 1
SRP \$3.87 | Cost \$1.90

EL-243SB Basic Twin Power Calculator

- Easy to read, 8 digit LCD display
- Large 13mm display digits
- Hinged hard cover
- Fits perfectly in pocket or purse
- Dual power; battery and solar

DSC# 18057
Vendor# EL-243SB | Min 1
SRP \$5.20 | Cost \$2.51

EL-501X Basic Scientific Calculator

- Large 10 digit, 1 line LCD display
- 131 functions
- 2 modes: normal & stat
- Durable, gloss black finish with white accent
- Protective hard case
- Battery powered

DSC# 18093
Vendor# EL-501X-BWH | Min 1
SRP \$8.99 | Cost \$4.51

EL-531X Scientific Calculator

- Large 12 digit, 2 line LCD display
- Direct Algebraic Logic (D.A.L.)
- 272 functions
- 2 modes: normal & stat
- Durable, gloss black finish with green accent
- Protective hard case
- Battery powered

DSC# 18104
Vendor# EL-531X-BGR | Min 1
SRP \$13.99 | Cost \$7.14





Poor customer experiences result in an estimated \$83 billion loss by US enterprises each year.

Source: Forbes.com



26% of the general population becomes aware of products and brands through friends and family.

Source: Experticity.com

SECURITY SOLUTIONS FOR ANY SCENARIO



Master Lock Luggage Lock

Allows TSA screeners to inspect and relock baggage without damaging the lock. Unique flexible cable resists abuse from baggage handling equipment. Three-dial, set-your-own combination convenience. Easy to set and reset. Durable metal body. Best used for: luggage and travel, backpacks, duffel bags, sports bags, briefcases, computer bags, jewelry, and curio cabinets. Assorted colors include: Black, Blue, Red, and Silver.

DSC# 55085 | VENDOR# 4688D
MIN 4 | SRP \$9.58 | COST \$6.16



Master Lock Combination Padlock

Aluminum cover with durable anodized finish. Combination security for keyless convenience. Three-digit dialing. Metal body. Hardened steel shackle for extra cut resistance. Best used for: school, employee, and athletic storage lockers and cabinets. Each package contains one lock.

DSC# 55114 | VENDOR# 1500D
MIN 6 | SRP \$7.24 | COST \$4.35



Master Lock Quantum 8 Braided Steel Keyed Cable Lock

Integrated disc-keyed locking mechanism for maximum pick resistance. Self-coiling braided steel cable for strong cut resistance. Protective vinyl coating helps prevent scratching. Yellow lock body connectors.

DSC# 55097 | VENDOR# 8126D
MIN 12 | SRP \$13.26 | COST \$7.96



Master Lock Warded Keyed Padlock

Padlock features a durable laminated steel 1-1/2" (38mm) body. Warded locking mechanism minimizes jamming from dirt and grime. Steel shackle provides strong cut-resistance. Includes pair of nickel-plated steel keys.

DSC# 55105 | VENDOR# 22D |
MIN 4 | SRP \$4.00 | COST \$2.57



Master Lock All Terrain Extra Wide U-Lock with Disc Key

Hardened steel body resists cutting, sawing, and prying. Double locking shackle withstands 3.5 tons (3.2 metric tons) of pull force. Disc key for superior pick resistance. Vinyl coating for weather and scratch resistance. Carrier bracket included for convenient storage.

DSC# 55092 | VENDOR# 8184D
MIN 4 | SRP \$27.38 | COST \$16.43

EVERYTHING YOUR STUDENT NEEDS FOR THE CLASSROOM



BIC Xtra Life Mechanical Pencil

This non-refillable mechanical pencil contains three full-length leads housed in a sleek black, colored, or gray barrel accented with a variety of colorful pocket clips. Features a clutch-action mechanism to advance and retract leads.

PACK	DSC#	VENDOR#	MIN	SRP	COST
5 Pk	74062	MPP51-BLK	12	\$2.95	\$1.50
10 Pk	74078	MPP101-BLK	12	\$5.79	\$2.84

BIC Round Stic Grip Ultra Comfort Ballpoint Pen

Features BIC's exclusive Easy-Glide System ink technology. Nickel silver ballpoint produces smooth and vivid line. Grooved finger grip area makes the pen easier to grip for comfortable, controlled writing.

DSC# 74074 | VENDOR# GSMGP81-BLK | MIN 12
SRP \$2.75 | COST \$1.43



Bic Brite Liner Highlighter

Features a chisel tip that allows for broad or fine strokes. Bright fluorescent ink. Assorted 5Pk colors include: Blue, Green, Orange, Pink, and Yellow.

