



GLB 11900.1 Updates to Technical Resource Center links in Mastercom

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Bulletin announcement

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Operations

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Debit Mastercard
Maestro®
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Product or service:
Mastercom Dispute Resolution

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30 June 2025
1 March 2026

Executive overview

Mastercom contains links to resources on the Technical Resource Center (TRC). Mastercard is updating the TRC links in Mastercom due to changes to the TRC URL.

Table 1: Effective date details



Date	Details
30 June 2025	Mastercard decommissions the legacy TRC application (https://techdocs.mastercard.com/).
1 March 2026	Mastercard updates the TRC links in Mastercom to direct customers to the new URLs.

Customer benefit

Updating the TRC links in Mastercom allows customers to continue navigating to relevant guides and resources directly from Mastercom.

What Mastercard is doing

To make it easier for Mastercom customers to access relevant resources on the TRC, Mastercom provides direct links to the *Mastercom User Guide* and other resources through the following:

- The  icon in the upper-right corner of Mastercom.
- The  icon in the upper-right corner of the Mastercom Extended user interface (UI).

As announced in *GLB 11108 Updates to the Technical Resource Center*, effective 30 June 2025, the link to the legacy TRC application (<https://techdocs.mastercard.com/>) is decommissioned. Customers must access the TRC using the new link (<https://trc-techresource.mastercard.com/>).

The existing TRC links in Mastercom will redirect customers to the new TRC landing page until mid-July. After that time, the links will return an error until they are updated with the new TRC links.

Mastercard will update the TRC links in Mastercom to reflect the new TRC links by the date listed in the Effective date details.

Table 2: Version history

Date	Description of change
1 July 2025	Initial publication date

New TRC links for Mastercom resources

Until Mastercard updates the TRC links in Mastercom, customers can search for the resources in the TRC or refer to the following table.

Table 3: New TRC links for Mastercom resources

Resource title	URL
<i>Mastercom User Guide</i>	https://trc-techresource.mastercard.com/r/bundle/m_mstrcm_ug_en-us/page/d/en-US/
<i>Mastercard Test Facility User Guide for Mastercom</i>	https://trc-techresource.mastercard.com/r/bundle/m_mstrcm_mtf_ug_en-us/page/d/en-US/
<i>Chargeback Guide</i>	https://trc-techresource.mastercard.com/r/bundle/m_cbg_en-us/page/d/en-US/
<i>Global Clearing Management System Reference Manual</i>	https://trc-techresource.mastercard.com/r/bundle/m_gcmsrefmanual_en-us/page/d/en-US/
<i>IPM Clearing Formats</i>	https://trc-techresource.mastercard.com/r/bundle/m_ipmformats_en-us/page/d/en-US/
<i>First-Party Trust Program Guide</i>	https://trc-techresource.mastercard.com/r/bundle/m_fpt_pg_en-us/page/d/en-US/
<i>Mastercard Network Processing Dual Message Clearing System Guide</i>	https://trc-techresource.mastercard.com/r/bundle/m_DMC_guide_en-us/page/d/en-US/
<i>Announcement Summary Report</i>	https://trc-techresource.mastercard.com/r/bundle/m_asr_en-us/page/d/en-US/

Related information

- *GLB 11108 Updates to the Technical Resource Center*

Questions

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