Service Portal

Cascades Contact Center

Clients and Suppliers

Table of content

Hello,

We have made available to you a new user-friendly tool, our new Cascades Contact Center Service Portal. This portal has been put in place to optimize our services and to process your requests more efficiently. It will also be easier to follow the progress of your requests and to converse with the person in charge of your requests.

To help you register, log in, navigate and submit new requests in the portal, we have designed this procedure. This service portal will replace the clients@cascades.com, credit@cascades.com, suppliers@cascades.com and csp_ssc@cascades.com email boxes.
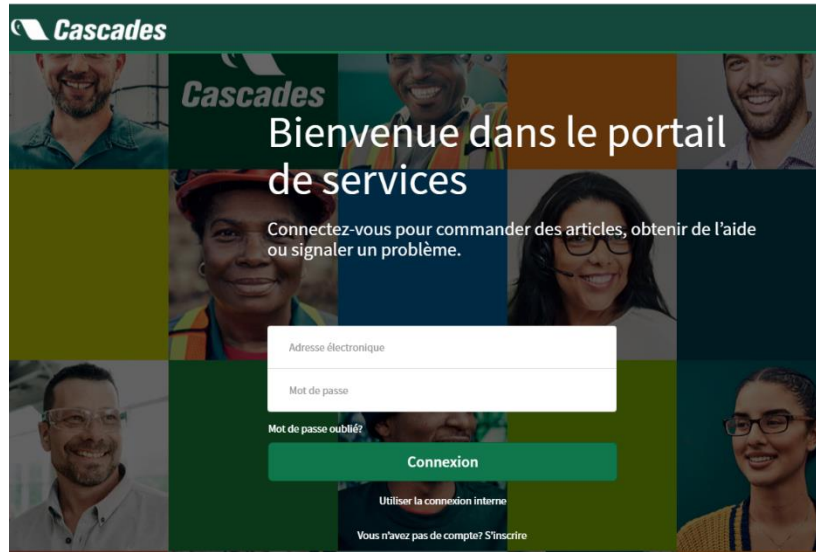
If you would like assistance completing an application or have questions, you may reach a Contact Center agent toll-free at 1 844-404-8400 Monday through Friday between 8am and 5pm (EST).

1. Access the Portal

As a client or a customer, you can simply go to the following link:

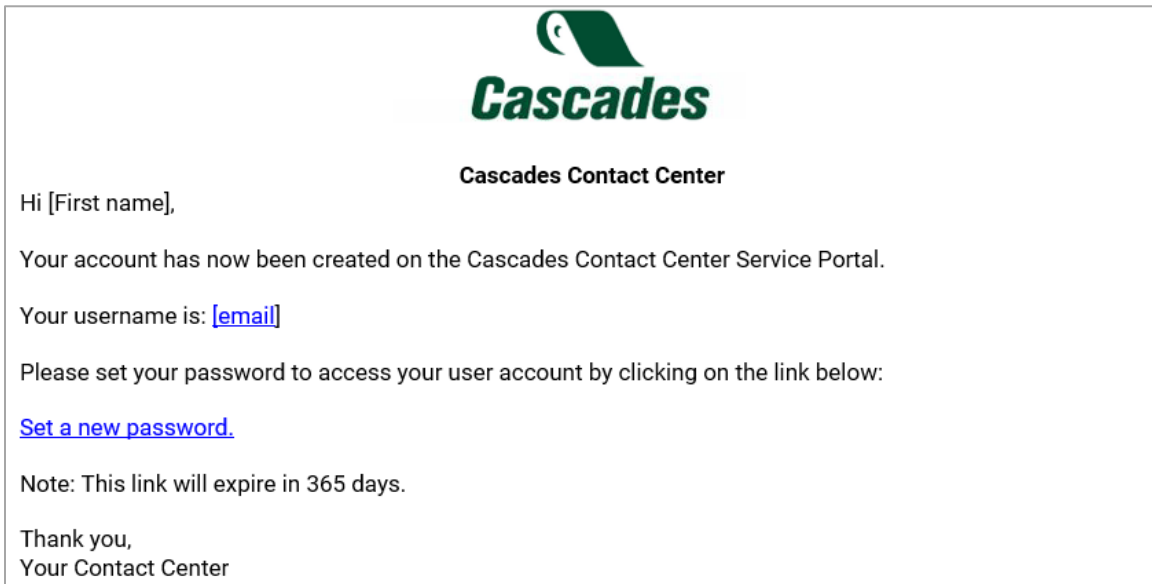 https://cascades.service-now.com/sp?id=external_login
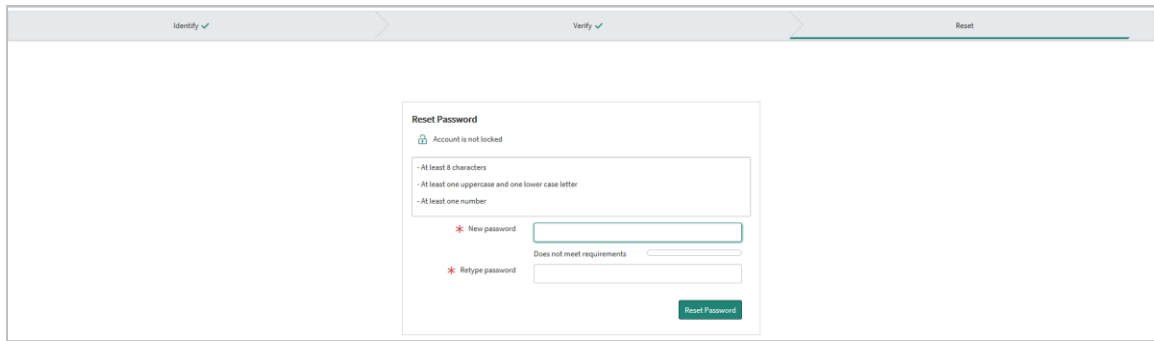
The following page will appear:

