Table of Contents

Preface

Intended Audience

This guide assumes the following:

- You are a tenant of the Reno Tahoe Airport Authority (RTAA), with authorization from the airport to access the ABRM Tenant Portal. (ABRM is the system used by the RTAA to generate invoices and make payments.)
- You have good working knowledge of the principles and customary practices of your business area and of the standards and policies of the airport that authorized you as a Portal user.
- You are familiar with general computer desktop application usage and terminology.

Tenant Portal Module Overview

The ABRM Tenant Portal contains up to three modules that tenants can use to view or enter information to be shared with the RTAA:

- Accounts Receivable (able to view some standard reports and invoices)
- Payments Portal, which contains four portlets:
    - Dashboard (an overview of invoices in various categories)
    - Account Summary (summary of invoices, similar to the Dashboard)
    - Account Details/Payment (able to view and pay invoices)
    - Recurring Payment Management (able to view and change recurring payments)

This User Guide contains details for all the above listed modules. Depending on what was agreed upon on through your contract or due to your business use, RTAA may have not authorized you to use all the modules they have available.

System Timeout
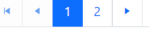
The Portal will automatically log off after 15 minutes without activity.

Basics

Common Features and Functionality

System Icons

There are several icons used in common throughout the Tenant Portal:

Icon	Description
🖶	Prints an invoice or credit item to a screen where it can be printed to paper in a desired format
✕	Selecting this icon on the top right of a window closes that window
📅	Displays calendar
◄	In a screen pagination area (◄ ◄ 1 2 ► ►), this button navigates to the first page.
◄	In a screen pagination area (◄ ◄ 1 2 ► ►), this button navigates to the previous page.
1 2	In a screen pagination area (◄ ◄ 1 2 ► ►), you can select a page number here to navigate directly to that specific page.
►	In a screen pagination area (◄ ◄ 1 2 ► ►), this button navigates to the next page.
►|	In the screen pagination area (◄ ◄ 1 2 ► ►), this button navigates to the last page.
ⓘ	Applied Details – displays a report of any credits or payments that have been applied (does not include payments submitted by the tenant but not yet posted by the airport; posted payments will be reflected in the Balance column)

👁	View and Pay – displays a selected invoice and a tab you can click to pay that item
(gray toggle)	Show Zero Balance Transactions – when gray, click this button to display invoices that have a zero balance (invoices that have already been paid in full) – button background will turn blue when activated (see below)
(blue toggle)	Hide Zero Balance Transactions – when blue, this button allows you to see invoices that have a zero balance due – click the button to hide zero balance items if desired to only see invoices with a balance due

Mouse Button Conventions

Normally, a right-handed mouse contains a left button, a right button, and sometimes a wheel or middle button. The left mouse button is used for selecting items, activating fields, clicking buttons on the screen, etc. The right button generally displays a list of alternative options that you can choose, rather than taking a specific action when you right-click. In the ABRM Tenant Portal, there are no viable options that apply to the right mouse button or the middle wheel/button. When you are instructed to click, click only with the left button.

Column Conventions

In any grid column, you can sort by the items in that column by clicking on the column name and viewing the Up or Down arrows that display:

Transaction Ref.	Type	Transaction Date ↑	Due Date	Accounting Period
142304	Automated Invoice	6/1/23	7/1/23	July, 2023
142354	Automated Invoice	6/1/23	7/1/23	July, 2023
142360	Automated Invoice	6/1/23	7/1/23	July, 2023

Up Arrow sorts A-Z, smallest number to largest, or oldest to newest date

Transaction Ref.	Type	Transaction Date ↓	Due Date	Accounting Period
143619	Automated Invoice	3/15/24	1/1/23	January, 2023
143620	Automated Invoice	3/15/24	2/1/23	February, 2023
143621	Automated Invoice	3/15/24	3/1/23	March, 2023
143622	Automated Invoice	3/15/24	1/1/23	January, 2023

Down Arrow sorts Z-A, largest number to smallest, or newest to oldest date

NOTE: the Portal only allows you to sort on one column at a time.

Logging In

In this section, you will learn about:

- ➢ Logging in to the ABRM Tenant Portal
- ➢ Managing your password
- ➢ Viewing and accepting Terms and Conditions
- ➢ ABRM Home Page

First Time Login and Password Re-Set

To access the ABRM Tenant Portal, you must first log in by entering a valid User ID and password into the fields of the Application Entry window.
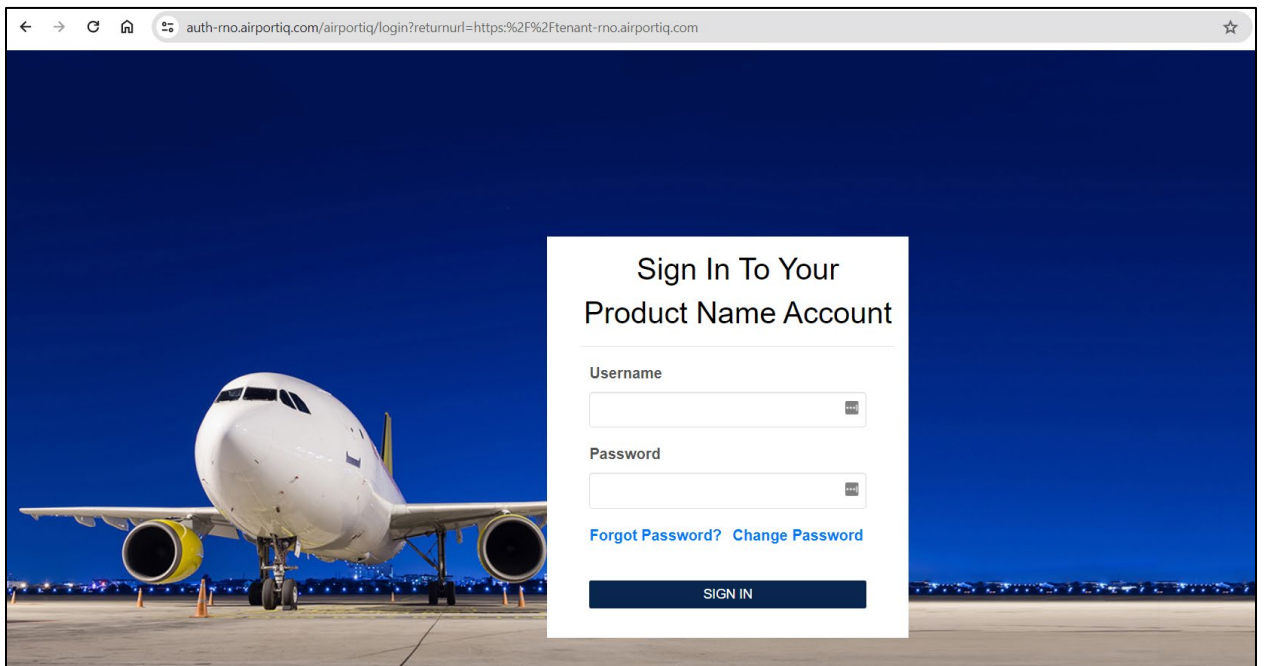
Your airport administrator will create your User ID and will generate an automated email providing you the ID information. In a separate email, they will generate a link for you to set a password. If you do not have a user ID and password, or if you are unable to log in successfully, contact your airport administrator. Please note that each user will need a unique username and password for each contract with RTAA and for any other airports that may launch another ABRM Tenant Portal for their airport. Therefore, your user name will have your company abbreviation and the airport identifier included to ensure you can access another company or another airports' ABRM Tenant Portal.

When you receive the email with the link for setting the password, click the link to display the Tenant Portal Reset Password screen:
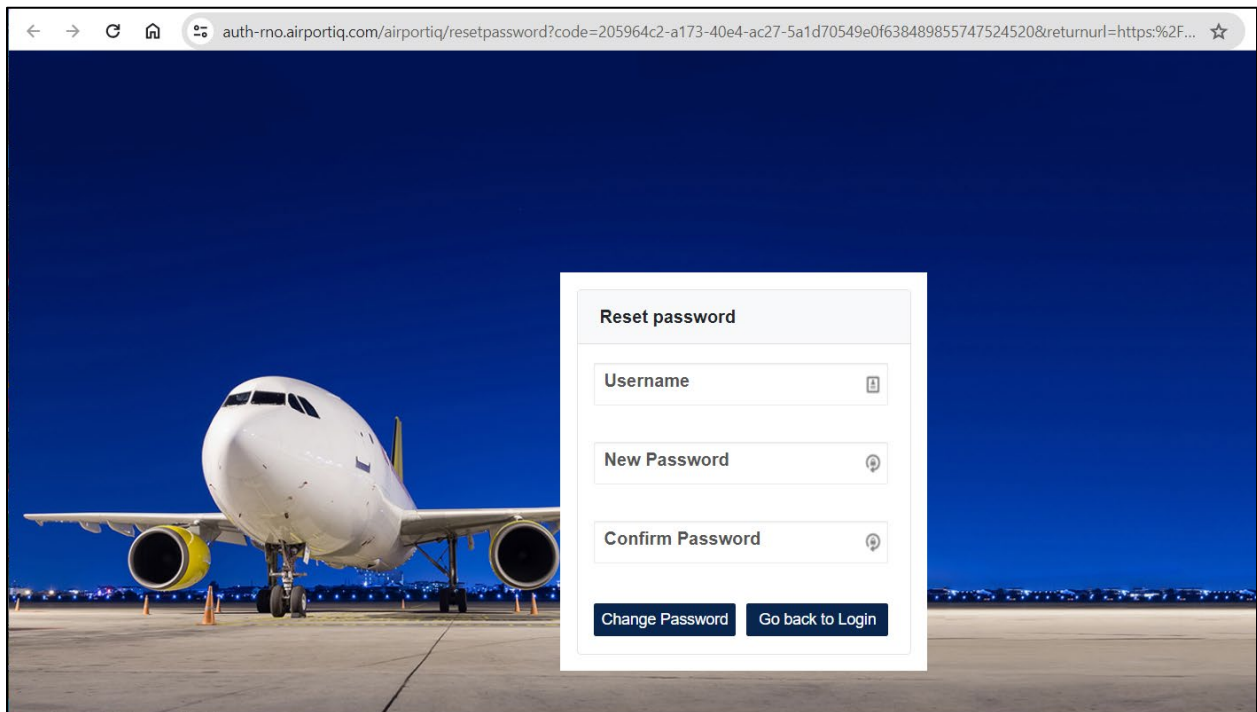
Enter the Username that was sent to you.

