



MARKETING



QUALITY



SATISFACTION



LOYALTY

7 WAYS TO PROVIDE EXCEPTIONAL DIGITAL CUSTOMER SERVICE

SERVICE

IMPROVEMENT

SUPPORT

RELIABILITY



Enhance the
Mobile Lifestyle

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New Displays from
PureGear!

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the Modern Student

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81% of consumers admit that it is frustrating dealing with a company that does not make it easy to do business with them.

Source: ProvideSupport.com



THE LATEST FASHION MUST-HAVES



Introducing Pink Marble!

Meet the latest edition to the Happy Plugs marble collection—Pink Marble. Delicate, pure, and very pleasant, these colors emanate peace and tranquility. Match the headphones with a case for the complete set of style.

Description	DSC#	Vendor#	SRP
In-Ear Earbuds with Mic	117716	7838	\$44.25
Slim Case for iPhone 8	113825	9141	\$37.93
Slim Case for iPhone 8 Plus	117717	7839	\$37.93



Happy Plugs Earbuds Plus Wireless with Mic

Happy Plugs Wireless features a minimalistic design with tasteful metallic accents that blends with any style—so lightweight students will forget that it's there. With a 5-hour rechargeable battery life, they can enjoy music and talk all day long. Experience rich bass and amazing clarity, sounding better than most wired headphones.

Color	DSC#	Vendor#
Black	113816	7885
Blush	113818	7887
Nude	113817	7886
White	113819	7884

SRP \$63.23



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happy plugs
STOCKHOLM





55% say easy access to information and support can make them fall in love with a company.

Source: ProvideSupport.com

POPSOCKETS



Get a Grip on These New PopSocket Designs



Merchandise PopSockets with FREE Spinner Displays!

- These displays are compact and perfect to drive impulse purchases.
- Displays feature eye-catching on-trend designs students will love.
- Each display come with a branded header card with PopSocket branding and product instruction.
- Displays are FREE with the purchase of 36 or 72 units.
- Each display comes with 6 FREE black demo units.
- Use the recommended assortment based on best sellers, or customize your own assortment.

Enjoy added protection from drops through easier texting, scrolling, and selfies.

Description	DSC#	Vendor#	SRP
Blue Ice Star	119803	101751	\$12.64
Black Vegan Leather	119813	800101	\$18.96
Twist Rose Gold Aluminum	119817	800098	\$18.96
72Ct Display w/ 6 free demo units	112517	PS72D	FREE
36Ct Display w/ 6 free demo units	112518	PS36D	FREE

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Just 3% of people think organizations listen to them and 36% say organizations never listen to them.

Source: ProvideSupport.com

Flexible Devices to Fit Any Lifestyle



Samsung U Flex Wireless In-Ear Earbuds

Designed to flex with an on-the-go student, the Samsung U Flex delivers high-quality music in a lightweight, bendable, around-the-neck design. Listen anywhere with improved Bluetooth® connectivity and a splash resistant coating.

DSC# 119134

Vendor# EO-BG950CBEGUS
SRP \$101.17

Samsung Active In-Ear Earbuds with Mic

The Samsung Active In-Ear Headset is perfect for the active listener. It combines comfort, stability, and high-quality audio into a stylish and compact package.

DSC# 119146

Vendor# EO-EG920LLEGUS
SRP \$37.93

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Samsung Fast Charge Wireless Charging Pad

Take wireless charging to the next level with the Fast Charge Wireless Charging Pad. Available in Black Sapphire or White, the wireless charging pad allows the user to charge their Galaxy Note8, Note5, Galaxy S6 edge+, S7, S7 edge, S8, or S8+ device up to 1.4x faster than standard wireless charging pads, reducing total charging time from 0-100% by up to 50 minutes.

DSC# 120074

Vendor# EP-PN920TBEGUS
SRP \$63.23

SAMSUNG





Customers who receive a service request response through social media spend 20-40% more.

Source: CreativeCommons.org

Clearly. Different. Capture Spectacular Sound



Snowball iCE USB Microphone

Snowball iCE is the fastest, easiest way to get high-quality sound for recording and streaming. Powered by a custom cardioid condenser capsule, Snowball iCE delivers crystal-clear audio quality that's light-years ahead of a built-in computer microphone. It's even Skype certified, which guarantees great-sounding results no matter how or where it's used.

