

Mastercard Authorization Optimizer



Challenge

Mastercard introduced an NSF decline recovery service with mandatory fees initially due to start in July 2023. This caught merchants and acquirers off-guard – both we're unprepared to utilize the new MAC codes or measure their effectiveness.



Advocacy Approach

The MRC worked closely with our merchant and acquirer members to gather data and feedback, which we then delivered to Mastercard for consideration. We also wrote a letter to Mastercard requesting a delay in the start of fees to allow the ecosystem time to prepare.



Insights

At the time of planned fee start (July 2023), most acquirers had not yet made the MAC codes available, and very few merchants had tested them as part of their retry logic.



Outcomes

Mastercard agreed to a three-month delay in the start of fees (from July to October 2023). We are continuing to follow up with both merchants and acquirers to assess readiness and better understand performance of the MAC codes. We will then reengage Mastercard.