

Digital Times is a "for eCommerce newsletter reporting on the development and/or availability of interactive products and services."
 w w w . d i g i t a l t i m e s . c o m

EMAIL --for the masses

Google's free webmail, or Gmail, has been available by invitation-only for nearly 3 years [technically, since April 1, 2004]. Apparently fully developed, Google released membership the other day to **ANYONE** who wants it. No fool, I got the username I wanted [no, it wasn't taken].

What prompted me to move? Well, it happened again--Yahoo cancelled my mail account and everything in it because I hadn't 'logged in' during the past 90 days. Gmail doesn't do that.

I only used Yahoo for message flexibility when I was traveling or at a tradeshow. In those situations, I sometimes couldn't use my ISP's mail server. Many hotels offer Internet service, but do not tell you that is for incoming mail only. They do not allow outgoing smtp service for security reasons, meaning I could receive digitaltimes.com email, but *not* send it!

Gmail service is now available worldwide. In its previous incarnations, it was available *only* in the United States, Canada, Mexico, and some Asian and South American countries.

Advantages? For starters, **archiving** rather than deleting and more **FREE** server space [1GB] than Yahoo. Plus, advanced **Search** makes it easy to find the message you're looking for.

-editor

Scroll
Down for
rest of
issue!



Online stores -do they deliver?!



From the trenches: I tend to search for, and make online purchases of, things that are hard-to-get. This includes high fashion shoes for my *narrow* feet. Sites that I rely on for this purpose are **Zappos.com** and **Jildor.com**.

I place my order w/**Jildor.com** for 3 pairs of shoes. I pay for 3-day delivery. Shipping is **NOT free** with Zildor -- it **IS** with Zappos... Well, 6 days later, expecting my shoes to arrive at my door any minute, I receive a rather ambiguous email indicating that the shoe that 'hooked' me in the first place and *wanted the most* was possibly out-of-stock!!! It took a **WEEK** to discover this and notify me?

My 1st call to customer support revealed that when my order was received, they waited for the other two pair of shoes to come to *them* so that they could ship the whole order out to *me*. In the interim, the shoe I wanted the most became unavailable. So I said, "you mean I should have ordered one pair at a time and **paid shipping costs 3x?**"

I sent an email to support@zildorshoes.com explaining why I was not intending to do business with them in the future, and why...

The next day I made a 2nd call to customer support. This time I got a representative who blamed the website, for some reason ;-(. I told him, **'don't even try that'**. [It's NOT the website, OK?!.] Then he said they have 4 stores and there was only 1 of those shoes in my size, and it was sold out of the store, so it couldn't be sold to me! I told him their procedures were questionable compared to Zappos and that I would take my business to **Zappos**, as they not only fulfill orders quickly; when I order something, I know it will be delivered. **The gentleman described himself as a supervisor who would do his best to special order the shoe...he did just that, I'm happy to say, at their cost.**

LifelnBlack.com does a lot of business in shoes, clothing & accessories. Among their most popular items are **70's style platform and steel-toe boots** for men and women. Their **prices** are sometimes **1/2 that of Zappos** and they have developed a loyal following as their **customer support is ***honest and responsive.**
Zildor -- listen up!

-editor

Digital X-Rays Bring it Home

Modern clinics, hospitals and mobile services are now going **Digital**, providing more clarity to ultrasound and X-Ray images!



House calls save trips to the ER..

X-rays in digital format are good for humans, pets, pocketbooks, and the environment, as there are no X-ray films to dispose of. In Las Vegas, NV where I live, *Quality Medical Imaging* has 9 minivans and a staff of 20 technicians providing **mobile digital radiology services** because, as founder and Chief Executive Officer Roger Faselt said, "**a clear X-ray or ultrasound image can make the difference between spotting a fracture or missing it** -- a clear electrocardiogram gives the best chance to spot arrhythmias. Therefore, **a good image can mean the difference between a patient getting necessary care or missing out and facing poorer health.**" **"My older brother struggled with cerebral palsy, and it was very difficult for him to get around.**

The mobile service makes house calls and has the equipment for **EKG's, X-rays** and **ultrasounds loaded in their fleet of minivans.** He and his staff bring imaging, on doctors orders, to the homes of patients who struggle to get in and out of cars or up and down staircases. No more long waits for attention in a crowded room, or arduous trips to hospitals. Plus, a home-imaging session costs a fraction of a trip to an emergency room and is covered by Medicare and Medicaid. Definitely something to consider!

Many of their patients are chronically ill or confined to their homes by disabilities. In an ER, a patient can wait a long time, hours in many cases, for an X-ray. With our service, we can go into the home where the patient is comfortable and do the imaging quickly.

<http://www.digitaltimes.com>,
.net, .org, .ws, .us, .cc, .biz, .tv

Digital Times® is
an "ecommerce publication
reporting on the development
and/or availability of interactive
products and services."

Saundra Knowles Kinnaird,
Founder

Video Conferencing Delivers Justice :-)

Recently, an elderly cancer patient was sworn in as a witness in a trial case from his bedroom, 60 miles from the courthouse, using videoconferencing equipment here in Las Vegas. Chief Deputy District Attorney Frank Coumou said "We're going right into his bedroom."

The new technology allowed the witness to see and hear the courtroom, and the court could see and hear the witness, during @ 30 minutes of testimony.

The only other option would have been to bring the defendant, his lawyer, the judge and court officers to the home of the witness.

The attorney said "**I would have had a really hard time deciding whether or not I wanted to have the defendant transported into that man's bedroom and all of us crowded in there to take his testimony.**"

Video conferencing is used daily at the courthouse to arraign defendants in the jail and for conferences between judges in different counties. Witnesses who can't come to court but whose testimony is needed go to a video conferencing center, such as **Kinko's** where there is a static Internet provider address.