Color	DSC#	Vendor#	SRP
Black	118893	1929	\$63.23
White	118892	1974	\$63.23



Yeti USB Microphone

Create unparalleled recordings with your computer using Blue's best-selling Yeti family of USB microphones. Yeti microphones produce pristine, studio-quality recordings with legendary ease. The four different pattern settings offer incredible flexibility for recording podcasts, audio for video, music, interviews, and lectures or game streaming on Twitch.

Color	DSC#	Vendor#	SRP
Blackout	118883	2070	\$164.41
Midnight Blue	118887	2117	\$164.41
Platinum	118884	2018	\$164.41
Silver	118882	1950	\$164.41
Space Gray	118886	2032	\$164.41
Whiteout	118885	2049	\$164.41

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56% of consumers say they have a more favorable view of organizations that respond to their customers on social media.

Source: ProvideSupport.com

A Pocket-Sized Stylus for Any Touchscreen

Mini 4 is a precision disc stylus designed for mobile. A portable, but powerful tool, Mini 4 is compatible with all iOS and Android touchscreens. The precision disc writes exactly where users place it. No battery or setup required, simply touch the tip to the screen to draw and take notes on the fly.

Color	DSC#	Vendor#
Dark Gray	119998	ADM4DG
Olive Green	120003	ADM4OG
Orange	120005	ADM4O
Royal Blue	120004	ADM4RB

SRP \$25.28

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GIVE STUDENTS TOTAL FREEDOM

INTRODUCING CABLE-FREE CHARGING



Libratel Wireless Vent Car Charger

The LBT Magnetic Phone Charger makes driving easier and gives students total freedom on the road.

DSC# 120083 | Vendor# MAGVWCH | SRP \$56.90



Libratel Wireless Charging Pad

The wireless charging pad provides students with fast charging in a sleek and compact design and includes a green LED charging indicator.

DSC# 120084 | Vendor# LBT15W | SRP \$69.55

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70%

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

Source: ProvideSupport.com

Merchandise PureGear with New Display Options!

PureGear has two new display options so you can make a statement in your store. Merchandise PureGear prominently to increase sales. Choose from a floor display or a countertop display.

PUREGEAR®



PureGear Floor Display

Receive this free floor standing double sided display with a customer Purchase Order of \$1,250 or more.

DSC# 120058 | Vendor# 61337PG



PureGear Liquid Glass Shipper Display

Purchase 20 units of PureGear Universal Liquid Glass Screen Protectors (DSC# 120057) to qualify for a free shipper.

DSC# 120059 | Vendor# Z00014PG

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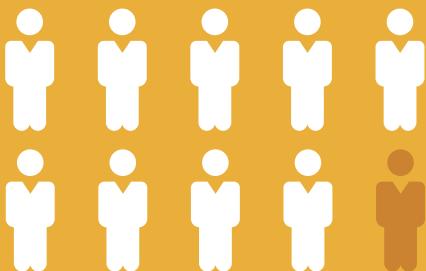
All prices are subject to change. Please visit [dstewartcanada.com](http://www.dstewartcanada.com) for up-to-date pricing.

7 WAYS TO PROVIDE EXCEPTIONAL DIGITAL CUSTOMER SERVICE

HOW CAN YOU SUPPORT THE ECOMMERCE CUSTOMER?

Providing exceptional customer service is critical to maintain the relationship between you and your students. In this digital era, it's important to expand your customer service online and provide multichannel support. Take the time to understand and embrace the ecommerce customer so you can respond to them in a personal and timely manner.

1. OFFER MULTICHANNEL SUPPORT



Today many customers regularly use more than one support channel. In fact, **9/10** customers expect to receive a consistant experience over multiple customer contact channels.

2. LISTEN ON SOCIAL MEDIA

Why is this important for your store? Because customers are craving human interaction and they are basing their buying decisions on companies that care about their customers.



of customers believe that social media will be the next tier of customer service

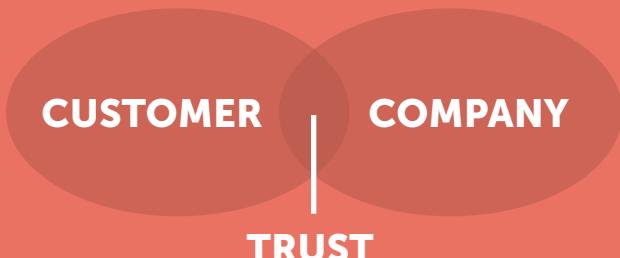


of online customers expect brands to provide customer service on Facebook



of customers are less likely to buy from companies who leave social media complaints unanswered

3. TRACK ALL CUSTOMER INTERACTIONS



Tracking all customer interactions eliminates wasted time for both your employees and customers, it eliminates confusion for your associates as customers interact with a company via multiple channels, and it establishes a rapport with your store.

