ESCROW ACCOUNTING

EscrowAccountingSupport@etinv.com
Cathy Holder 303-752-6430
Any issues regarding the Escrow Bank Accounts

- Banking issues (Escrow Accounts Only!)
- Change bank or branch on a file
- Help with deposit slips
- Fee transfer deletions (current month)
- How do I fix something I posted incorrectly?
- How do I reverse a deposit?
- 1099S tax forms & questions
- Escheat questions
- Reconcilement issues
- Check Requests regarding re-issuing an escrow check

FINANCIAL ACCOUNTING

Accounts Payable/Accounts Receivable
Bills@etinv.com

- Vendor Bill Payment
- Check Requests
- Expense Reimbursement
- Customer Invoicing

GL Accounting
ET_Accounting-Parker@etinv.com

- Financial Reporting
- Budgeting
- Forecasting
- Tax Reporting
- Banking
- Corporate Credit Cards

HUMAN RESOURCES

- Employee Classifications
- Offer Letters
- Handbook Questions
- Orientation website
- Any HR Related Issues

Orientation and Benefit Questions:
Shawn Coplen
scoplen@etinv.com 303-752-650

Offer Letters, Handbook questions, and any HR related issues:
etihr@etinv.com

PAYROLL

Payroll@etinv.com

- Sage Timecard Issues/Questions
- Time Off Balances/Accural
- Payroll Questions
- Direct Deposit
- W4s
- OnBoarding/OffBoarding
- Employment Verification
- 401K Benefits

Kim Roa
303-752-6507
KRoa@etinv.com

ET MARKETING

for Colorado, Montana, Nevada, and Wyoming
Marketing@etinv.com
303-752-6471

- Email Signatures
- Printing for Business Cards, Envelopes & Closing Folders (if not handled locally)
- Websites (except EMD & Net Sheets within the websites are handled by 4TIER)

PORTAL (ET EMPLOYEE PORTAL)

Portal@etinv.com
303-752-6471

IT HELPDESK
Helpme@etinv.com
- Email and Internet issues
- Computer hardware needs
- Phone troubleshooting/install
- Printer issues

FOR URGENT MATTERS:
303-752-6497
877-643-2894

RAMQUEST SUPPORT (CCE Software)
RamQuestSupport@etinv.com
303-283-2022
Any issues regarding the RamQuest Program
- CDF not Balancing
- Error Message when Transferring Fees
- Problems with Docs
- Problems with RamQuest FileScan
- Closing Market
- RamQuest Invoices
- Document updates

RAMQUEST TRAINING
RQTraining@etinv.com
Ashley Patti   303-696-4965
Any issues regarding RamQuest Training

- New hire training
- Refresher training (Full training or training for specific items)
- Lightbulb/Dashboard training

ESCROWTAB SUPPORT
Support@EscrowTab.com
602-834-5426

ETRCO
ETRCOManagement@etinv.com
303-752-6560
- Recording Issues:
  Recordings@etinv.com
- Urgent Policy Requests:
  Policies@etinv.com
- Urgent Incoming/Outgoing Wires:
  Wires@etinv.com
- Order Entry Errors/Rush Requests:
  Orders@etinv.com
- Prior Month Fee Reversals + Refund Check Requests:
  FeeReversal@etinv.com

REMITTANCE
Remittance@etinv.com
- Remittance Portal questions/Error help
- Underwriter Invoices
- Underwriter remittance inquiries/Payment Issues

COMPLIANCE/RISK MANAGEMENT
Compliance@etinv.com
- Audits
- Escrow Advisory
- FinCen

- Fraud Reporting
  ReportFraud@etinv.com

- Construction Disbursement
  ConstructionDisbursement@etinv.com

4TIER
Support@4tiersoftware.com
844-784-TIER (8437)
- Net Sheets, Calculators & Order Forms within the websites
- ReProTool - LocaTR, CalculaTR, DeposiTR
- Wizard/eDocTR and direct eRecording
- Packager
- InspecTR
- Market Share

Updated 1/2026