1. Enter a new, valid password. Valid passwords should meet the following recommendations:
    a. 8-15 characters
    b. At least 1 numeral
    c. At least one capital letter
    d. No special characters
2. Confirm the password by entering it again.
3. Click Change Password to complete the change.
4. Close the browser window you used to re-set the password.
5. Open the ABRM Tenant Portal link that was provided to you by your airport administrator (the password reset screen or the regular login screen that displays after you set your password should not be used to access the Portal).

6. Enter your Username and the Password you created.
7. Click Sign In.

Forgot Password

If you forget your Tenant Portal password, you can contact your airport administrator to generate a new password link, or you can click the Forgot Password link on the Login screen. If you click the link, the following screen displays:
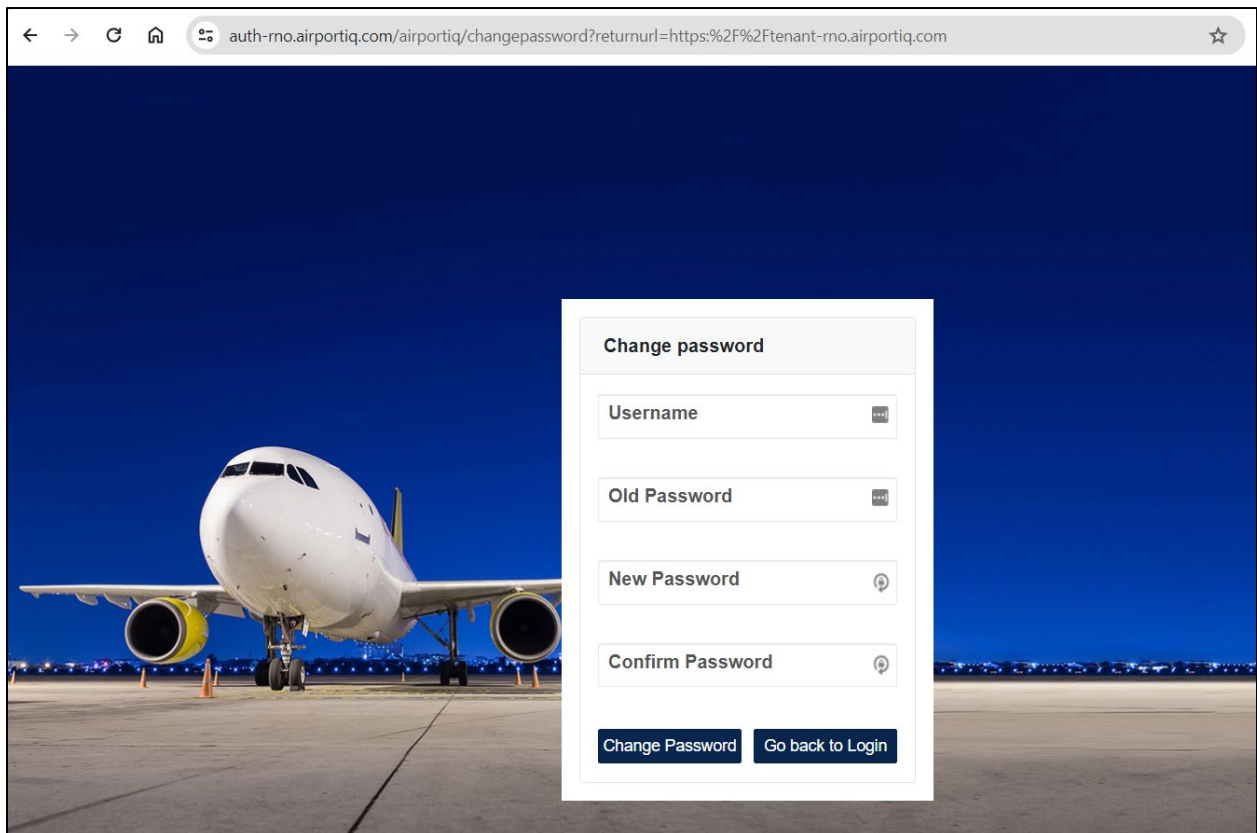
If you enter your valid Username and your valid email address, the system will generate a new password email, similar to the one you received for first-time login. Use the same process used to create a new password.
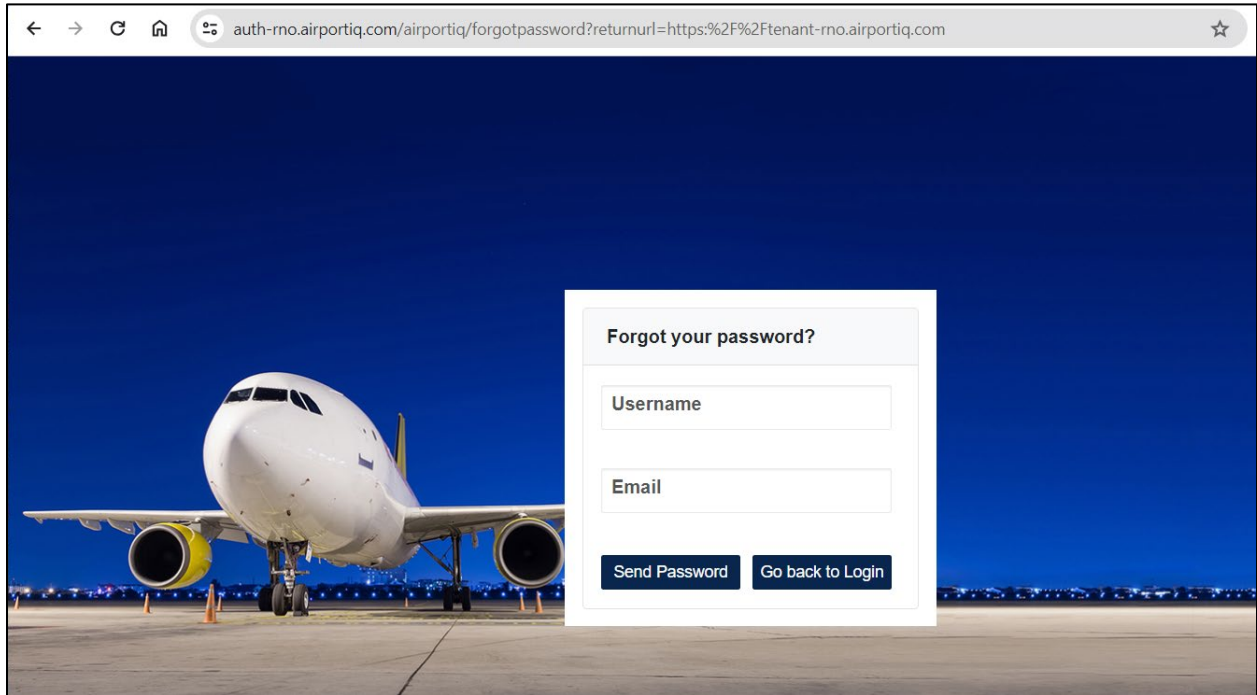
Change Password

If you wish to change your own password at any time, for any reason, you can do so by clicking the Change Password link on the Login screen. If you click the link, the following screen displays:
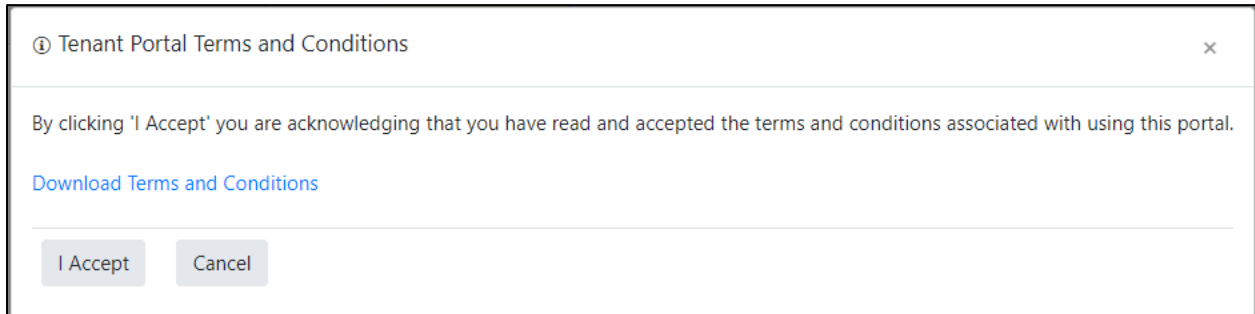
If you enter your valid Username and your correct Old Password, followed by a valid format for your new password in the "New Password" and "Confirm Password" fields, the system will change the password when you click the Change Password button. Be sure to close any browser window that displays after you change your password and use the ABRM Tenant Portal link that was provided to you by your airport administrator to log in fully with the new password.