4. CREATE A SUPPORT CENTER FOR CUSTOMERS



90%

of customers go to a store's website before calling or emailing you. Create a support center for customers to self-serve.

5. PROVIDE ONLINE CHAT



77%

of customers agreed that online chat positively influenced their attitude about the retailer.

6. FOCUS ON TIMELY RESPONSES

In many ways, customer support response times dictate how the customer perceives your company.

84%

of customers that reported being either likely or very likely to do business with a company if it responded via phone in less than a minute.

53%

of customers that reported they weren't likely to do business with a company if they had to wait longer than a minute.

7. DELIVER A WOW EXPERIENCE

A WOW experience is delivered by combining empathy and understanding for the challenge the customer is facing, identifying and resolving the issue with skill and drive, and scaling that experience back into the organization.

Source: blog.kissmetrics.com



42% of consumers expect a response on social media within 1 hour.

Source: HubShout.com

solo
NEW YORK

BAGS AND CASES FOR THE MODERN GO-GETTER

Duane Hybrid Briefcase/Backpack

This briefcase transforms into a backpack with a fully padded 15.6-inch laptop compartment with an internal iPad®/tablet pocket.

DSC# 119350 | Vendor# UBN310-10 | SRP \$63.23

Solo New York Bond Laptop Sleeve

Fully padded 13.3-inch laptop sleeve with CheckFast design which allows students to pass through airport security faster. Scratch-resistant lining and lightweight construction.

DSC# 119387 | Vendor# PRO113-4 | SRP \$25.28

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The World's Smartest Shaker **smartshake™**

Everything You Need, All in One Unit



SmartShake Lite Shaker Bottle

Designed for people on the go, the Lite offers a single container with a 33oz capacity. Great as a water bottle or shaker cup. Features a silent snap mixer with a leak proof lid. Microwave and dishwasher safe.

**DSC# 119196 | Vendor# 10611001
SRP \$11.37**

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SmartShake Original2GO One Shaker Bottle

The 27oz O2GO One offers a larger capacity with a detachable compartment that holds up to 70 grams. It has a silent mixer with a leak proof lid. Features handy carabiner loop for easy clip and go portability. Microwave and dishwasher safe.

**DSC# 119195 | Vendor# 10581102
SRP \$12.64**





Take messages to a private setting when topics get sensitive on social media.

Source: CreativeCommons.org

Inspiration Paired with Innovation

Bring Your Notes to Life



LiveScribe Echo Smartpen

Users hear, say, and write, while linking audio recordings to their notes. They can quickly replay audio from Livescribe paper, a computer, or a mobile device—all with a simple tap on the handwritten notes. It's never been easier to take notes and stay organized.

1. Micro-USB Connector

Transfers notes and audio to a computer and recharges a smartpen using a USB connection.

2. Audio Jack

Standard 3.5mm jack fits earphones or the Livescribe 3-D Premium Recording Headset to enable binaural recording.

3. OLED Display

High-contrast OLED display.

4. Microphone

Lectures and meetings are captured with crisp, clear sound.

5. Built-in Speaker

Built-in speaker produces rich, full sound to play back recorded audio.

6. Memory Storage

2GB model holds 200 hours of audio.

7. Ergonomic Grip

The ergonomic grip design provides comfort during long meetings and lectures.

8. Replaceable Ink Tip

The ink cartridge is removed by pulling it out with the fingertips. A new cartridge is then inserted until it clicks into place.

What's Included: 2GB Echo Smartpen, Livescribe Connect Basic, Livescribe Desktop software, 500MB of personal online storage, starter dot paper notebook, micro USB cable for charging and data transfer, Interactive Getting Started Guide, Smartpen Tips and Tricks, two ink cartridges, and one smartpen cap.

DSC# 98825 | Vendor# APX-00008 | SRP \$227.60

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