

Selling Today 13th Edition

Criminal Justice Today, 12/e, continues to lead as the gold-standard for criminal justice texts. Best-selling, student- and instructor-preferred, and time-tested—Schmallegger is the most current and popular text in the market. The text guides criminal justice students in the struggle to find a satisfying balance between freedom and security, and focuses on the crime picture in America and on the three traditional elements of the criminal justice system: police, courts, and corrections. The seventh Canadian edition of Selling Today describes what ramifications the information age has for the selling world and how sales professionals must cope with new issues arising from the information revolution with an ethical, customer-centred mindset. The pivotal role of a partnering style of selling in today's highly competitive business environment is a common theme throughout the seventh Canadian edition of Selling Today: Partnering to Create Value.

Includes practical tips and business-examples gleaned from years of experience in sales with Colgate, Upjohn, and Ayerst and from the author's sales consulting business. This book focuses on improving communication skills and emphasizes that selling skills are a valuable asset.

Well-written and well-researched by leading gender communication scholars Julia T. Wood and Natalie Fixmer-Oraiz, *GENDERED LIVES: COMMUNICATION, GENDER, & CULTURE*, 13th Edition, provides the latest theories, research and pragmatic information to help readers think critically about gender and society. The book demonstrates the multiple and often interactive ways a person's views of masculinity and femininity are shaped within contemporary culture. It offers balanced coverage of different sexes,

genders and sexual orientations. Reflecting emerging trends and issues, the new edition includes expansive coverage of men's issues, an integrated emphasis on social media and a stronger focus on gender in the public sphere. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

America's best-selling and best-loved guide to baby gear is back with an updated and revised edition! Yes, a baby book that actually answers the big question about having a baby: How am I going to afford all this? With the average cost of a baby topping \$7400 for just the first year alone, new parents need creative solutions and innovative ideas to navigate the consumer maze that confronts all parents-to-be.

BabyBargains is the answer! Inside, you'll discover:

- **BEST BET PICKS** for cribs, car seats, strollers, high chairs, diapers and more!
- **CHEAT SHEETS** for your baby registry?create a baby registry in minutes with our good, better, best ideas.
- **SEVEN THINGS** no one tells you about baby gear, from nursery furniture to feeding baby.
- **THE TRUTH ABOUT STROLLERS?**and which brands work best in the real world.
- **Dozens of SAFETY TIPS** to keep baby safe and affordably baby proof your home.
- **DETAILED CHARTS** that compare brands of cribs, high chairs, car seats and more. This new 13th edition adds the latest tips and advice on getting bargains on baby gear, including:

1. Streamlined recommendations by parenting lifestyle, from a crib for space-challenged urban parents to an affordable car seat for Grandma's car.
2. New recommendations for baby feeding, from baby food processors to storage ideas for home-made baby food.
3. **BUDGET-FRIENDLY** picks for dozens of items, from high chairs to infant car seats.
4. Expanded coverage of the price war on diapers?who's got the best deals now?

A UGC recommended textbook for various commerce

undergraduate programmes like BCom, BBA, BBM and BBS. Also useful for CA, CS, ICMA, MCom and MBA. The revised edition of Cost Accounting: Principles and Practice gives students a thorough grounding in cost concepts, cost behaviour and costing methods. The subject matter has been presented in a student-friendly, systematic and intelligible manner. Every discussion involving conceptual difficulties is immediately followed by a numerical example. A large number of charts and diagrams bring to light finer points of the subject and make it easily comprehensible. The subject matter has been organized on 'first things first' basis to sustain the interest of the students. An authentic book on Cost Accounting, which is indispensable for students at the undergraduate level

New in this Edition • Reworked text for better understanding of the concepts • Recent questions from BCom, BBA, MBA, CA and CS examinations • Model test papers in Appendix

Students heading for a career in business will benefit from researched and proven selling techniques. Professional sales skills are becoming increasingly important in today's business world. This text covers up-to-date academic topics and rich application materials, providing students with everything they need to understand and apply selling techniques. In the eleventh edition, Manning and Reece have invited Michael Ahearne to join their best-selling author team. Ahearne's experience as Associate Professor of Marketing and Executive Director of the Sales Excellence Institute, in addition to his extensive educational background, provides invaluable insight to this already well-researched text.