Accepting Terms and Conditions

Your airport administrator may require you to accept their Terms and Conditions for you to use the Portal. After your first successful login, the following screen will display, when you choose any menu option:

1. Click 'I Accept' to continue using the Portal.
2. If you wish to view the specific elements of the Terms and Conditions, click the Download Terms and Conditions link. A document (generally PDF) will open in a separate window. (The document may first download to a small window at the bottom of your screen; click to open that document window.)
3. If you click the Cancel button on this screen, you will be unable to use any features of the Portal. Contact your airport administrator if you have questions or problems viewing the Terms and Conditions.

Home Page

Following a successful login, the Portal displays the Home Page:

The Home Page contains the following elements:
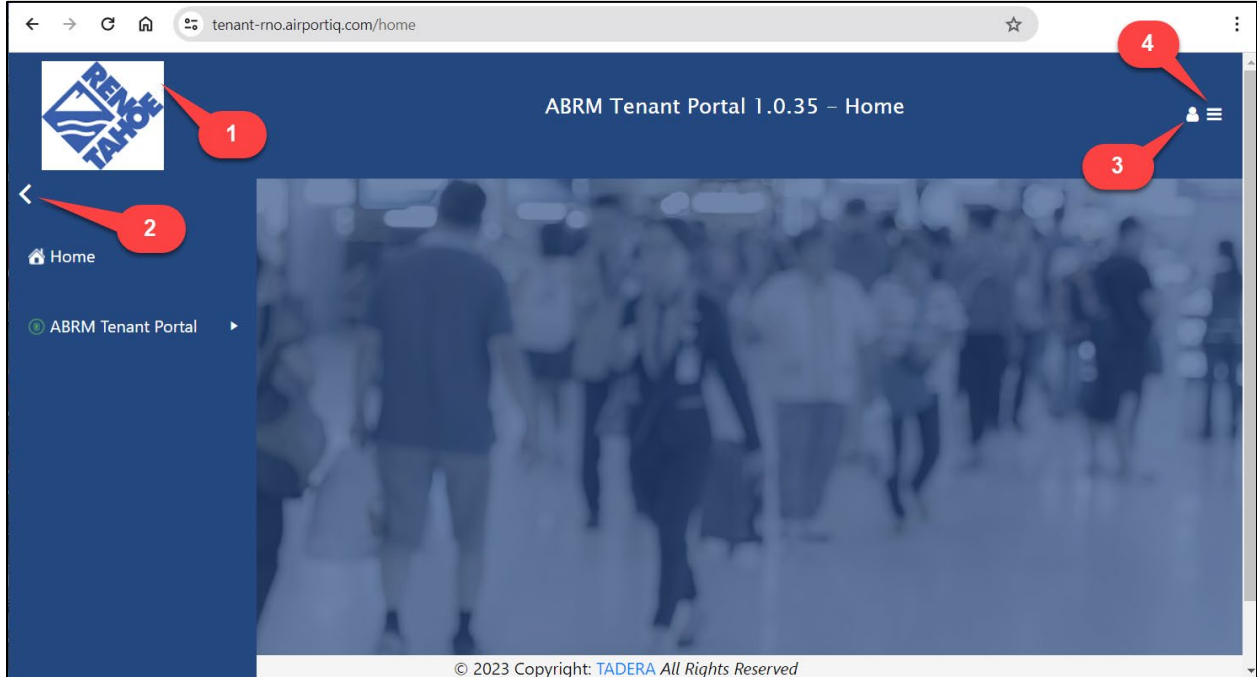
1. Click the RTAA logo to view the airport's main website.
2. Collapse Side Menu button: click this button to show or hide the longer menu names.
3. Logout button: click this button to log out of the Portal.
4. Expand Navigation Menu button: shows or hides the expanded menu; same as Collapse Side Menu button.

NOTE: once you choose any of the available portals from the menu, a gray bar at the top of the screen will display your Company Name / DBA Name and will welcome you with your Username. This bar does not appear on the Home Page.

Accounts Receivable - Overview

Accounts Receivable is used to view four standard reports as well as to view invoices, credit memos, and other items related to billing. (Invoices and other billed items can also be viewed in the Payment Portal, if your airport uses that portal and has assigned you permission to see it.)

Viewing Standard Reports

Accounts Receivable contains four standard reports that airports often share with tenants. These reports can be accessed in the top portion of the Accounts Receivable screen:
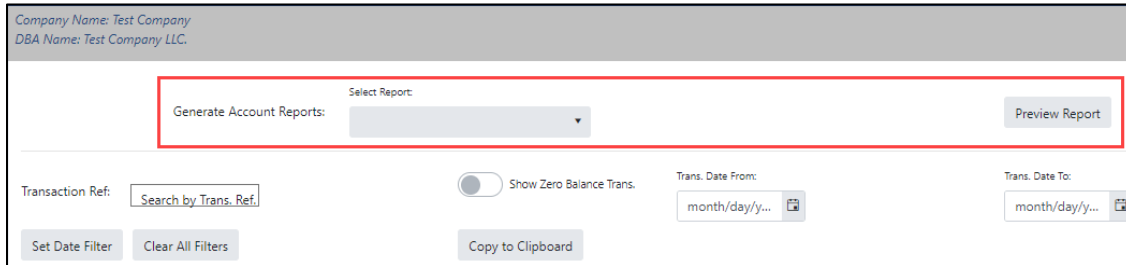
- Customer Trial Balance Report
- Aged Transactions Report
- Customer Statement Report
- Customer History Report

To view one of these reports,

1. Click the drop-down arrow to Select Report.
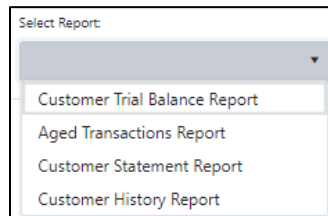
2. Choose the desired report from the list.
3. Click the "Preview Report" button. The report opens in a new window. The short name of the report (CBTR, ATR, CSR, CHR) is displayed at the top of the window to let you know which report has been generated.
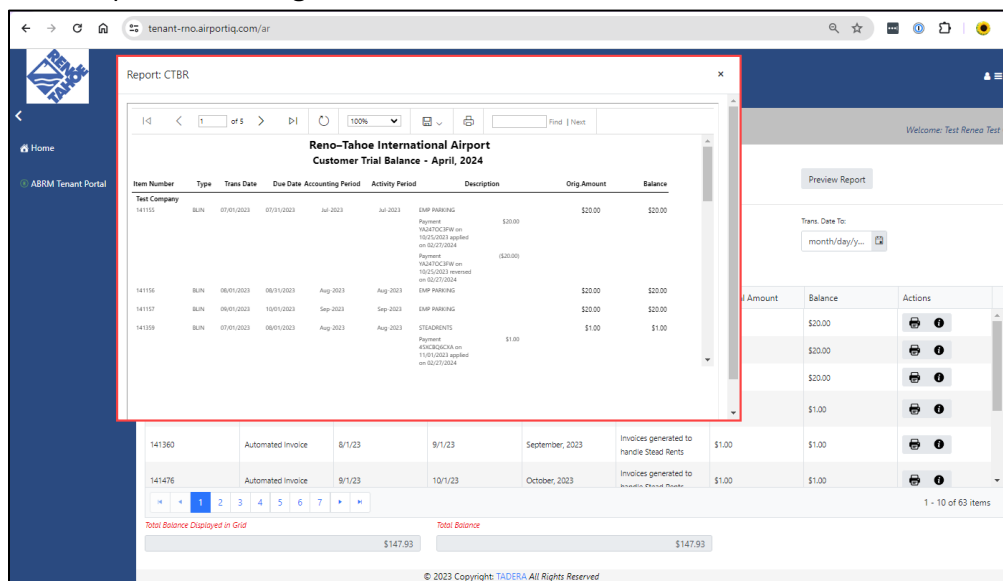
4. Click the Save (⊞ ˅) button to view a list of options for saving the report to your computer.

⊞ ˅	🖶	
Word		
Excel		
PowerPoint		
PDF		
TIFF file		
MHTML (web archive)		
CSV (comma delimited)		
XML file with report data		
Data Feed		
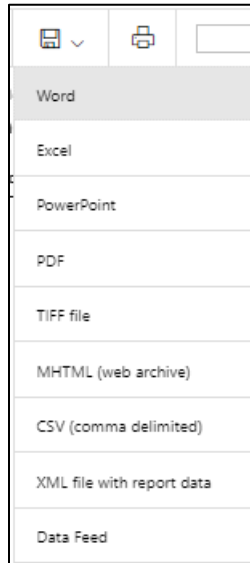
5. Click the Refresh (↻) button to refresh the data in the report while keeping the report window open.

6. Click the Close (✕) button at the top right to close the report window and return to the Accounts Receivable screen.

Viewing Invoices and Other Billed Items

The bottom portion of the Accounts Receivable screen displays invoices, credit memos, etc. and can be used to view these items individually:

1. To filter the screen for a specific item, enter a Transaction Reference number (or any portion of the number) in the Transaction List field. Press Enter to complete the search. The screen will display a filtered list that matches your entry. To return to the full list of items, delete any entries in the Transaction List field; then press Enter.
2. By default, this screen does not show items that have a zero balance. Click the Show Zero Balance Trans slider to include the items with a Balance of $0.00. The number of items should change, if there are zero balance items to view (see #10 below).
3. If you wish to filter for items by a specific date or date range, enter the "Trans Date From" (oldest date in the range).
4. If you are filtering by date or date range, enter the "Trans Date To" (most recent date in the range).
5. If you have set date ranges, click the "Set Date Filter" button to activate the date filter. The number of items should change, and the Balance amounts should change as well (see #10, 11, and 12 below).
6. Click the "Clear All Filters" button if you have applied date filters and wish to view all available items again.

7. Click the "Copy to Clipboard" button if you wish to copy the contents of the current grid to the Windows Clipboard for pasting into another application. A window displays the contents to be copied: Click the Copy button; then paste the selection into your desired application.