2. Register on the Portal

2.1. If you have received an email inviting you to create your password

If you have received your email inviting you to create your password, please click on the "Set a new password" link in the email:
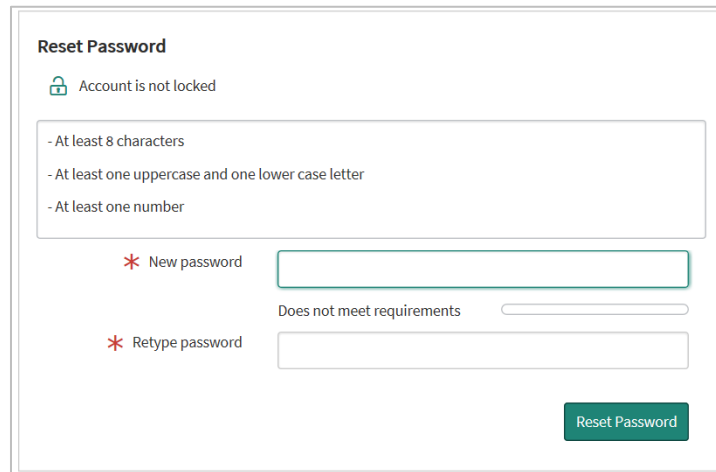
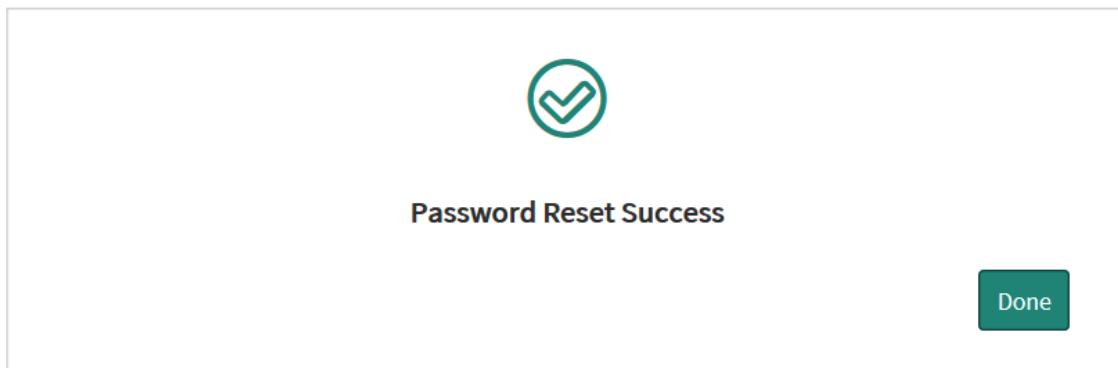You will be redirected to this page:

Please create your new password that meets the specified criteria. It must contain:

- A minimum of 8 characters
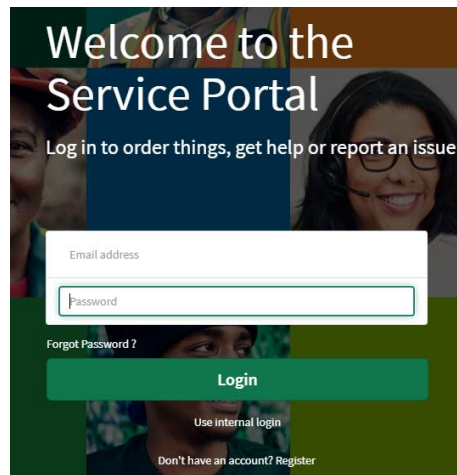- At least one upper and one lower case
- At least one number

Press "Reset Password" to submit. A confirmation page will appear:

Click on "Done" to log in for the first time with your credentials:

Enter your email address and password, then click on "Login". This will take you to the service portal.

2.2. If you haven't received an email inviting you to create your password

If you did not receive an email inviting you to create your password, you probably do not have a pre-registered account. Please go to the link https://cascades.service-now.com/sp?id=external_login and click on "Register":
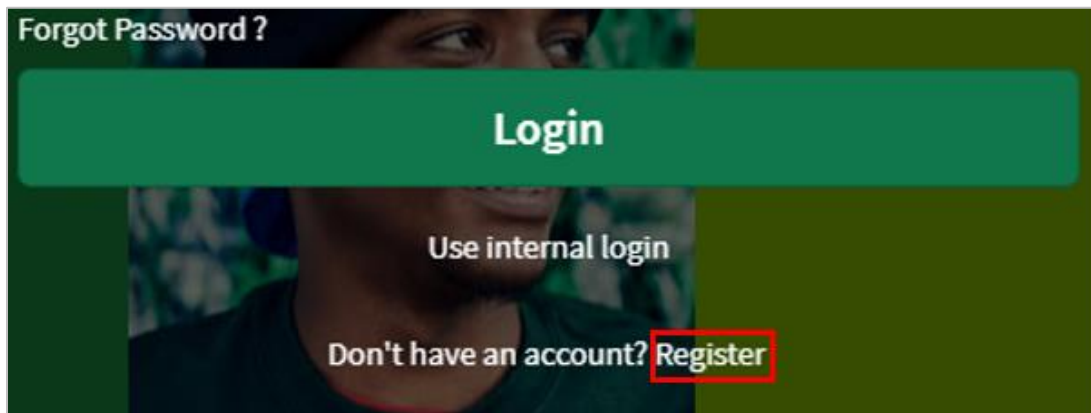
A new page will appear. You will have to fill in a few questions so that we can identify you:

External user self-registration

Please complete the fields below to obtain self-service access to the Cascades Service Portal.

Welcome to the Cascades Contact Center Service Portal. We have made this self-service, easy-to-use tool available to you so that we can process your requests more quickly.

This Portal offers you many features such as the ability to submit requests at any time, track their progress and chat with the assigned contact person. We will also provide you with useful documents in the Knowledge Base.

To access the Portal, please first complete the fields below to create your profile. Once you have done so, you will receive an email with a link to create your password. You will then be able to access the Portal and submit your first request in a few clicks.

Here is the Procedure that explains the general functioning of the Portal. If you have any questions or are having difficulty creating your profile, you can reach the Cascades Contact Center at 1 844-690-2519 Monday through Friday between 8am and 5pm EST.

Contact Information

* First name

* Last name

* Email

* Business Phone

* Confirm your email address

* Language
-- None --

Registration Information

* Are you a client or a supplier of Cascades?
-- None --

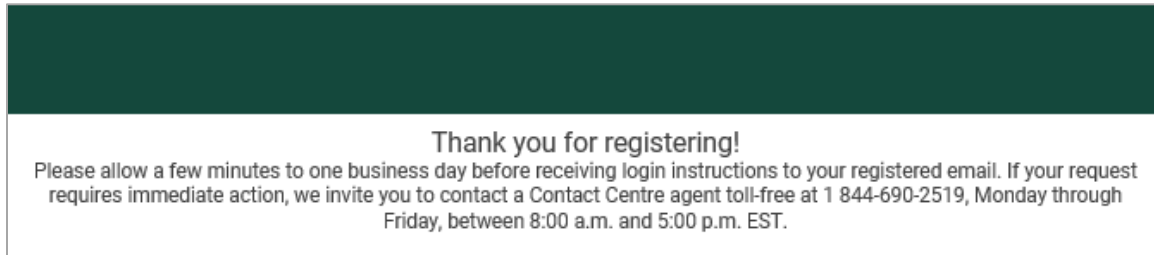*** Enterprise Name** ?