Developing a Personal Selling Philosophy; Developing a Relationship Strategy; Developing a Product Strategy; Developing a Customer Strategy; Developing a Presentation Strategy; Management of Self and Others

Advances in technology and changes in customer expectations mean that

sales personnel need to be adaptive and employ the latest in selling techniques. The authors have updated this text with new research and new interactive tools to engage students and reinforce learning with doing.

ALERT: Before you purchase, check with your instructor or review your course syllabus to ensure that you select the correct ISBN. Several versions of Pearson's MyLab & Mastering products exist for each title, including customized versions for individual schools, and registrations are not transferable. In addition, you may need a CourseID, provided by your instructor, to register for and use Pearson's MyLab & Mastering products. Packages Access codes for Pearson's MyLab & Mastering products may not be included when purchasing or renting from companies other than Pearson; check with the seller before completing your purchase. Used or rental books If you rent or purchase a used book with an access code, the access code may have been redeemed previously and you may have to purchase a new access code. Access codes Access codes that are purchased from sellers other than Pearson carry a higher risk of being either the wrong ISBN or a previously redeemed code. Check with the seller prior to purchase. -- The 12th edition of this best selling text continues to set the standard for contemporary early childhood practices. This text does an excellent job of presenting broad, foundational content on current issues influencing early childhood education today. It is renowned for its clear, student friendly approach, readability, and engaging style. The text provides a straight-forward presentation of early childhood education today with many practical examples and authentic voices of classroom teachers. Its strong coverage of development in the age specific chapters and its emphasis on diversity make it the text for all teacher preparation programs. It provides a comprehensive coverage of families, diversity, children with special needs, history,

theories, and diverse programs, technology, and professionalism that most courses require. New content on accommodating diverse learners, teaching Ells, and inclusion practices make it the strongest coverage of special needs students on the market.

"This twelfth edition of Statistics for Business and Economics is an introductory text emphasizing inference, with extensive coverage of data collection and analysis as needed to evaluate the reported results of statistical studies and make good decisions. As in earlier editions, the text stresses the development of statistical thinking, the assessment of credibility, and the value of the inferences made from data, both by those who consume and those who produce them. It assumes a mathematical background of basic algebra."--Xi (Preface).

For undergraduate Operations Management courses. A broad, practical introduction to operations, reinforced with an extensive collection of practice problems. Operations Management presents a broad introduction to the field of operations in a realistic and practical manner, while offering the largest and most diverse collection of problems on the market. The problems found in this text also contain ample support--found in the book's solved-problems, worked examples, and myomlab, Pearson's new online homework and tutorial system--to help students complete and understand assignments even when they're not in class.

Note: This is the standalone book, if you want the book/access card order the ISBN below: 0133130762 / 9780133130768 Operations Management Plus NEW MyOmLab with Pearson eText -- Access Card Package Package consists of: 013292062X / 9780132920629 NEW MyOMLab with Pearson eText -- Access Card -- for Operations Management 0132921146 / 9780132921145 Operations Management

The standard in prosthodontics for nearly 50 years, McCracken's Removable Partial Prosthodontics, 13th Edition walks readers through all the principles and concepts surrounding removable partial denture treatment planning and design that today's practitioners need to know. Using an evidence-based approach, this full-color text incorporates the latest information on new techniques, procedures, and equipment, including expanded information on dynamic communication and the use of implants with removable partial dentures. From initial contact with the patient to post-treatment care, McCracken's is the complete foundation today's dentists need to successfully practice prosthodontic care. A variety of philosophies and techniques are featured throughout the text, so readers can select and incorporate applicable techniques on a case-by-case basis. Full-color drawings and photographs give readers a detailed view of techniques, materials, and anatomic detail. Evidence-based approach uses current research to help readers diagnose, design, develop, and sequence a treatment plan. Expert guidance from both authors walks readers through the latest techniques as well as technological advances specific to removable partial dentures. NEW! Standardized removable partial denture designs offered for application to the major categories of patients seen in practice. NEW! Expanded information on the use of implants with removable partial dentures highlights considerations in treatment planning including the selection of implants and provision of care utilizing dental implants. NEW! More information on dynamic communication which incorporates the progress being made in shared decision making with patients, especially regarding decisions made in light of patient values and 'trade-off' considerations.

