

# General Servicing Training Resources

This document lists all Investor Accounting training resources available to you from Freddie Mac Learning.

Access the following resources by clicking their titles.

## General Servicing

### Reference Tools

#### [2023 Due Date Calendar for Monthly Reporting and Drafting](#)

Highlights the 2023 due dates for loan-level transactions, drafting, and electronic default reporting (EDR).

#### [Accessing eBill Quick Reference](#)

Explains the process of provisioning access to eBill through Freddie Mac Access Manager and outlines the steps to access eBill from the Servicing Gateway. provisioning tasks.

#### [Freddie Mac Servicer Success Scorecard Reference Guide](#)

Introduces and provides detailed information on the Freddie Mac Servicer Success Scorecard, ranking methodology, performance metrics, and more.

#### [Freddie Mac Manager Series Reports Reference Guide](#)

The Manager Series Reports provides access to various reports, including a high-level summary, loan-level detail data, and more.

#### [Servicing Reports](#)

This interactive tool provides information on available reports for loan-level and default activity submitted through Freddie Mac's servicing tools.

#### [Transfer of Servicing Process Flows](#)

Detailed process flows that highlight the Subsequent Transfer of Servicing, and Intra-Servicer processes.

### Tutorials

#### [Getting Started with Freddie Mac Access Manager](#)

Provides an overview of Freddie Mac Access Manager and includes demonstrations of how to complete the most common administrator workflows and provisioning tasks.

#### [How do I Sign up for Webinars & Tutorials](#)

This clip shows you the steps for the one-time profile setup that opens the door to all our Freddie Mac Learning webinars and tutorials.

#### [Servicer Success Scorecard Tutorial](#)

Introduces Freddie Mac's Servicer Success Scorecard, a confidential report that details your servicing performance for Default Management and Investor Reporting. Learn how to navigate, read, and utilize the Scorecard to track and improve your servicing performance.

### [Servicing Gateway and Tools Overview Tutorial](#)

Freddie Mac's Servicing Gateway is an all-in-one portal that provides easy access to most of our servicing tools in one location through single sign-on and simplified navigation.

### [Transfer of Servicing Process Flows Learning Clip](#)

Provides an overview of the Subsequent Transfer of Servicing, and Intra-Servicer processes.

For a catalog of all Freddie Mac Learning resources, visit:

[https://sf.freddiemac.com/content/\\_assets/resources/pdf/fact-sheet/freddie-mac-learning-catalog.pdf](https://sf.freddiemac.com/content/_assets/resources/pdf/fact-sheet/freddie-mac-learning-catalog.pdf)