Enterprise name as written on our purchase orders or our invoices.

1.   First name
2.   Last name (surname)
3.   Email
4.   Confirmation of email address
5.   Business phone
6.   Language
7.   User type: four types available, Client, Supplier, Client and Supplier or Other
   a.   If you are a Customer or Supplier, you must provide:
i.   Your company name as it appears on our invoices, purchase orders or bills of lading
   b.   If you are an Other applicant, you will need to explain why you wish to log into our portal.
8.   You will need to pass the CAPTCHA test.

Then click on "Sign Up" at the bottom of the page:

Sign Up
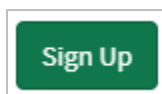
You will then be asked to check your email for your registration confirmation and to create your password:

> ## Thank you for registering!
> Please allow a few minutes to one business day before receiving login instructions to your registered email. If your request requires immediate action, we invite you to contact a Contact Centre agent toll-free at 1 844-690-2519, Monday through Friday, between 8:00 a.m. and 5:00 p.m. EST.
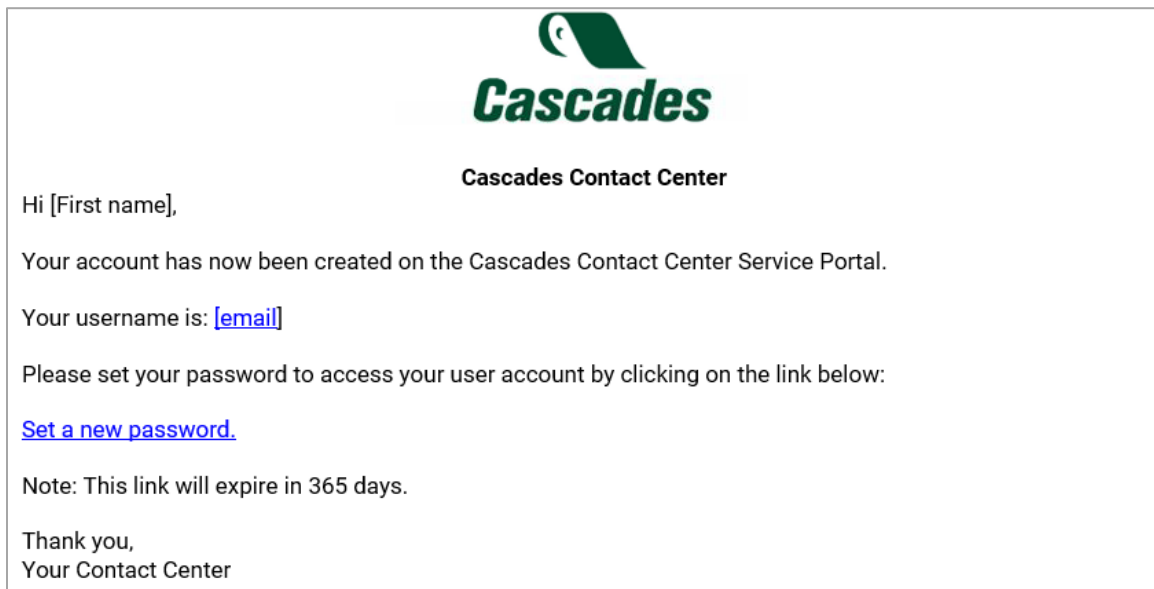
If the customer or supplier number provided matches your company name as registered in our systems, you will receive an email inviting you to create your password within minutes. However, if the information does not match or you are an Other applicant, a contact person will need to manually approve your login request and you will receive this link within 24 business hours.
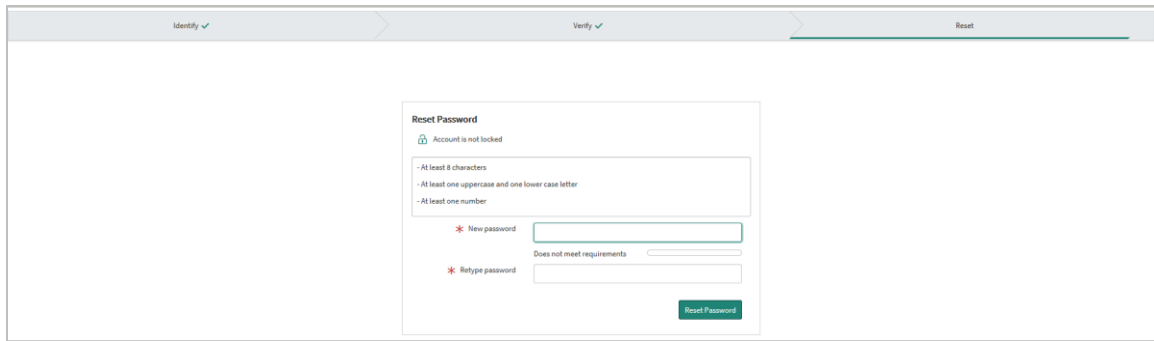
If your connection request is denied, you will also be notified and can call one of our contacts to discuss the matter.

