

## What Is the Merchant Account Portal?

Your merchant account portal gives you a real-time view into the payment processing side of your account — deposits, fees, disputes, and compliance — separate from your payment hardware or software.

### Common reasons to access the portal:

- Confirm payments settled, batches, and payout deposits
- Monitor and respond to chargebacks
- Download statements, tax documents, and fee history
- Complete PCI compliance and resolve ACH rejects

### Note: Which guide is this?

This guide covers the Legacy TacticalPay Merchant Portal. To confirm this is the right guide for you, check the first 4 digits of your Merchant ID — found in your welcome email or on your monthly statement.

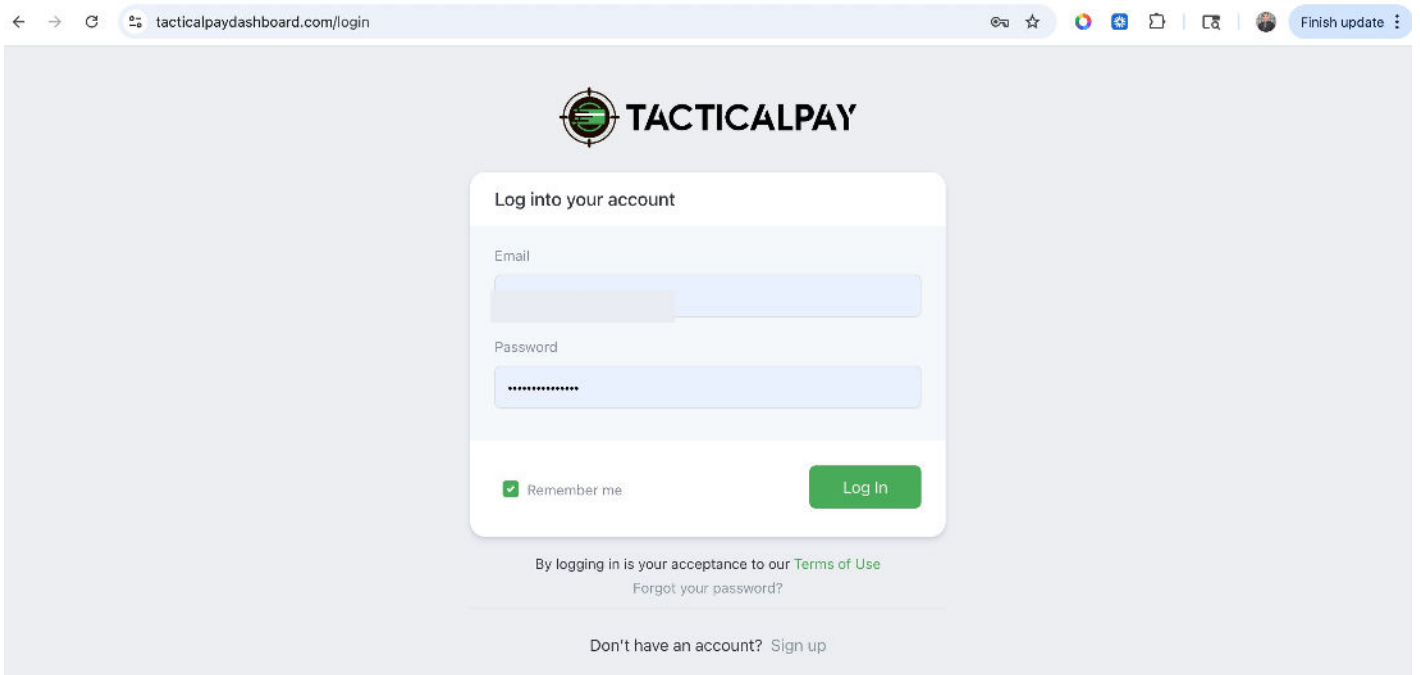
**This guide applies to you if your Merchant ID starts with: 6799**

**If your Merchant ID starts with 2011 · 2099 · 3011 · 3099 · 4011 · 4099 · 5011 · 7011 · 8011 · 8015** — you are on the Main Merchant Portal. Log in at [dashboard.tacticalpay.com](https://dashboard.tacticalpay.com) and refer to the Main Merchant Portal Guide at [tacticalpay.com/knowledge-base](https://tacticalpay.com/knowledge-base).

If you're unsure which applies to you, contact us at [support@tacticalpay.com](mailto:support@tacticalpay.com).

