AN 7845 Account Level Management: ALM Service Data Opt-In and Retirement of ALM Functions

Type:
Bulletin announcement

Category:
Operations

Audience:
Acquirer
Issuer
Processor
Network enablement partner

Region:
Global

Brand:
Mastercard®

Product or service:
Account Level Management

Action indicator:
Attention warranted (program/service-related)

System:
Account Management System

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Effective:
1 August 2023

Executive overview

Mastercard is retiring the following Account Level Management (ALM) functions within Mastercard Connect: Manage My Accounts, ALM Acquirer Service Data, and the ALM Issuer Service Data user interface. Customers that want to opt-in to receive the ALM Service Data during transaction processing for the supported authorization and clearing messages must call Global Customer Service.

Effective date details

Date	Details
1 August 2023	Manage My Accounts, ALM Acquirer Service Data, and the ALM Issuer Service Data user interface in Mastercard Connect™ will no longer be available for customers to elect their opt-in preferences. Customers must contact Global Customer Service to request Opt-In for ALM Service Data.

Customer benefit

Customers will work directly with Global Customer Support to facilitate the activation of the opt-in election preferences for the ALM Service Data in authorization, clearing, or both for the supported message types.

What Mastercard is doing

Mastercard is retiring the following ALM functions within Mastercard Connect:

- Manage My Accounts
  - Acquirer Service Data
  - Issuer Service Data

The Acquirer Service Data and the Issuer Service Data user interfaces enable customers to set their election preferences. Once the opt-in election preferences have been activated, transactions will be enriched with the ALM Service Data based on the customers opt-in election preferences.

Effective 1 August 2023, customers must contact Global Customer Service to request their opt-in election preferences for authorization and clearing messages.

Background

ALM Service Data is populated in authorization and clearing messages, but only when the customer has elected to receive the data.

As a reminder, ALM Service Data is populated in the following message types when a customer has elected to receive the ALM Service Data:

- Authorization
  - Authorization Request/0100
  - Authorization Request Response/0110
  - Authorization Advice/0120: System-generated
  - Authorization Advice/0120: Acquirer-generated
  - Authorization Advice Response/0130: System-generated
  - Authorization Advice Response/0130: Issuer-generated
- Clearing
  - First Presentment 1240/200
  - Second Presentment 1240/205
  - Second Presentment Partial 1240/282
  - Chargeback 1442/450
  - Chargeback Partial 1442/453

Version history

Date	Description of change
6 June 2023	Initial publication date

ALM Service Data enhancement

Acquirers wanting to activate receiving the ALM Service Data in the supported messages for authorization, clearing, or both will provide the required set-up information to Global Customer Service.

- Clearing activation
  - ICA number or listing of ICA numbers
  - Service Code: Service 197- Opt-In Acquirer ALM Data for Clearing Messages
  - Effective Date

- Authorization activation
  - Listing of the combination of ICA numbers in Data Element (DE) 32 (Acquiring Institution ID) and DE 33 (Forwarding Institution ID) of *Customer Interface Specification* authorization messages.
  - Service Code: Service 193 - Opt-In Acquirer ALM Data for Authorization Messages
  - Effective Date

Issuers wanting to activate receiving the ALM Service Data in the supported messages for authorization, clearing, or both will provide the required set-up information to Global Customer Service.

- Clearing and authorization activation
  - Customer Identifier (CID, also known as MID [Member ID])
  - Transaction Message Type: Authorization, Clearing, or Both
  - Effective Date

ALM Service Data activation

Opting-in to receive the ALM Service Data will be activated within five business days of the effective date provided by the customer.

ALM Reconciliation Data report

As a reminder, customers may also receive ALM Service Data within an optional clearing report file.

Customers may register for this optional report in addition to opting-in for the ALM Service Data within IPM messages. The IP755220-AA: ALM Reconciliation Data report is offered as an option to facilitate reconciliation. Customers receive this optional report through bulk file TN70 (Production) and TN72 (Test). The ALM Reconciliation Data report is a raw data file delivered to a customer's designated end point, once configured.

Related information

- *Account Level Management Manual*

Questions

Customers with questions about the information in this announcement should contact Global Customer Service using the contact information on the Technical Resource Center.