8. Click the Print ( ) button to print the item to a screen where it can be printed to paper in a desired format.

9. Click the Applied Details ( ) button to view a report of any credits or payments that have been applied (does not include payments submitted by the tenant but not yet posted by the airport; posted payments will be reflected in the Balance column). See next section for details of this report.

10. The counter at the bottom right of the screen displays the number of items currently showing in the grid.

11. The Total Balance Displayed in Grid field shows the total balance of all items currently displayed on the screen. If you have filtered for specific items or dates, this total will be for only those items.
    a. For example:
        i. You have 63 invoices totaling $147.93.
        ii. You filter for those in the month of July.
        iii. You see 5 July invoices in the filtered list, totaling $27.18.
        iv. Total Balance Displayed in Grid = $27.18

12. The Total Balance field always displays the total of all available items, regardless of filters that have been applied. In the example above, the Total Balance would remain at $147.93.
13. Pagination Area: the screen displays up to 10 items per page. If your current grid display exceeds 10 items, you would use the Pagination Area to view additional pages. (See Common Features and Functionality for details on how to use pagination.)

Viewing Applied Details

Items that show a change from the Original Amount to the Balance will display the details of any payments or credits when you click the Applied Details (🛈) button.

Original Amount of Invoice is $20.00; item has been paid to $0.00; click (🛈) to view details

Original Amount and Balance are equal; no details will be available

The Applied Details screen displays the information about any payments or credits that have been applied.

Applied To = the Invoice Number

Transaction Date = Invoice Date (date the invoice was sent)

Application Date = date the airport posted the payment (this may be different from the date on which you submitted the payment, even if you submitted it via the Payment Portal)

NOTE: items that do not have an Invoice Number in the Transaction Ref column, have a negative number in the Original Amount column, and have a Balance of $0.00 are records of the payments/credits and display all relevant details on the main screen. These items will not display any Print button or Applied Details button.

Payment Portal - Overview

The Payment Portal is used to view invoices, payments, and other credits for your company and to make electronic payments (such as credit card or ACH) via a secure payment gateway with your airport.

The Payment Portal consists of four portlets:

- **Dashboard** (an overview of invoices in various categories)
- **Account Summary** (summary of invoices, similar to the Dashboard)
- **Account Details/Payments** (able to view and pay invoices)
- **Recurring Payment Management** (able to access/edit recurring payments)

These four options are displayed as sub-menus when you hover the mouse over the Payment Portal menu.
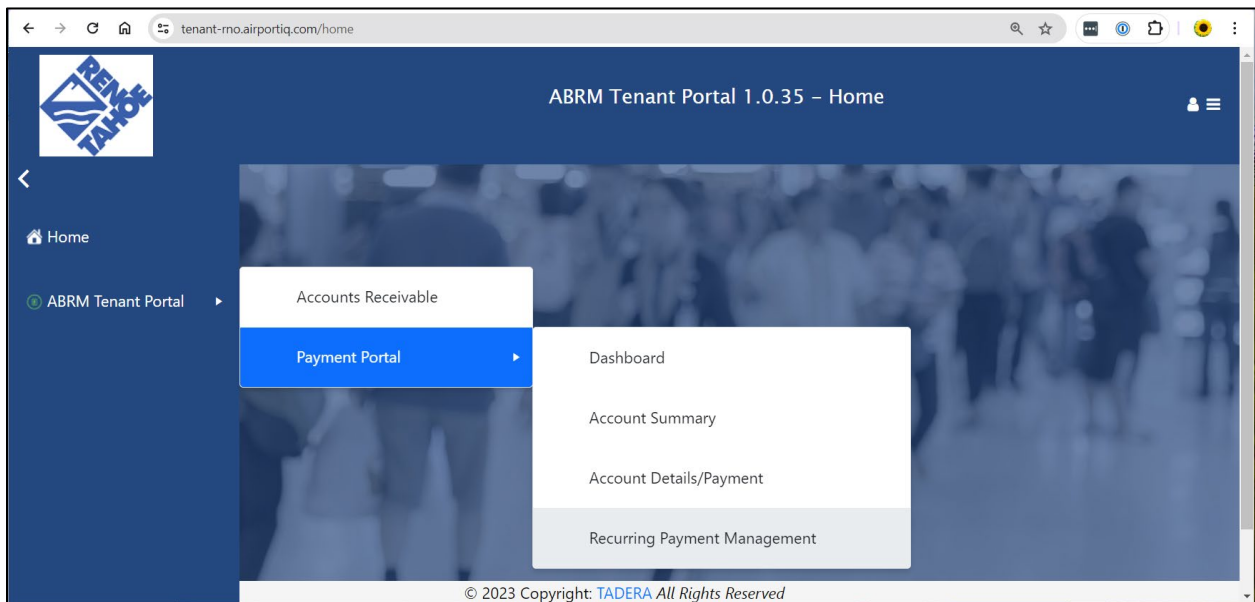
Dashboard

The Dashboard allows you to view invoices and other items in eight different categories, as described on the shortcut buttons for each:

Click on each button to view the specific items in that category. Please note: the purpose of the Dashboard is only to display items. If you wish to take action on the items (such as viewing or paying them), you need to use the Account Details portlet.

When you are viewing detail screens in each category, click the "Back" button if you wish to return to the Dashboard.

The first six screens show the same type of grid for invoice data and will look like this if they have any details on the screen:
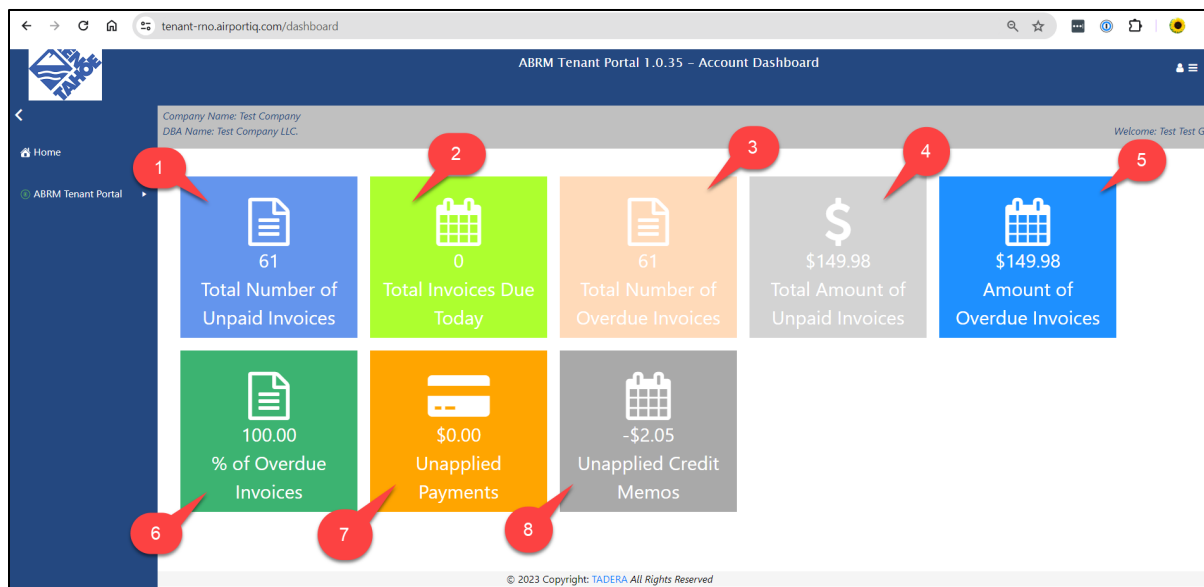
1. Total Number of Unpaid Invoices
2. Total Invoices Due Today – if any of the items are due on the day you are viewing the screen and does not include overdue invoices
3. Total Number of Overdue Invoices
4. Total Amount of Unpaid Invoices
5. Amount of Overdue Invoices
6. % of Overdue Invoices
7. Unapplied Payments
8. Unapplied Credit Memos

Account Summary
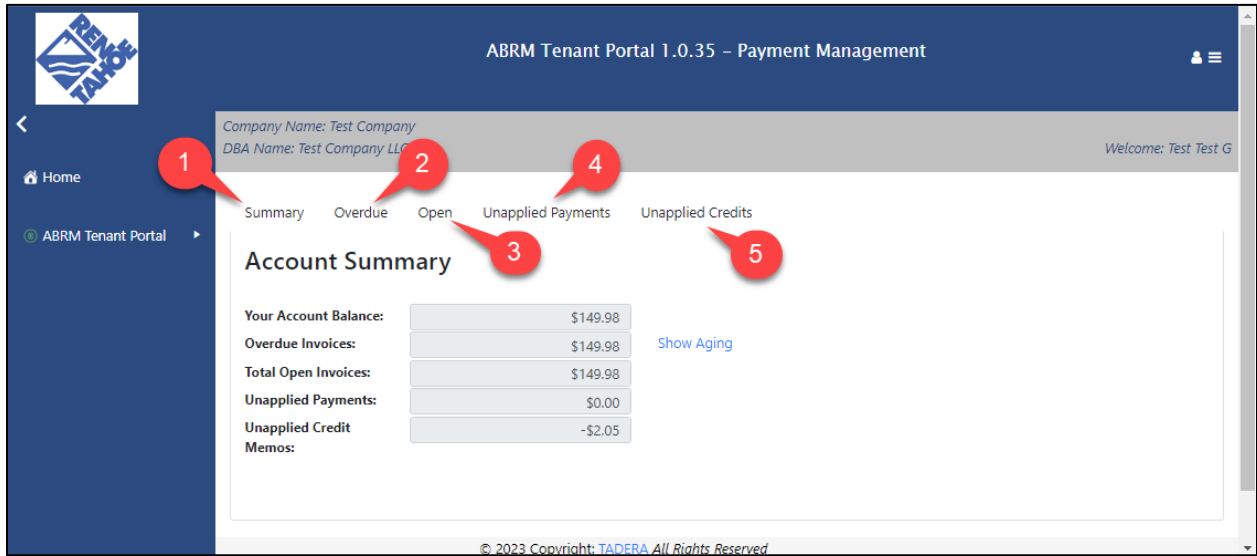
The Account Summary displays the same information as the Dashboard but in a different format.