## Logging In

Navigate to [tacticaldashboard.com/login](https://tacticaldashboard.com/login). Your login credentials were emailed when your merchant account was approved. If you cannot access your account, contact TacticalPay support.



The screenshot shows a web browser window with the URL [tacticalpaydashboard.com/login](https://tacticalpaydashboard.com/login). The page features the TacticalPay logo at the top center. Below the logo is a white login form titled "Log into your account". The form contains two input fields: "Email" and "Password". Below the password field is a "Remember me" checkbox which is checked. A green "Log In" button is positioned to the right of the "Remember me" checkbox. Below the form, there is a line of text: "By logging in is your acceptance to our [Terms of Use](#)". Below that is a link for "Forgot your password?". At the bottom of the page, there is a link: "Don't have an account? [Sign up](#)".

*Login at [tacticaldashboard.com](https://tacticaldashboard.com) — credentials were emailed at the time of account approval*

**Note:** Your portal login is separate from your TacticalPay terminal or software credentials. Use [Forgot your password?](#) on the login page to reset access without contacting support.

## Dashboard Home

The merchant home screen displays your DBA name, volume summaries for the current day, week, month, and quarter, a performance chart, and any open support tickets. Scrolling down on the same screen reveals your sales mix, signed boarding documents on file, and your **PCI Compliance** status. Volume data refreshes every 4–6 hours — same-day figures may not yet reflect final settled amounts.

The dashboard home screen displays the following information:

- Volume Summaries:** Total, This calendar week, This calendar month, and This calendar quarter.
- Performance Chart:** A line chart showing Gross Sales and Net Sales over time.
- Open Tickets:** A list of support tickets with details like date and status.
- Sales Mix:** A bar chart showing the distribution of sales across different categories.
- Boarding Files:** A list of signed boarding documents.
- PCI Compliance:** A section showing the current compliance status and any alerts.

Dashboard home — volume, performance chart, and open tickets

Scrolled down — sales mix, boarding files, and PCI compliance status

**Note:** If your PCI status shows Not Compliant, complete your annual SAQ through the PCI Dashboard link as soon as possible. For step-by-step instructions, refer to the PCI Compliance Guide in the TacticalPay knowledge base at [tacticalpay.com/knowledge-base](https://tacticalpay.com/knowledge-base).

## Authorizations (Reporting > Authorizations)

Authorizations shows every card transaction attempted — approved and declined. Use this view to confirm a specific charge went through, look up a transaction by amount or last-four card digits, or investigate a decline. Each row shows card type, masked card number, amount, transaction type, Card Present vs. Card Not-Present, and authorization date and time.

The Authorizations interface displays the following information:

- Summary:** Total Authorizations (5), Approval Ratio (100.00%), Total Amount Authorized (\$785.20), and Authorization Amount Approval Ratio (100.00%).
- Performance Chart:** A line chart showing the number of authorizations over time.
- Transaction List:** A table listing individual transactions with details such as card type, amount, and approval status.

ID#	Card Type	Number #	Amount	CVV	Transaction Type	Message Type	Payment Type	Authorization Date	Authorization Time	Approval Code	Status
Shop	Mastercard	501058****0234	\$235.20	7030	Credit	0100	Card Present	Apr 27, 2025 2:59:05 PM	068859	00	Approved or completed successfully
Shop	visa	630022****2425	\$171.60	7030	Credit	0100	Card Present	Apr 24, 2025 11:36:32 AM	436482	00	Approved or completed successfully
Shop	Mastercard	514933****0784	\$88.40	7030	Credit	0100	Card Present	Apr 21, 2025 1:05:06 PM	0C7D71	00	Approved or completed successfully
Shop	visa	472998****2954	\$78.00	7030	Credit	0100	Card Not-Present	Apr 16, 2025 10:05:14 AM	017054	00	Approved or completed successfully
Shop	Mastercard	511892****0783	\$208.00	7030	Credit	0100	Card Present	Apr 4, 2025 9:53:12 AM	923334	00	Approved or completed successfully

Authorizations — full transaction list with card type, amount, and approval status; use Filters to search



### Batches (Reporting > Batches)

A batch is the group of transactions that settled together at end of day. Each row shows the settlement date, gross amount, transaction count, and a View button to drill into individual transactions. Use Batches to confirm a specific sale settled, or to reconcile your daily totals against what processed.