The Second Canadian Edition of ABC's of Relationship Selling explores professional selling from a Canadian

perspective. As the title of the book suggests, the text is centered around a philosophy about selling: that success requires mastery of selling basics, including selecting presentation styles and effective closing techniques. In addition, other key topics such as ethics and territory management are explored. Using a logical step-by-step approach, *ABC's of Relationship Selling* takes students through the selling process and gives them the tools they need to build effective customer relationships. Regardless of the career path students pursue, knowledge of selling skills such as effective communication and negotiation will prepare them for the workplace.

Willis's *Elements of Quantity Surveying* has become a standard text in the teaching of building measurement – a core part of the degree curriculum for quantity surveyors. The book will be fully updated to follow the guidance given by RICS NRM 1 & 2. As in previous editions the focus remains a logical approach the detailed measurement of building elements and copious use of examples to guide the student. The text has been fully revised in line with the NRM guidance and includes many new and revised examples illustrating the use of NRM. The hallmarks of previous editions – clarity and practicality – are maintained, while ensuring the book is fully up to date, providing the student of quantity surveying with a first class introduction to the measurement of building elements.

For undergraduate principles of marketing courses. This ISBN is for the bound textbook, which students can rent through their bookstore. An introduction to marketing using a practical and engaging approach *Marketing: An Introduction* shows students how customer value -- creating it and capturing it -- drives effective marketing strategies. The 14th Edition reflects the major trends and shifting forces that impact marketing in this digital age of customer value, engagement, and

relationships, leaving students with a richer understanding of basic marketing concepts, strategies, and practices. Through updated company cases, Marketing at Work highlights, and revised end-of-chapter exercises, students are able to apply marketing concepts to real-world company scenarios. This title is also available digitally as a standalone Pearson eText, or via Pearson MyLab Marketing which includes the Pearson eText. These options give students affordable access to learning materials, so they come to class ready to succeed. Contact your Pearson rep for more information.

Handbook of Denominations in the United States 13th Edition

Consumer behaviour is more than buying things; it also embraces the study of how having (or not having) things affects our lives and how possessions influence the way we feel about ourselves and each other - our state of being. The 3rd edition of Consumer Behaviour is presented in a contemporary framework based around the buying, having and being model and in an Australasian context. Students will be engaged and excited by the most current research, real-world examples, global coverage, managerial applications and ethical examples to cover all facets of consumer behaviour. With new coverage of Personality and incorporating real consumer data, Consumer Behaviour is fresh, relevant and up-to-date. It provides students with the best possible introduction to this fascinating discipline.

The tenth edition of Mathematical Ideas is the best ever! We have continued with the features and pedagogy that has made this book so successful over the years and at the same time, we've spent a considerable amount of

time to incorporate fresh data, new photos, and new content (by way of a new chapter on trigonometry). We have tried to reflect the needs of our users - both long-time readers and those new to the Math Ideas way of teaching liberal arts math. We hope you'll be pleased with the results.

- Chapter Openers Each chapter opens with an application related to the chapter topic. These help students see the relevance of mathematics they are about to learn.
- Varied Exercise Sets We continue to present a variety of exercises including drill, conceptual, and applied problems. We continue to use graphs, tables, and charts when appropriate. Most sections include a few challenging exercises that require students to extend the ideas presented in the section. To address the issue of writing across the curriculum, most exercise sets include some exercises that require the student to answer by writing a few sentences.
- For Further Thought These entries encourage students to discuss a

Maintaining appropriate power systems and equipment expertise is necessary for a utility to support the reliability, availability, and quality of service goals demanded by energy consumers now and into the future. However, transformer talent is at a premium today, and all aspects of the power industry are suffering a diminishing of the supply of knowledgeable and experienced engineers. Now in print for over 80 years since initial publication in 1925 by Johnson & Phillips Ltd, the J & P Transformer Book continues to withstand the test of time as a key body of reference material for students, teachers, and all whose careers are involved in the engineering processes associated with power