DSC# 74064 | VENDOR# BLP51W-AST | MIN 6
SRP \$4.49 | COST \$2.01

BIC Wite-Out Brand EZCorrect Correction Tape

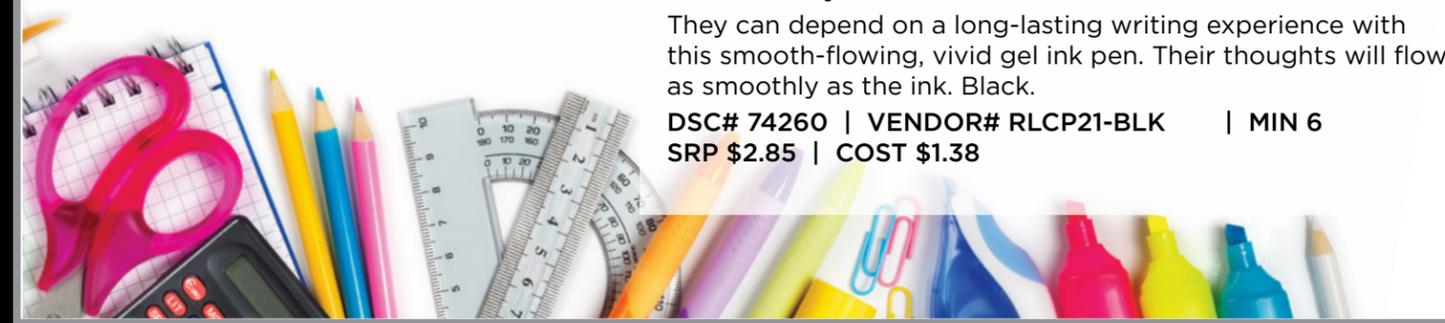
Corrects mistakes instantly with no drying time. Complete coverage one line at a time with no bleed-through and smear-free. Dispenser allows for easy, precise corrections.

DSC# 74195 | VENDOR# WOTAPP11-WHI | MIN 6
SRP \$3.59 | COST \$1.84

BIC Gel-ocity Retractable Gel Pen

They can depend on a long-lasting writing experience with this smooth-flowing, vivid gel ink pen. Their thoughts will flow as smoothly as the ink. Black.

DSC# 74260 | VENDOR# RLCP21-BLK | MIN 6
SRP \$2.85 | COST \$1.38





Less than 10% of businesses truly understand what experience buyers receive.

Source: Forbes.com



Even a little bit of education can lead to a lot of sales. Retail individuals who took one short, interactive education module on any brand sold 9.5% more afterward.

Source: expertcity.com

A Damage-Free Hanging Solution for Every Project

The possibilities are endless when your students use Command™ Hooks to organize their dorm rooms and apartments.



COMMAND™ HOOK WITH ADHESIVE STRIP

Command™ Small Hooks offer a mounting solution that holds firmly and removes cleanly. They leave no surface damage and are reusable. Each hook holds up to 1 lb.

DSC# 83769 | VENDOR# 17002 | MIN 6 | SRP \$4.20 | COST \$2.24



COMMAND™ LARGE REUSABLE ADHESIVE STRIP HOOK

Reusable Hooks with Command™ Adhesive Strips provide an easy way to organize and decorate your student's apartment or dorm room. Rearrange as often as they like. Each hook holds firmly, removes cleanly and leaves no surface damage.

DSC# 83749 | VENDOR# 17003 | MIN 6 | SRP \$3.99 | COST \$2.40



COMMAND™ PICTURE HANGING STRIP

One click tells you pictures are locked in and holding tight. Removes cleanly leaving behind no holes, marks, sticky residue or stains

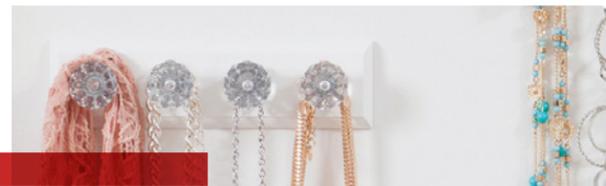
DSC# 57657 | VENDOR# 17202 | MIN 9 | SRP \$4.60 | COST \$2.53



COMMAND™ MEDIUM PICTURE HANGING STRIP

Picture hanging strips with Command™ Adhesive hold firmly where placed. Fasteners can be separated and reattached with the rubber resin adhesive. When removed, they come off cleanly without surface damage. Each set holds up to 3 lb. Liner is made of paper. Tape has a double-coat construction.

DSC#	VENDOR#	MIN	SRP	COST
57469	17204	4	\$6.12	\$4.63
83750	17001	6	\$3.99	\$2.40
57656	17201	9	\$4.29	\$2.53



Reliable Power when you need it

Coppertop Alkaline Battery

CopperTop is best suited for the devices used most. When users need long-lasting, reliable power, they count on CopperTop.