**Batch** is Gun Shop | Apr 01, 2026 - Apr 30, 2026

Updated every 24 hours. Last Modified: 04/27/2026

**Gross** Amount: \$785.20 | Quantity: 5

**Net** Amount: \$785.20 | Quantity: 5

Transaction chart showing volume over time.

Settle Date	Batch	Amount	Settle Method	State	Commission	Fee	Number of Batches
Apr 27, 2026	is Gun Shop	\$785.20	N/A	CA	\$3.00	\$0.00	1
Apr 24, 2026	is Gun Shop	\$171.60	N/A	CA	\$3.00	\$0.00	1
Apr 21, 2026	is Gun Shop	\$88.40	N/A	CA	\$3.00	\$0.00	1
Apr 16, 2026	is Gun Shop	\$78.00	N/A	CA	\$3.00	\$0.00	1
Apr 6, 2026	is Gun Shop	\$208.00	N/A	CA	\$3.00	\$0.00	1

Your current timezone is set to America/Los\_Angeles.

Batches — one row per settlement date; click View to see each transaction within the batch

### Payouts (Reporting > Payouts)

Payouts shows the actual deposits sent to your bank account after processing fees are deducted. Each row shows the payout date, deposit amount, and fee amount. Expand a row to see which batch(es) are included in that deposit. If a deposit seems short, check the Fee Amount column — processing fees are deducted before funds are transferred.

**Payouts #21** Shop | Apr 01, 2026 - Apr 30, 2026

Payout Date	Deposit Amount	Checkback Count	Checkback Amount	Split Funding Amount	Net Settled Amount	Fee Amount	Monthly Amount	Remaining Amount
Apr 27, 2026	\$785.20	0	\$0.00	\$0.00	\$0.00	-\$3.00	\$0.00	\$0.00
Apr 24, 2026	\$171.60	0	\$0.00	\$0.00	\$0.00	-\$3.00	\$0.00	\$0.00
Apr 21, 2026	\$88.40	0	\$0.00	\$0.00	\$0.00	-\$3.00	\$0.00	\$0.00
Apr 16, 2026	\$78.00	0	\$0.00	\$0.00	\$0.00	-\$3.00	\$0.00	\$0.00
Apr 6, 2026	\$208.00	0	\$0.00	\$0.00	\$0.00	-\$3.00	\$0.00	\$0.00

Expanded view for Apr 27, 2026:

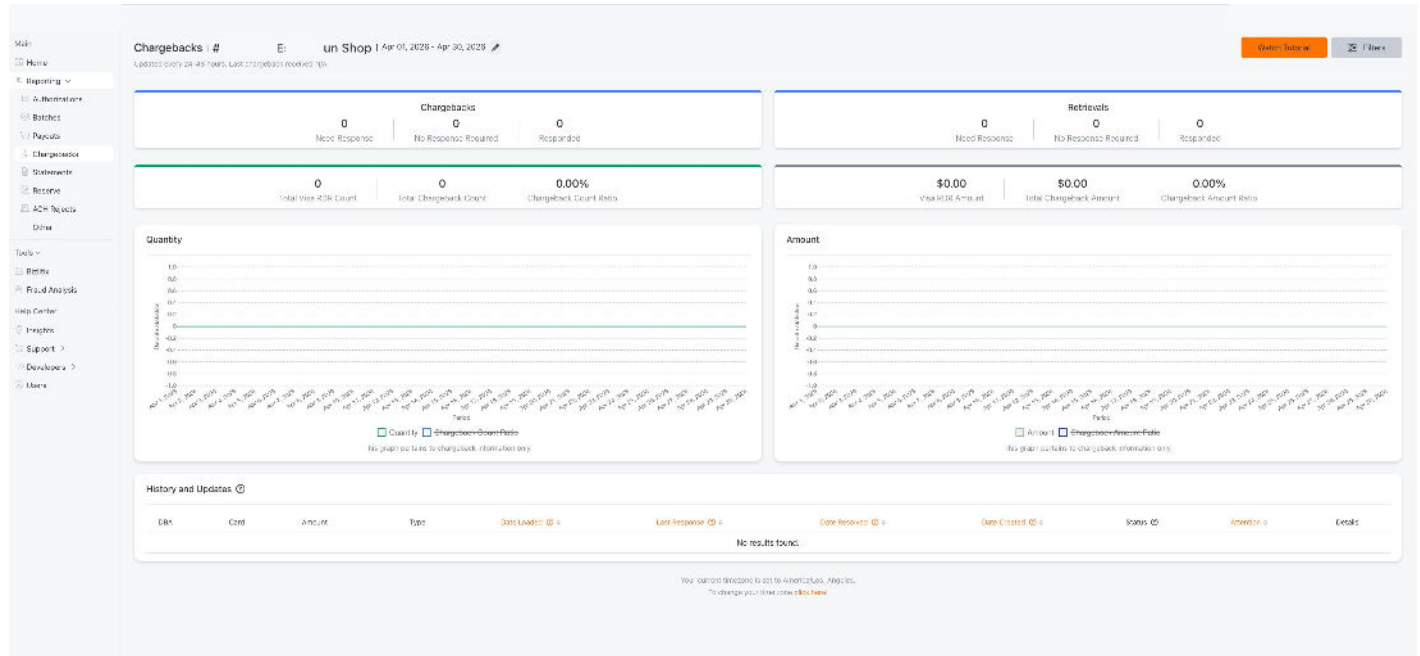
AMOUNT	TYPE	FEE AMOUNT	SETTLEMENT AMOUNT	NETTLED AMOUNT	REASON	REASON AMOUNT	REASON DATE
\$785.20	Deposit	-\$3.00	\$0.00	\$0.00	None	\$0.00	Apr 27, 2026

