

## LCACE May 5, 2012 Minutes

Welcome: Robin called the meeting to order at 12:30. Don't forget the Amazon link on the LCACE.org website. LCACE will get a percentage of all orders that are placed through the link. Robin gave out certificates of appreciation to last year's board. Then she welcomed the new board: Robin Seidenberg President, Linda Busch Vice President, Bobby Jacobs Secretary, Winnie Frost Treasurer, John Colosimo Programs, Liz Barnett Membership, Linda Koudelka Public Relations, and Volunteers are J.J. Johnson Webmaster and Mike McEnery Newsletter Editor.

### Upcoming Programs:

June 2 Terri Hanlon Genealogy Grayslake Library will co sponsor

July 14 club picnic at Liz and Fred Barnett's house

August 4 to be determined

September 8 to be determined

October 13 to be determined

December 1 Holiday Raffle and Holiday party

Reports: Winnie said that there was \$3460.72 in the Treasury. Liz asked that all members fill out new profile forms and that everyone write a paragraph about his or herself for the Newsletter.

Old business: Remember the help desk is open from 11:15 to 12:15 before the meetings manned by Linda Koudelka and Lester Larkin. Doreen Lagoni was asked to take flyers about the help desk to the Senior's meeting.

New Business:Liz requested that everyone fill out a new profile sheet. Winnie had two books from O'Reilly. Bobby Jacobs took Google +, the missing manual and Tammy took Office 2010, the missing manual.

New Member: Bob Flanery

Guests: Les Larkin, Don McEvoy, Wava Straw (Gerry Straw's mom), Rohn Thacksten (from Costco), Rick Piotrowski (from Costco) and Marshia Hobson

Raffle Winner: 50/50 \$4.50 Phil Boch Door Prize: Kaspersky Anti Virus Lew Seidenberg

Program: Program by Rohn Thacksten and Rick Piotrowski from Costco

Meeting adjourned:

Program started at 1:00 Costco Mettawa

Rick Piotrowski started and gave an overview of Ooma which costs \$179. It includes a 8"x6" box which replaces your present phone system. There are no

addition monthly fees. However, you will be charged taxes which run between \$5 and \$9. Ooma has much more than Skype. There is no charge for calls overseas. However, both the caller and the receiver must have Ooma. International high speed internet is needed. You can port your current number for a fee. 911 calls are included. It includes all phones in the house  
All computers come with a 90 day warranty. PC's for back to school include laptops, netbooks, etc by Hewlett Packard, Dell Acer and others

Online is different from the store, although you can return online products at the store.

Costco has a concierge service which is in Ft. Mays which gives personal service. There is a separate 800 number for computer and TV services. Usually you will get a service person in the US, if your call is from the US.

There is a 2 year warranty on computers and TV's. You can get an extra 3 years with a purchase of an under 30" TV. However, the repair might not be done on the premises.

The call centers are manned 17 hours per day 7 days a week.

If you are in the store and see a price with a \*, it means that the product is being continued.

Rohn took over to explain the membership. There are coupons monthly. Costco includes: mortgage services, travel services, passport photos, eyeglasses, prescriptions, and hearing aides. There is about a 12% to 14% markup of their prices.

Costco is rated #1 by Consumer Reports. Sam's is #8.

The base membership is \$55. The executive membership is \$110 and you get money back. It includes an American Express card.

There is no trial membership; however your membership can be refunded, if you are dissatisfied. You can split a membership between two families even if there live at separated locations. If a product goes on sale a couple of weeks after you buy an item, bring the receipt to the store and you will be given the difference. You can also get your pet medications from the Costco Pharmacy.

If you joined that afternoon, you received a Costco card with \$10 on it to use the next time you shopped.