DESCRIPTION	DSC#	VENDOR#	MIN	SRP	COST
AAA 2Pk	56106	MN2400B2Z	18	\$3.48	\$2.00
AAA 4Pk	56108	MN2400B4Z	18	\$6.12	\$3.48
AA 2 Pk	56103	MN1500B2Z	14	\$3.48	\$2.00
AA 4 Pk	56104	MN1500B4Z	14	\$6.12	\$3.48
C 2 Pk	56102	MN1400B2Z	8	\$6.12	\$3.72
D 2 Pk	56101	MN1300B2Z	6	\$6.12	\$3.72
9V 1 Pk	56105	MN1604B1Z	12	\$6.12	\$3.72

Essential Math Tools from Design Science



Design Science is the worldwide leader in software for scientific and technical communication. The company's MathType product is used by scientists, engineers, educators, students and publishing professionals for authoring and publishing mathematical notation in print and online content.

MathType™

For Windows & Mac

MathType is a powerful interactive equation editor for Windows and Mac that lets users create mathematical notation for word processing, web pages, desktop publishing, presentations, elearning, and for TeX, LaTeX, and MathML documents. MathType works with Microsoft Word, PowerPoint, Apple's Pages, and 800+ other applications and websites.

Electronic Downloads and Licensing Options are available. Contact us to learn more!



Understand how buyers perceive their interactions with a brand and then deliver value during those interactions so buyers become brand advocates.

Source: Forbes.com



Delivering a basic greeting and having a genuine desire to connect lets your customers know that there are helpful, interested people waiting to assist them.

Source: retaildoc.com



TechSmith®

Bundle Up and Save!

Students can save big by purchasing Camtasia and Snagit together



Camtasia

Screen Recording and Video Editing: TechSmith Camtasia is a reliable screen recording and video editing tool that helps users convey their message conveniently and effectively, no matter the audience.

- 1 Choose your footage**
Create a great looking video, even if it's the very first time. Camtasia makes it easy to record a screen or import camera footage.
- 2 Make your edits**
Edit videos in no-time. Our drag-and-drop video editor lets anyone easily add professional-quality titles, animations, music, transitions, and more.
- 3 Create your video**
Anyone can make an engaging video with Camtasia. They don't have to spend thousands of dollars to outsource videos or spend months learning a complicated system.

DSC# 105427 | MFG# CAMSG01-9-E | SRP \$179.00



Snagit

Screen Capture and So Much More: Communicate ideas visually, give feedback, and create shareable content with TechSmith Snagit. Simply capture the screen, customize it with effects, and share it with anyone.

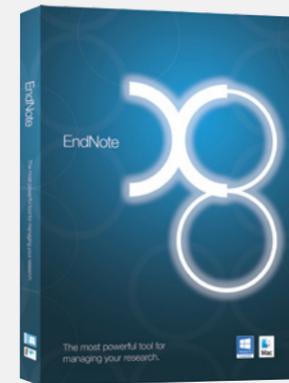
- Scrolling capture**
Quickly capture a full-page screenshot even if it's not showing on the screen. Grab the entire vertical scrolling area with just a click. 
- Panoramic capture**
Capture wide, horizontal scrolls, infinitely scrolling webpages, and everything in between. Capture once, instead of taking individual captures and manually editing them together. 
- Animated GIF**
Turn any short recording into an animated GIF. Perfect for showing off quick tasks and workflows. 

DSC# 101720 | Vendor# SNAGAV01-13-E | SRP \$29.95



Introducing EndNote X8

A New Way to Collaborate



Research collaboration has taken on a whole new meaning in the digital age. Your users may be spread all over, with access to different resources, but they still need to work together in order to produce truly novel research.

With EndNote X8:

- Share the entire EndNote library, including references, PDFs, and annotations with up to 100 people. Everyone can add to, annotate and use the library—at the same time.
- With the new Activity feed, easily keep track of who is making what changes to the shared library and when.
- Save your funding dollars for your research. There's no additional charge for sharing, no library size limit and no charge for unlimited cloud storage.



Collaborate with a global team

Work from a single reference library with up to 100 people, no matter where they are located or what institutions they are affiliated with.



Overcome research limitations

Store and share as many references, documents and files as needed – a necessity for successful collaboration.



Stop hunting down full text PDFs

Initiate a search for full text PDFs across an institution's subscription and freely available sources, and it will automatically be attached once found.



Sort through years of work in seconds

Search across reference metadata, full text journal articles, file attachments, personal annotations, and more to locate the research needed in just seconds.



Cite it right the first time

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