Payouts — net bank deposits after fees; expand a row to see the underlying batch detail



Chargebacks (Reporting > Chargebacks)

A chargeback occurs when a cardholder disputes a charge with their bank. The portal tracks your total chargeback count, dollar amount, and chargeback ratio — a key metric your acquiring bank monitors. Cases marked **Need Response** require you to upload supporting documentation within the deadline shown. Unanswered chargebacks are automatically lost and the funds are debited from a future payout.



Chargebacks — dispute counts, amounts, and ratio; respond to open cases before the deadline

**Tip:** Keep copies of signed 4473s, sales receipts, and any delivery confirmation — these are your primary chargeback defense documents for firearms transactions. Contact TacticalPay support immediately if you receive a dispute that Needs Response.

Statements (Reporting > Statements)

Monthly processing statements are posted here as downloadable PDFs on the first of each month. Each statement covers the prior month's total volume, transaction count, fees, and interchange detail. Download and retain these for bookkeeping and tax filings.

Main | Statements | # | in Shop Last Three Months | Filter

Reporting | 1 of 123 months

Batch #	Processor	1/15/2026 10:30 AM
Batch #		Mar 2026
Batch #		Feb 2026

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Statements — monthly PDF statements for download; default view shows the last three months



Reserve (Reporting > Reserve)

If your acquiring bank requires a rolling or fixed reserve, your current balance and transaction history appear here. A reserve is a portion of processing volume held temporarily as a risk buffer — common for newer or higher-risk merchant categories. Reserve funds are returned per your merchant agreement.

The screenshot shows the 'Reserve' reporting page for 'Sun Shop'. At the top, it displays 'Reserve | \$0.00 Current Reserve Balance'. Below this is a line graph titled 'Reserve History' with a y-axis labeled 'Reserve Balance' ranging from 0 to 0.6. The graph shows a flat line at 0. Below the graph is a table with columns: DATE, AMOUNT, DUES (USD), RESERVE BALANCE, and RESERVE PERCENT. The table contains the text 'No results found.'

Reserve — current balance and history; a \$0.00 balance is typical for established accounts

ACH / Bank Rejects (Reporting > ACH Rejects)

An ACH reject typically occurs when the processor attempts to pull a fee — such as your monthly merchant account fee — via ACH debit and the transaction is returned. This can happen due to insufficient funds, a closed account, or incorrect bank information on file. When an ACH reject is outstanding, your batches are generally held automatically until the balance is resolved. Contact TacticalPay support immediately if you see an unresolved reject to avoid interruption to your payouts.

The screenshot shows the 'Bank Rejects' reporting page for 'Sun Shop'. It features four summary cards: 'Resolved' (\$34.08 amount, 1 quantity), 'Unresolved' (\$0.00 amount, 0 quantity), 'Outstanding Balance' (\$0.00 amount), and 'Returned Deposits' (\$0.00 amount). Below these is a table with columns: Merchant (Sun Shop Inc), Net Amount of Rejects (\$34.08), ACH Debits (1), ACH Status (OK), and Issue Audit Date (Apr 27, 2026). A 'Click ID: P1232422' is visible at the bottom left.

ACH Rejects — fee debits returned by your bank; unresolved rejects typically cause batch holds