delivery, and particularly with transformer design, manufacture, testing, procurement, application, operation, maintenance, condition assessment and life extension. Current experience and knowledge have been brought into this thirteenth edition with discussions on moisture equilibrium in the insulation system, vegetable based natural ester insulating fluids, industry concerns with corrosive sulphur in oil, geomagnetic induced current (GIC) impacts, transportation issues, new emphasis on measurement of load related noise, and enhanced treatment of dielectric testing (including Frequency Response Analysis), Dissolved Gas analysis (DGA) techniques and tools, vacuum LTCs, shunt and series reactors, and HVDC converter transformers. These changes in the thirteenth edition together with updates of IEC reference Standards documentation and inclusion for the first time of IEEE reference Standards, provide recognition that the transformer industry and market is truly global in scale. -- From the foreword by Donald J. Fallon Martin Heathcote is a consultant specializing in power transformers, primarily working for utilities. In this context he has established working relationships with transformer manufacturers on several continents. His background with Ferranti and the UK's Central Electricity Generating Board (CEGB) included transformer design and the management and maintenance of transformer-based systems. * The definitive reference for all involved in designing, installing, monitoring and maintaining high-voltage systems using power transformers (electricity generation and distribution sector; large-scale industrial

applications) * The classic reference work on power transformers and their applications: first published in 1925, now brought fully up to date in this thirteenth edition * A truly practical engineering approach to design, monitoring and maintenance of power transformers – in electricity generation, substations, and industrial applications.

Explains how to use the portable electronic device to make and receive phone calls, set up iTunes and the iPod, take and organize photographs, send and receive e-mail and instant messages, browse the Internet, and play podcasts, music, video, and photograph slideshows.

Fundamentals of Selling, 13e trains readers on a detailed, yet broad, step-by-step selling process that is universal in nature. Numerous sales personnel in the industry today have commented on how this market-leading textbook reflects what they do on sales calls with prospects and customers. The goal of Fundamentals of Selling has always been to demonstrate to students the order of steps within the selling process; provide numerous examples of what should be in each step; and show how the steps within the selling process interact with one another. Combined with up-to-date content and a strong ethical focus, the 13th edition of Fundamentals of Selling teaches sales the way a mentor would: with a strong, practical focus that puts the customer first.

The bestselling PC reference on the planet—now available in its 13th edition Completely updated to cover the latest technology and software, the 13th edition of PCs For Dummies tackles using a computer in friendly, human terms. Focusing on the needs of the beginning

computer user, while also targeting those who are familiar with PCs, but need to get up to speed on the latest version of Windows. This hands-on guide takes the dread out of working with a personal computer. Leaving painful jargon and confusing terminology behind, it covers Windows 10 OS, connecting to and using services and data in the cloud, and so much more.

Written by Dan Gookin, the original For Dummies author, it tells you how to make a PC purchase, what to look for in a new PC, how to work with the latest operating system, ways to protect your files, what you can do online, media management tips, and even basic topics you're probably too shy to ask a friend about. Determine what you need in a PC and how to set it up Configure your PC, hook up a printer, and connect to the Internet Find your way around Windows 10 OS with ease and confidence Play movies and music, view photos, and explore social media If you're a first-time PC user at home or at work or just need to brush up on the latest technological advancements, the new edition of this bestselling guide gets you up and running fast.

Encompassing more than 620,000 words and phrases, this reference of the English language covers both old and new words, the commonplace and the unusual, with information on idioms, pronunciation, and etymologies.

Organizing involves continuous challenges in the face of uncertainty and change. How is globalization impacting organizations? How will new strategies for a turbulent world affect organizational design? In this second edition of *Organization Theory and Design*, developed for students in the UK, Europe, the Middle East and Africa, respected academics Jonathan Murphy and Hugh Willmott continue to

add an international perspective to Richard L. Daft's landmark text. Together they tackle these questions in a comprehensive, clear and accessible study of the subject. ABC's of Relationship Selling 13e trains the readers on a specific, yet generic, step-by-step selling process that is universal in nature. This edition presents a sales process or system in a logical sequence, more than any other text in the market: from planning and the approach, to closing and follow-up for exceptional customer service. The goal of this text has always been to demonstrate to students the order of steps within the selling process; provide numerous examples of what should be in each step; and how the steps within the selling process interact with one another. This market leading text brings a comfortable and familiar approach to the Selling discipline.