1. The Summary screen shows the following categories of information:
   a. Your Account Balance (same as Total Amount of Unpaid Invoices from the Dashboard)
   b. Overdue Invoices (same as Amount of Overdue Invoices from the Dashboard). Click the Show Aging link to display a graph of invoice aging:
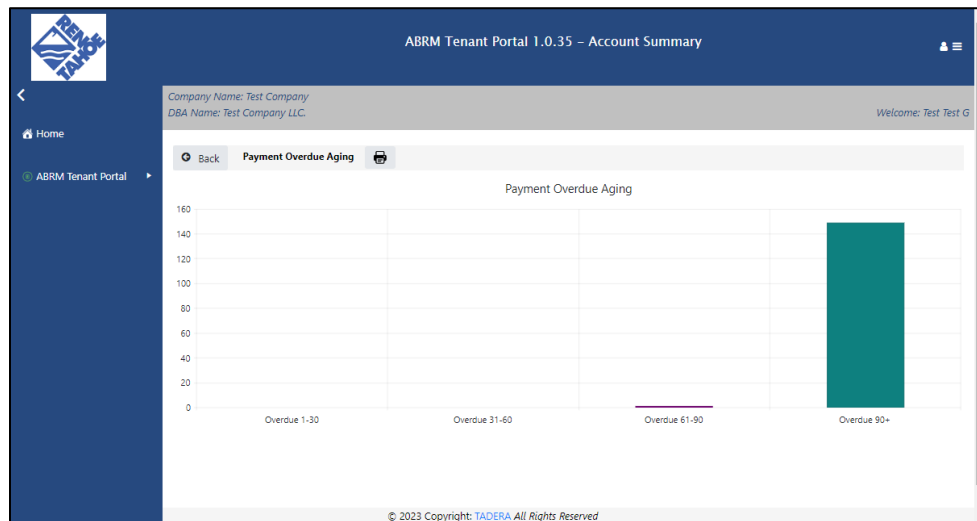
   c. Total Open Invoices
   d. Unapplied Payments
   e. Unapplied Credit Memos

2. Overdue – displays the same detailed list as Total Number of Overdue Invoices on the Dashboard.

3. Open – displays the same detailed list as Total Amount of Unpaid Invoices on the Dashboard.

4. Unapplied Payments – displays the same detailed list as Unapplied Payments on the Dashboard.

5. Unapplied Credits – displays the same detailed list as Unapplied Credit Memos on the Dashboard.

Account Details/Payments

The Account Details screen is used to view and pay invoices. Your airport may not offer all the payment options described in this guide. Check with your airport administrator if you have questions about ways in which you can make payments using the Tenant Portal.

The bottom portion of the Accounts Details screen displays invoices, credit memos, etc. and can be used to view these items individually. This screen works similarly to the Accounts Receivable screen, detailed in an earlier section of this guide.

1. To filter the screen for a specific item, enter a Transaction Reference number (or any portion of the number) in the Transaction List field. Press Enter to complete the search. The screen will display a filtered list that matches your entry. To return to the full list of items, delete any entries in the Transaction List field; then press Enter.

2. By default, this screen does not show items that have a zero balance. Click the Show Zero Balance Trans slider to include the items with a Balance of $0.00. The number of items should change, if there are zero balance items to view (see #10 below).

3. If you wish to filter for items by a specific date or date range, enter the "Trans Date From" (oldest date in the range).

4. If you are filtering by date or date range, enter the "Trans Date To" (most recent date in the range).

5. If you have set date ranges, click the "Set Date Filter" button to activate the date filter. The number of items should change, and the Balance amounts should change as well (see #10, 11, and 12 below).

6. Click the "Clear All Filters" button if you have applied date filters and wish to view all available items again.

7. Click the Print (🖶) button to print the item to a screen where it can be printed to paper in a desired format.

8. Click the Applied Details (❶) button to view a report of any credits or payments that have been applied (does not include payments submitted by the tenant but not yet posted by the airport; posted payments will be reflected in the Balance column). See next section for details of this report.

9. Click the View and Pay (👁) button to view and pay a specific invoice (see View and Pay One Invoice below).

10. The counter at the bottom right of the screen displays the number of items currently showing in the grid.

11. The Total Balance Displayed in Grid field shows the total balance of all items currently displayed on the screen. If you have filtered for specific items or dates, this total will be for only those items.
    a. For example:
        i. You have 63 invoices totaling $147.93.
        ii. You filter for those in the month of October.
        iii. You see 4 October invoices in the filtered list, totaling $7.18.
        iv. Total Balance Displayed in Grid = $147.93
12. The Total Balance field always displays the total of all available items, regardless of filters that have been applied. In the example above, the Total Balance would remain at $147.93.
13. Pagination Area: the screen displays up to 10 items per page. If your current grid display exceeds 10 items, you would use the Pagination Area to view additional pages. (See Common Features and Functionality for details.)
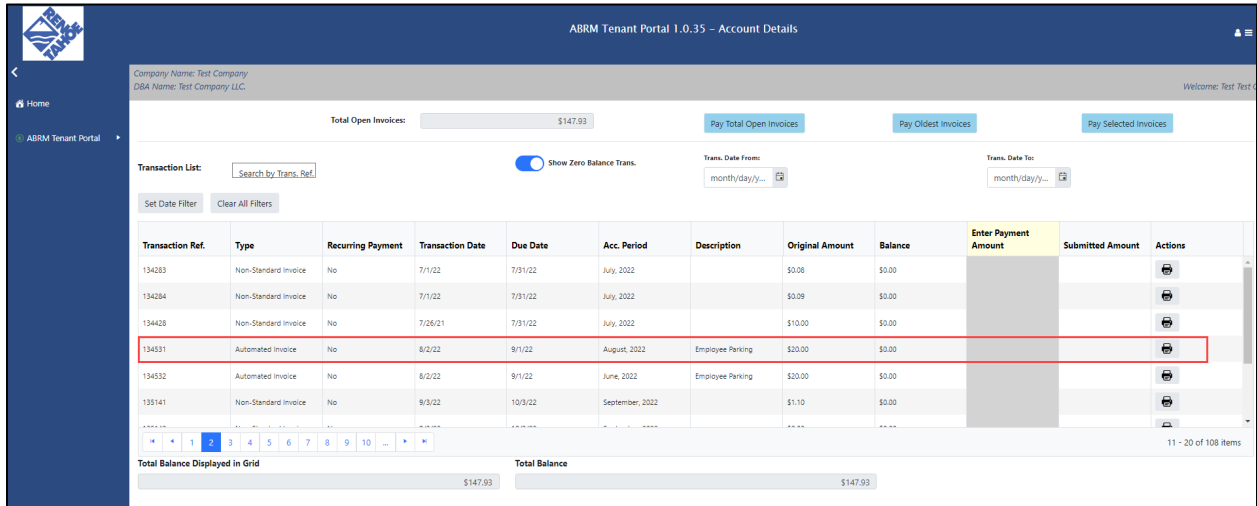
Recurring Payment Management Website

During the first recurring payment that is made with an ACH, Credit Card, Debit Card, there will be an email sent to you with the login information to this website. It will come from Finzeo directly. This will be the portal where you can manage recurring payments along with other transactions.

Viewing Applied Details

Items that show a change from the Original Amount to the Balance will display the details of any payments or credits when you click the Applied Details ( ) button.

Original Amount of Invoice is $20.00; item has been paid to $0.00; click the print button view the details. Original Amount and Balance are equal; items has not been paid; click the print button view the details. The red eye allows the user to pay the invoice in full with one click.

Click the pay button to go directly to the payment screen to pay the invoice in full.
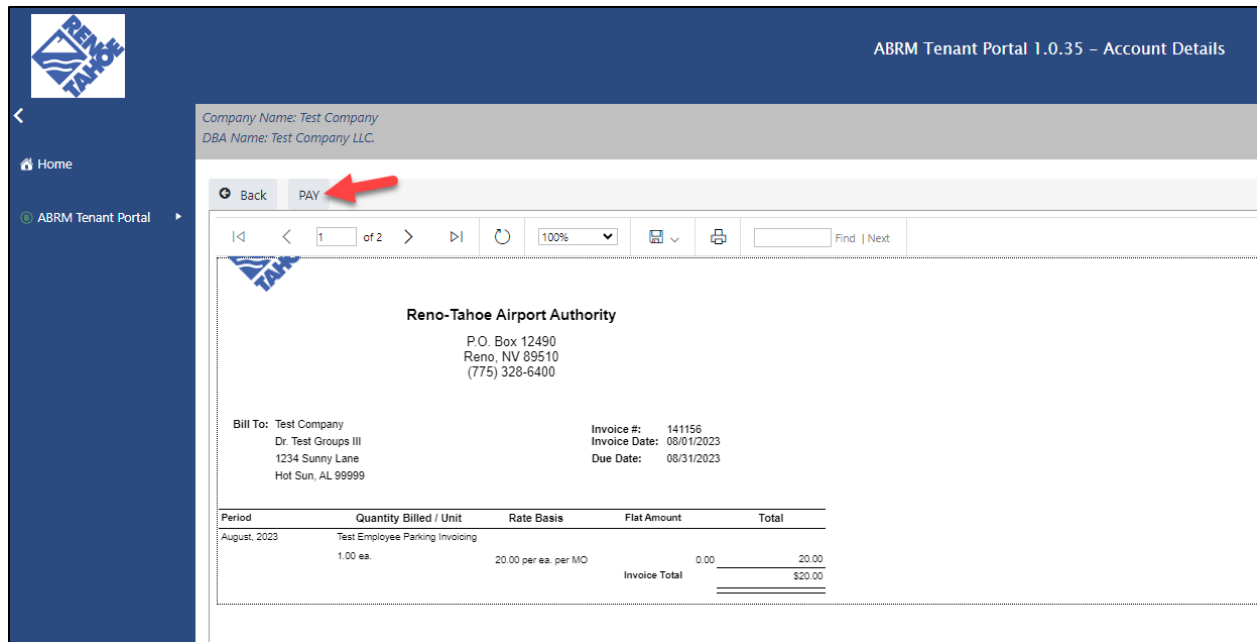
The Applied Details screen displays the information about any payments or credits that have been applied.

