

Clippings are brief summaries of recent news articles in the consumer media. These stories offer a peek at how garage door companies and products are being reported to the public.

Garage door installer signs \$11 million NFL contract with Broncos

Source: Doug Robinson, "From garage-door repairman to NFL first-rounder, Bolles ready for his shot at the pros," *Deseret News* (Salt Lake City, Utah), April 26, 2017; and Cameron Wolfe, "Garrett Bolles is the face of the Broncos draft. His family stole the show," *The Denver Post*, April 28, 2017.

"By the end of the day, the former garage-door repairman will likely be a multi-millionaire," wrote the *Deseret News* on the day of the 2017 NFL draft. They were right. Garrett Bolles, a 24-year-old offensive tackle who played only one year for the University of Utah, was picked by the Denver Broncos in round one, the 20th pick overall.

Reports say that he had a troubled youth, was kicked out of five schools, and did drugs, gangs, and jail time. After high school, he was a garage door installer, reportedly for Accent Garage Doors of Salt Lake City. (Our calls to Accent were not returned.)

The 6'5", 297-lb. Bolles, married with a 4-month old son, is now known for discipline and an "off-the-charts" work ethic. John Elway raved about Bolles' character, saying that he's "athletic, tough, tremendous want-to, great competitor." On May 11, the NFL reported that Bolles had signed a four-year, \$11 million contract with the Broncos. *Editor's note: Don't you just love good news?*

Man sentenced for stealing \$200,000 from garage door company

Source: Grace Pastoor, "Bemidji man sentenced for embezzlement," *Bemidji (Minn.) Pioneer*, April 27, 2017.

Thomas Kaplan, 61, is going to prison for embezzling more than \$200,000 from his employer, American Garage Door Supply of Bemidji, Minn.

According to court records and an internal investigation by the company, Kaplan had been diverting customer payments to bank accounts of his own since 2008. Kaplan would have customers pay a company that had initials similar to those of American Garage Door Supply. He would then give customers receipts that made it appear as if they had paid American Garage Door Supply.

Kevin Baumgartner, president and co-owner of the company, told the judge, "This sentencing is about holding this criminal accountable. Tom Kaplan didn't just steal money, he stole trust."

"He would then give customers receipts that made it appear as if they had paid American Garage Door Supply."

Kaplan was sentenced to three years and six months in prison, but the judge stayed the sentence, meaning Kaplan would not have to go to prison unless he violated the conditions of his probation. Kaplan, however, chose to go to prison anyway.

Editor's note: How can you avoid this problem? Bruce McConnell, financial consultant to dealers, urges you to review your profit and loss statement monthly, and then use your balance sheet to monitor checking, accounts receivable, accounts payable, and any supporting aging schedules to see where the profit went. For consultation, contact bruce@mcconnell-associates.com.

GDS exposed ... again

Source: Shae Rozzi, "Fox23 Investigates: Garage Door Deception (Parts I and II)," *KOKI-TV Tulsa, Okla.*, May 8, 2017.

"Just make what you can, build your tickets high, and go out there and make you some money."

Part I of this television news investigation tells the story of a 92-year-old Broken Arrow woman who was charged \$953.37, apparently for a

spring change and rollers. The only problem was a broken spring, but the technician told her she needed new rollers, too. He also told her that she needed to replace her operator, but she objected, saying, "I don't think I do, because this one is still working."

The company did the work as "Precise Garage Door Repairs," but Fox23 anchor Shae Rozzi learned that the company is actually a nationwide firm known as Neighborhood Garage Door Services, aka Global Development Strategies, Garage Door Services, and dozens of other aliases. (That's the same company exposed in our fall 2015 issue as "The Worst Garage Door Company in the Nation.")

The elderly woman asked her granddaughter to help her contact the company, but nearly every effort to talk to the company was rebuffed. Shae Rozzi, the reporter, also called the company. The GDS call center employee put her on hold, then came back and said, "I just talked to my manager. He said if I'm not booking a call, have a nice day." Then he hung up on her.

A unique part of this story was that Rozzi interviewed a former GDS technician who exposed what the company told him to do to customers. "Just make what you can, build your tickets high, and go out there and make you some money," he said.

Part II of the investigation featured an interview with Overhead Door of Tulsa about their frustrations with the problem company. Overhead Door often loses business and gets complaint calls because this competitor often advertises itself using a name that is similar to Overhead Door of Tulsa.

Editor's note: A 92-year-old woman? Have you no conscience? By our count, this is at least the ninth television investigation into this company in the last 36 months.