For courses in Sales and Personal Selling. Extensive, real-world applications, carefully integrated with current personal selling concepts. Selling Today: Partnering to Create Value helps students understand the value of developing their personal selling skills by exposing them to a careful integration of personal selling academic theory and real-world applications. And with the largest number of "learn by doing" materials available in any personal selling text, Manning/Ahearne/Reece offers instructors a variety of teaching tools to strengthen the learning process. As the developed nations of the world transition from a production focus to a sales-and-service focus, this cutting-edge new edition prepares students to succeed as members of a new generation of businesspeople. For courses in Sales and Personal Selling. Extensive, real-world applications, carefully integrated with current personal selling concepts. Selling Today: Partnering to Create Value helps students understand the value of developing their personal selling skills by exposing them to a careful integration of personal selling

academic theory and real-world applications. And with the largest number of “learn by doing” materials available in any personal selling text, Manning/Ahearne/Reece offers instructors a variety of teaching tools to strengthen the learning process. As the developed nations of the world transition from a production focus to a sales-and-service focus, this cutting-edge new edition prepares students to succeed as members of a new generation of businesspeople. Long at the forefront of the course and now in its Eleventh Edition, AMERICAN CORRECTIONS has been a trusted resource for introducing students to the dynamics of corrections in a way that captures their interest and encourages them to enter the field. Complete with valuable career-based material, insightful guest speakers, illuminating real-world cases, and uniquely even-handed treatment of institutional and community sanctions, the text examines the U.S. correctional system from the perspectives of both the corrections worker and the offender, providing students with the most well-rounded, balanced introduction to corrections available. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Business Accounting is the world's best-selling textbook on bookkeeping and accounting. Its clear explanations, in simple language, a wealth of worked examples and large number of questions and answers, have made it a popular choice with both students and lecturers for over thirty years. Other popular features are its comprehensiveness, the clarity of presentation and layout and the structured manner in which it builds knowledge in logically progressing short chapters. In this edition the distribution of chapters between the two volumes has been rationalised. Volume 1 now includes more-complete coverage of special accounting procedures and partnerships. Chapters on partnership dissolution, joint

venture accounts, bills of exchange, and consignment accounts, have been incorporated from Volume 2. A selection of recent questions from examining boards and professional bodies has been included.

Microbiology: An Introduction helps you see the connection between human health and microbiology.

For courses in Sales and Personal Selling. Utilize cutting-edge personal selling techniques to navigate the information revolution era Selling Today:

Partnering to Create Value helps you understand the value of developing personal selling skills by exposing you to a personal selling academic theory, role play scenarios, and real-world applications and ethical dilemmas. With the largest number of "learn by doing" materials available in any personal selling text, the 14th Edition offers tools to strengthen your learning process. As the developed nations of the world transition from a production focus to a sales and service focus, this cutting-edge new edition prepares you to succeed as a member of a new generation of businesspeople. Also available with MyLab Marketing MyLab(tm) Marketing is an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, you practice what you learn, test your understanding, and pursue a personalized study plan that helps you better absorb course material and understand difficult concepts. Note: You are purchasing a standalone product; MyLab does not

come packaged with this content. Students, if interested in purchasing this title with MyLab, ask your instructor for the correct package ISBN and Course ID. Instructors, contact your Pearson representative for more information. If you would like to purchase both the physical text and MyLab, search for: 0134611012 / 9780134611013 Selling Today: Partnering to Create Value Plus MyLab Marketing with Pearson eText -- Access Card Package, 14/e Package consists of: 0134477405 / 9780134477404 Selling Today: Partnering to Create Value 0134479955 / 9780134479958 MyLab Marketing with Pearson eText -- Access Card -- for Selling Today: Partnering to Create Value Annotation With the iOS 8.1 software and the new iPhone 6 and 6 Plus, Apple has taken its flagship products into new realms of power and beauty. The modern iPhone comes with everythingcamera, music player, Internet, flashlightexcept a printed manual. Fortunately, David Pogue is back with this expanded edition of his witty, full-color guide: the worlds most popular iPhone book. The iPhone 6 and 6 Plus. This book unearths all the secrets of the newest iPhones. Bigger screens, faster chips, astonishing cameras, WiFi calling, Apple Pay, crazy thin. The iOS 8.1 software. Older iPhone models gain predictive typing, iCloud Drive, Family Sharing, "Hey Siri," the Health app, and about 195 more new features. Its all here, in these pages. The apps. That catalog of 1.3

million add-on programs makes the iPhones phone features almost secondary. Now you'll know how to find, exploit, and troubleshoot those apps. The iPhone may be the world's coolest computer, but it's still a computer, with all of a computer's complexities. iPhone: The Missing Manual is a funny, gorgeously illustrated guide to the tips, shortcuts, and workarounds that will turn you, too, into an iPhone master.