1. Applied To = the Invoice Number
2. Transaction Date = Invoice Date (date the invoice was sent)
3. Application Date = date the airport posted the payment (this may be different from the date on which you submitted the payment, even if you submitted it via the Payment Portal)
4. Amount = the amount owed on the invoice.
   a. **NOTE**: items that do not have an Invoice Number in the Transaction Ref column, have a negative number in the Original Amount column, and have a Balance of $0.00 are records of the payments/credits and display all relevant details on the main screen. These items will not display any Print button or Applied Details button.
5. Copy to Clipboard = use this to copy transactions displayed on the screen to Excel.

Pay Total Open Invoices

The top of the Account Details screen offers options to pay invoices. The first option is Pay Total Open Invoices.

Pay Total Open Invoices does not require you to select any items. The system will pull the total of all open items to the payment screen.

Proceed to the section on Entering and Submitting a Payment.

Pay Oldest Invoices

The second option is Pay Oldest Invoices.

Pay Oldest Invoices does not require you to select any items. The system will proceed to the payment screen and await your entry for your payment. After you enter the amount you are paying, the system will apply your payment amount to pay off as many invoices as possible from oldest to newest and will apply any remainder as a partial payment (if your airport allows partial payments).

Proceed to the section on Entering and Submitting a Payment.

Pay Selected Invoices

The third option is Pay Selected Invoices.

1. Begin by entering a payment amount for one or more invoices, in the Payment Amount column. The example below shows entries for three of the 14 items available:
2. When you have entered amounts for all the items you wish to pay, click the Pay Selected Invoices button. The system will pull the total of all selected items to the payment screen.

Proceed to the section on Entering and Submitting a Payment.

View and Pay One Invoice

To the right of every invoice is a button to View and Pay ( ). If you wish to select and pay one specific invoice, begin by clicking this button. A screen displays the selected invoice:

After reviewing the invoice, click the Pay tab if you still wish to pay the item.

Proceed to the section on Entering and Submitting a Payment.

Entering and Submitting a Payment

1. The amount you wish to pay will be displayed in the Payment Amount box. Once the value is correct, click submit.
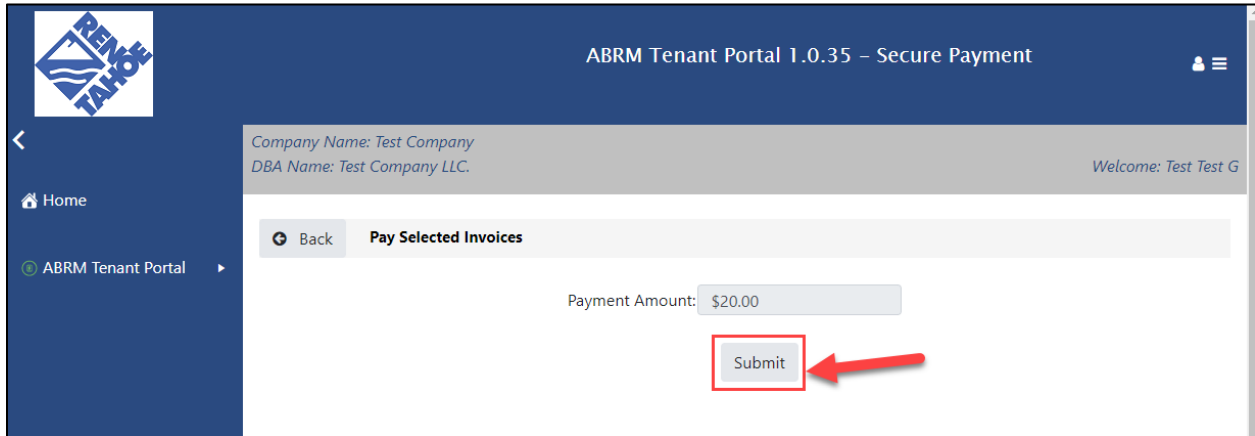

2. The below page will display, please wait for the second window to pop up. If the second window does not display, check your pop-up settings and allow all windows for this website. The process will need to be restarted before the second window will appear again. Click the close button and then proceed to step one again by click the back button.
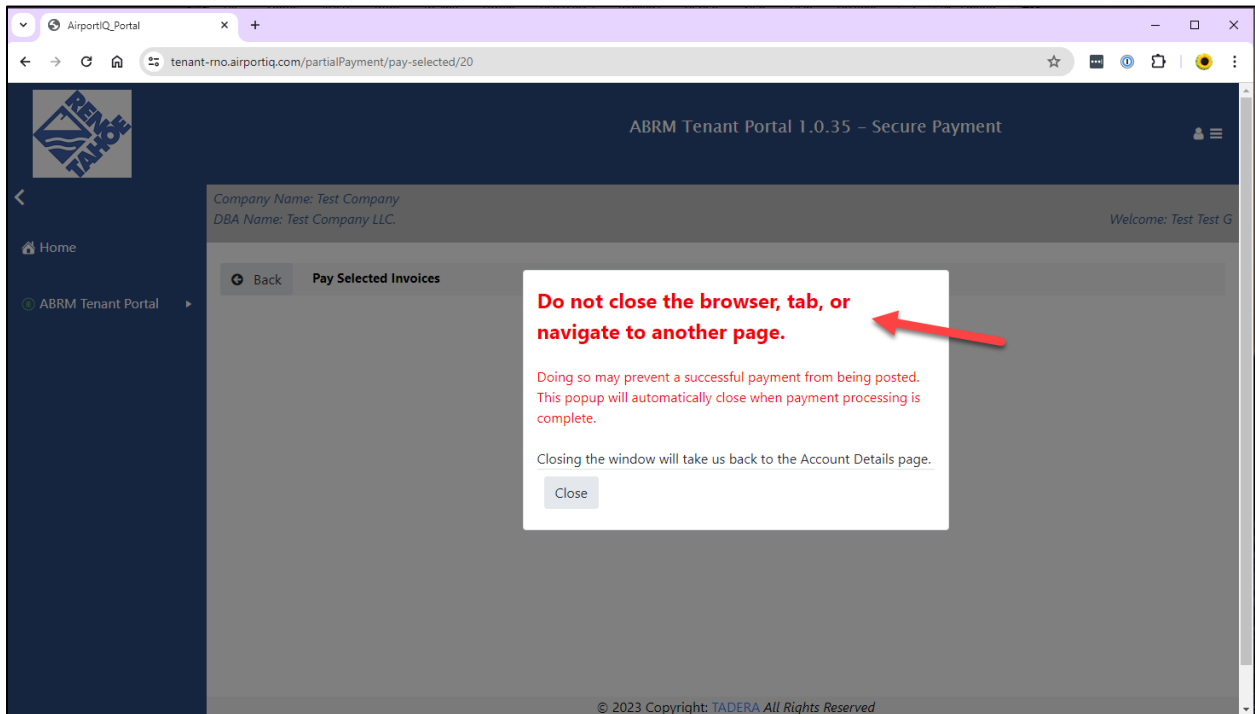
3. Click Make Payment to move to the next payment screen.
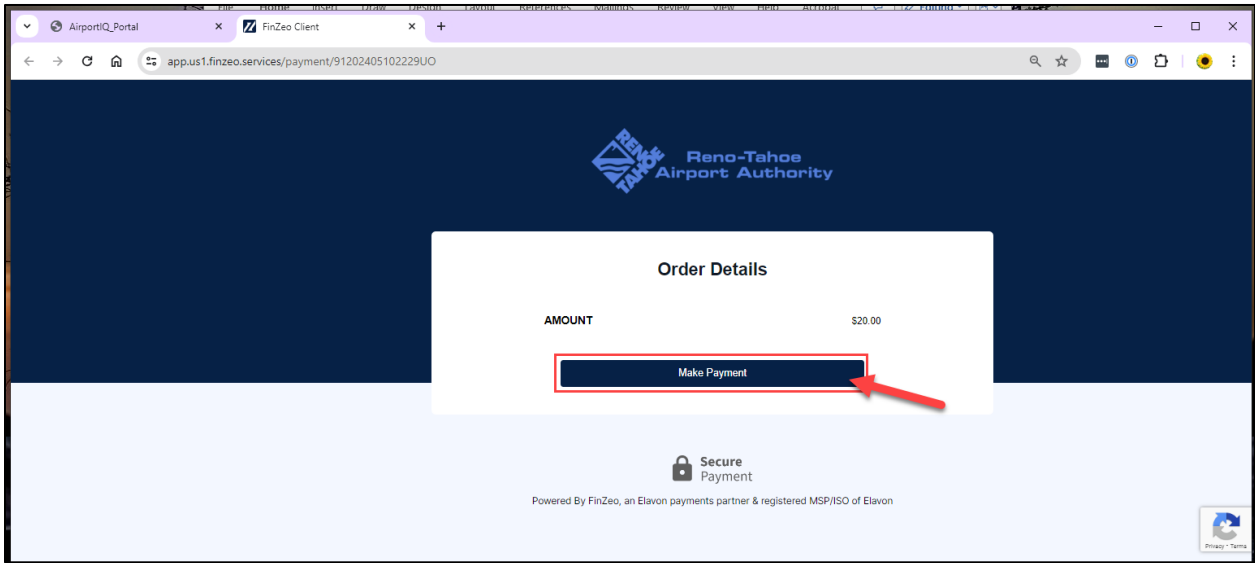
4. Fill out payment screen, choose Credit Card or ACH to start.
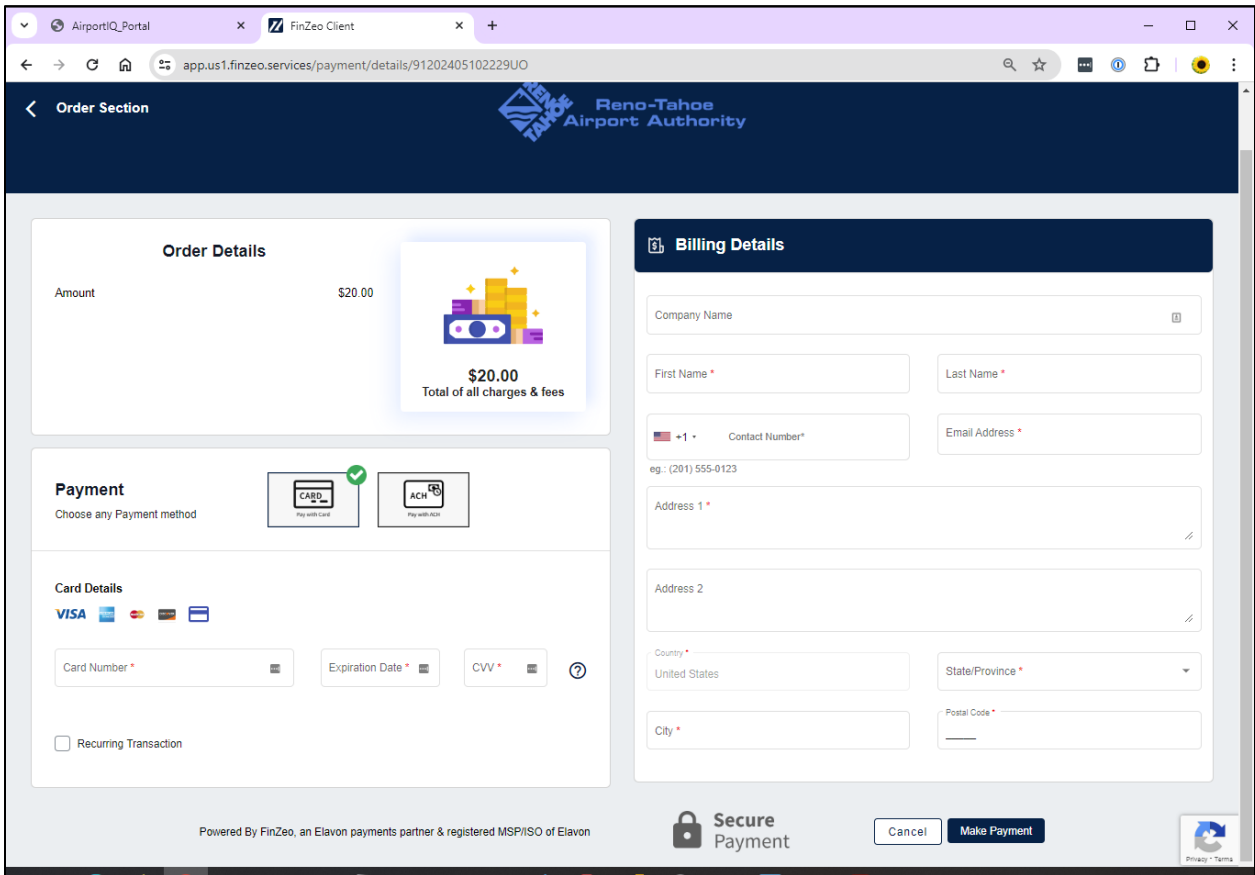
Credit Card / Debit Card

1. When selecting Credit Card you will be prompted to accept the required Credit Card surcharge. Click Agree.

2. Fill out the fields on the form using the tab button to switch between fields.
    a. Credit Card / Debit Card number
    b. Expiration Date (use the format indicated in the field)
    c. CVV Number (the 3-digit code on the back of the physical card)
    d. Company name if applicable
    e. First Name on physical card
    f. Last Name on physical card
    g. Phone number
    h. Email address
    i. Address
    j. State/Province name
    k. City
    l. Zip Code tied to the credit/debit card account

3. Click Make Payment button when the form has been completed.
4. You will get a receipt displaying the details of the transaction which can be downloaded or printed.
   a. An emailed receipt will also be sent to you.

Recurring Credit Card/Debit Card Transactions

5. Checkmark the box, if recurring payments are needed. Once payment is setup the payments can be managed though the following website: https://app.finzeo.com/.
6. Select the frequency, the payment date will automatically be calculated. The next payment date will be displayed when the second payment will be taking out. The first payment will be taken once the payment has been processed.
    a. NOTE: The invoice must be a recurring invoice. If you are unsure if this applies to the invoice you are paying, please contact the RTAA AR department for more information.
    b. Frequency Types:
        i. Weekly
        ii. Bi-weekly
        iii. Monthly
        iv. Yearly
7. Enter the number of payments you would like to pay on the recurring invoice.
    a. When selecting the number of payments know the initial payment made is not counted towards the total number of scheduled recurring payments.
    b. The date of the first payment in the series will be displayed on the screen.

> For recurring payments, the initial payment made today is not counted towards the total number of scheduled recurring payments that begin on 05/17/2024.

        i.

Payment

Choose any Payment method

CARD
Pay with Card

ACH
Pay with ACH

Card Details

VISA

Card Number *	Expiration Date *	CVV *
••••••••••••••••••	01/25	•••

☑ Recurring Transaction

| Frequency*	Schedule date	
Weekly	5/17/2024	☐ At end of the month
Bi-Weekly		
Monthly	For recurring payments, the initial payment made today is not counted towards the total number of scheduled recurring payments that begin on 05/17/2024.	
Yearly		

ACH (Automated Clearing House – direct transfer from your bank account)

1. Begin by selecting the type of ACH bank account that will be used.
   a. Personal or Business
2. Enter the account number and the Routing Number for the bank account being used.
   a. If you do not know your account number or routing number, try logging into your bank account website and seeing if it is listed .
3. If the account is a personal bank account, enter the following fields:
   a. First Name
   b. Last Name
   c. Phone number
      i. Area code first
   d. Email address
   e. Address used for the bank account
   f. City
   g. State
   h. Zip code used for the bank account

4. Click the Make Payment button.

5. If the ACH bank account number is a business account, enter the following fields:
   a. Company Name
   b. Phone number
      i. Area code first
   c. Email address
   d. Address used for the bank account
   e. City
   f. State
   g. Zip code used for the bank account
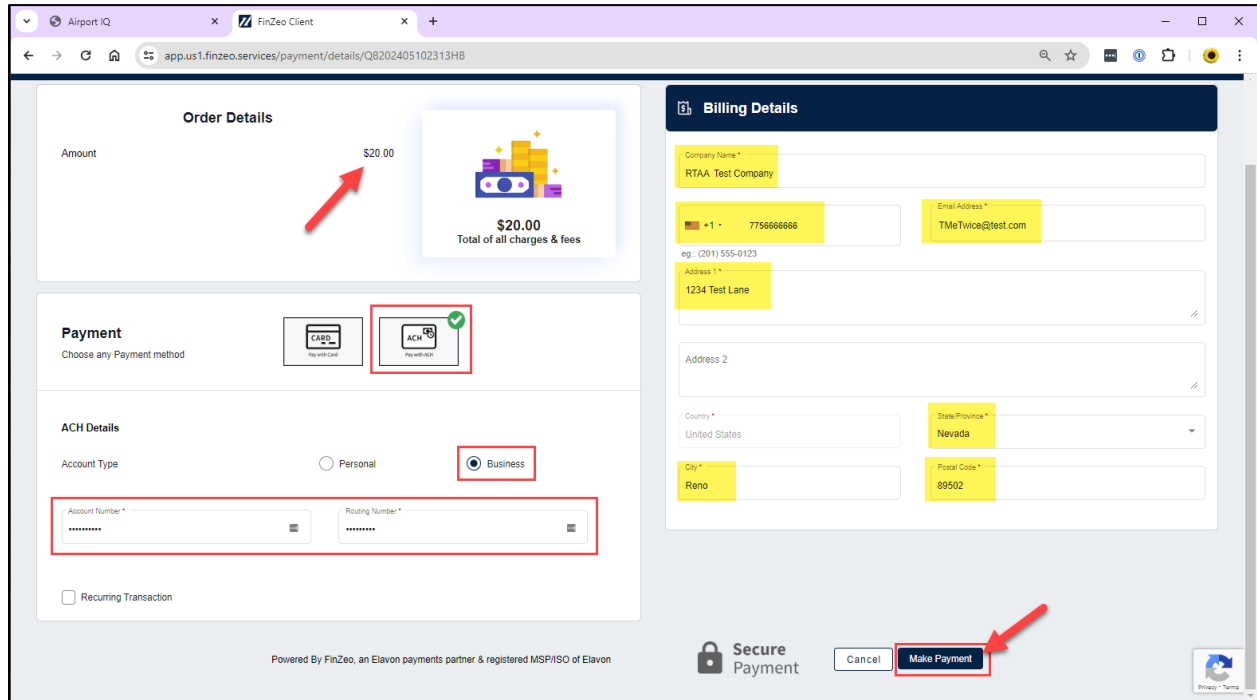
6. Click the Make Payment button.