Today's economy may be tough, but economics doesn't have to be. Let Roger Arnold's **MACROECONOMICS, 12E** open up the world of economic analysis. With more detailed coverage of the financial and economic crisis than any other principles text on the market, this inviting book offers innovative and engaging learning features and easy customization. The author weaves memorable examples from pop culture throughout this edition and bolsters reader interest by illustrating the unexpected places macroeconomics occur. Readers see how economic forces link to every day events and form an important part of life 24/7. Coverage of the latest macroeconomic developments and new content reflect today's changing economy and equip readers with a thorough understanding of contemporary macroeconomics. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. Ex> Selling Today: Partnering to Create Value helps readers understand the value of developing their personal selling skills by exposing them to a careful integration of personal selling academic theory and real-world applications. And with the largest number of “learn by doing” materials available in any personal selling text, Manning/Ahearne/Reece offers instructors a variety of teaching tools to strengthen the learning process. As the developed nations of the world transition from a production focus to a sales-and-service focus, this cutting-edge new edition prepares readers to succeed as members of a new generation of businesspeople.

In this latest edition of Sales Force Management, Mark Johnston and Greg Marshall continue to build on the tradition of excellence established by Churchill, Ford, and Walker, increasing the book’s reputation globally as the leading textbook in the field. The authors have strengthened the focus on managing the modern tools of selling, such as customer relationship management (CRM), social media and technology-enabled selling, and sales analytics. It’s a contemporary classic, fully updated for modern sales management practice. Pedagogical features include: Engaging breakout questions

designed to spark lively discussion Leadership challenge assignments and mini-cases to help students understand and apply the principles they have learned in the classroom Leadership, Innovation, and Technology boxes that simulate real-world challenges faced by salespeople and their managers New Ethical Moment boxes in each chapter put students on the firing line of making ethical choices in sales Role Plays that enable students to learn by doing A selection of comprehensive sales management cases on the companion website A companion website features an instructor's manual, PowerPoints, and other tools to provide additional support for students and instructors.

First published in 1913, Richard Parry's Valuation and Investment Tables has since become an essential tool for students and professionals in the study and practice of valuation and appraisal. The book provides a comprehensive set of some 30 different valuation and investment tables in one volume. In practice today, calculations are required for a variety of purposes which often justify more than one approach. With this in mind, Internal Rates of Return tables have been retained in a modified form. Using these tables, both growth and non-growth scenarios can be analysed for a more detailed appraisal of specific freehold property investments and to provide a basis for more in-depth

investment advice. The Life Tables have been removed and replaced with a guide to calculating life interests from up to date census data. Although the tables will be used mainly by students and practising surveyors, they will also be useful to accountants and others concerned with various types of investment and financial calculations. That the book has reached its centenary year and thirteenth edition is a testament to its acclaim by the valuation and property professions in an era of calculators, smartphones and sophisticated spread sheet software and furthermore a tribute to the historical importance of Parry's original vision and continued legacy. In celebration of this milestone year there will be a limited edition leather slip cased version of the book available.

BUSINESS LAW TODAY: STANDARD EDITION, 11E combines the legal credibility, authoritativeness, and comprehensiveness of a traditional business law book with strong visual appeal and reader-friendly features. This book's engaging, high-interest presentation is complemented by the essential detail and information necessary to completely explain business law topics. **BUSINESS LAW TODAY: STANDARD EDITION** offers in a credible business law source that you will want to read. The book explicitly meets the AACSB curriculum requirements. This edition covers contemporary topics that impact today's business world, such as the financial crisis

and its impact on business law, identity theft, immigration law, and diversity issues. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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