Recurring ACH Transactions

7. Checkmark the box, if recurring payments are needed. Once payment is setup the payments can be managed though the following website: https://app.finzeo.com/.
8. Select the frequency, the payment date will automatically be calculated. The next payment date will be displayed when the second payment will be taking out. The first payment will be taken once the payment has been processed.
    a. NOTE: The invoice must be a recurring invoice. If you are unsure if this applies to the invoice you are paying, please contact the RTAA AR department for more information.
    b. Frequency Types:
        i.   Weekly
        ii. Bi-weekly
        iii. Monthly
        iv. Yearly
9. Enter the number of payments you would like to pay on the recurring invoice.
    a. When selecting the number of payments know the initial payment made is not counted towards the total number of scheduled recurring payments.
    b. The date of the first payment in the series will be displayed on the screen.
        i.

> For recurring payments, the initial payment made today is not counted towards the total number of scheduled recurring payments that begin on 05/17/2024.

Payment

Choose any Payment method

[CARD] Pay with Card   [ACH] Pay with ACH ✓

ACH Details

Account Type   ○ Personal   ● Business

Account Number *
••••••••••

Routing Number *
•••••••••

☑ Recurring Transaction

Frequency*
Weekly
Bi-Weekly
Monthly
Yearly

Schedule date
5/17/2024

☐ At end of the month

Note: For recurring payments, the initial payment made today is not counted towards the total number of scheduled recurring payments that begin on 05/17/2024

Credit/Debit Card Payment Receipt

Once the make payment button has been clicked, the following receipts will be displayed and sent out. Below is the first receipt. This can be printed if needed.
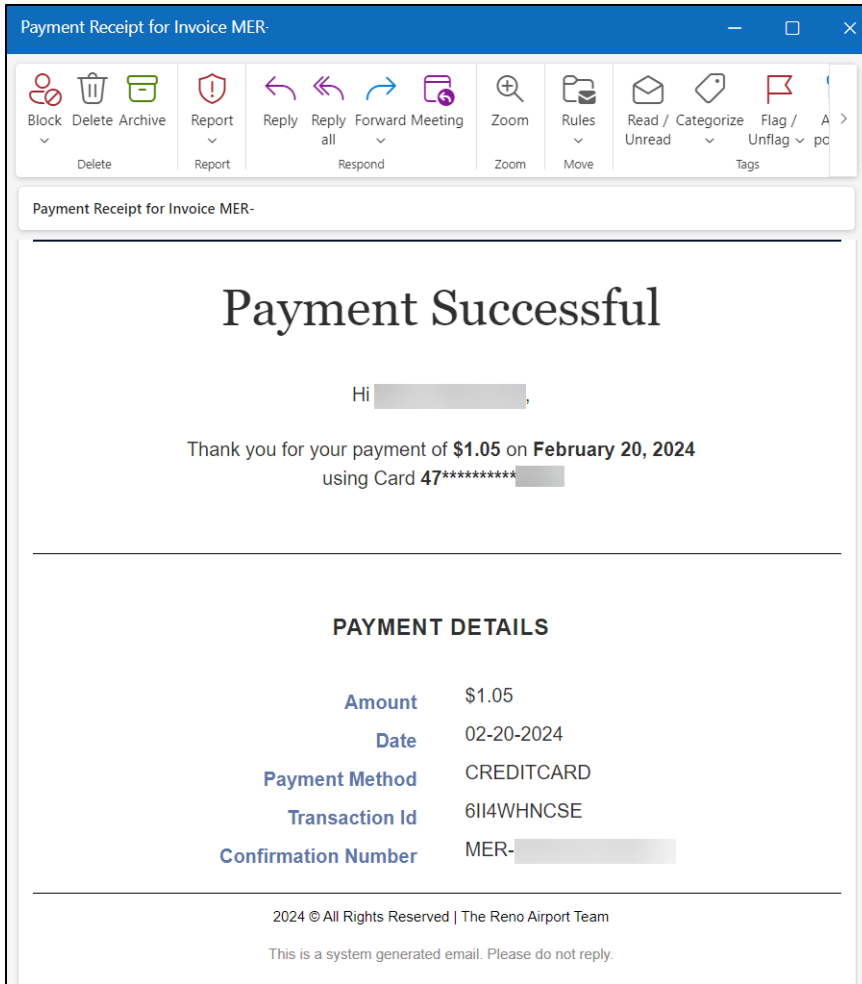
After the above receipt window has been closed, going back to the Tenant portal the following Tadera receipt will be available to print. This can be printed for your records. It contains all the needed information for RTAA to research your transaction if ever needed.

The below email will be sent to the email address from the payment configurations.

Payment Successful

Hi ⬛⬛⬛⬛⬛⬛⬛ ,

Thank you for your payment of **$1.05** on **February 20, 2024**
using Card **47**********⬛⬛⬛

PAYMENT DETAILS

Amount	$1.05
Date	02-20-2024
Payment Method	CREDITCARD
Transaction Id	6II4WHNCSE
Confirmation Number	MER-⬛⬛⬛⬛

NOTE: the balance on your invoice will not change in the Portal until your airport posts the payment.

ACH Payment Receipt

Once the make payment button has been clicked, the following receipts will be displayed and sent out. Below is the first receipt. This can be printed if needed.
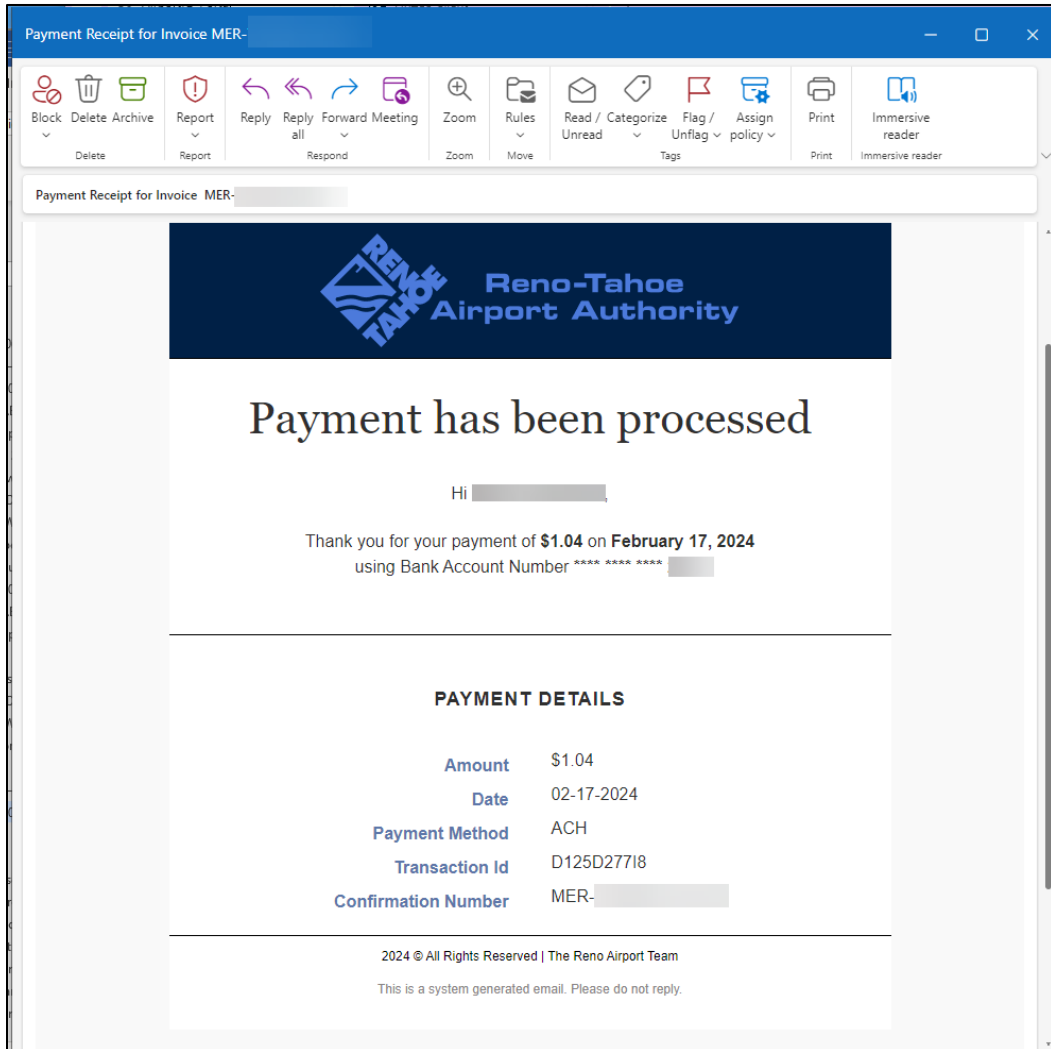
After the above receipt window has been closed, going back to the Tenant portal the following Tadera receipt will be available to print. This can be printed for your records. It contains all the needed information for RTAA to research your transaction if ever needed.

The below email will be sent to the email address from the payment configurations.

Payment Receipt for Invoice MER-

Payment has been processed

Hi ▮▮▮▮▮▮▮▮,

Thank you for your payment of **$1.04** on **February 17, 2024**
using Bank Account Number **** **** **** ▮▮▮▮

PAYMENT DETAILS

Amount	$1.04
Date	02-17-2024
Payment Method	ACH
Transaction Id	D125D277I8
Confirmation Number	MER-▮▮▮▮▮▮

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This is a system generated email. Please do not reply.

NOTE: the balance on your invoice will not change in the Portal until the airport's AR department posts the payment. Please allow 3-5 business days for your payment to be posted.