2.2.1. If your request to access the Portal is approved
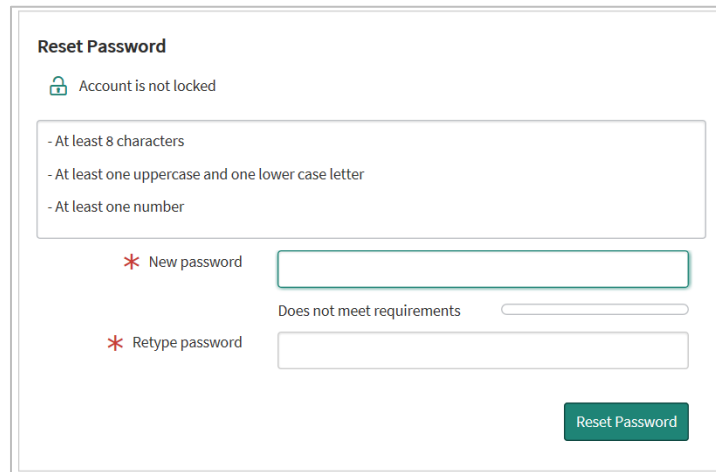The email you receive confirming your registration to the service portal will look like this:

> **Cascades**
>
> **Cascades Contact Center**
>
> Hi [First name],
>
> Your account has now been created on the Cascades Contact Center Service Portal.
>
> Your username is: [email]
>
> Please set your password to access your user account by clicking on the link below:
>
> Set a new password.
>
> Note: This link will expire in 365 days.
>
> Thank you,
> Your Contact Center
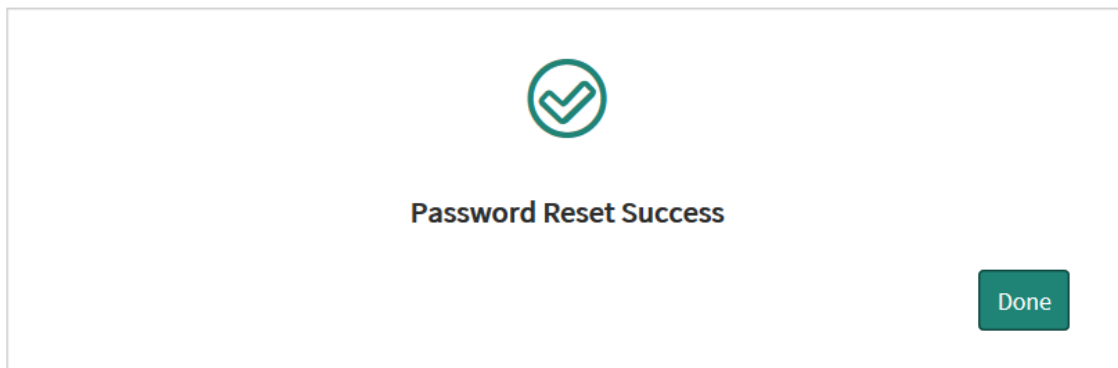
You will be redirected to this page:

Please create your new password that meets the specified criteria. It must contain:

- A minimum of 8 characters
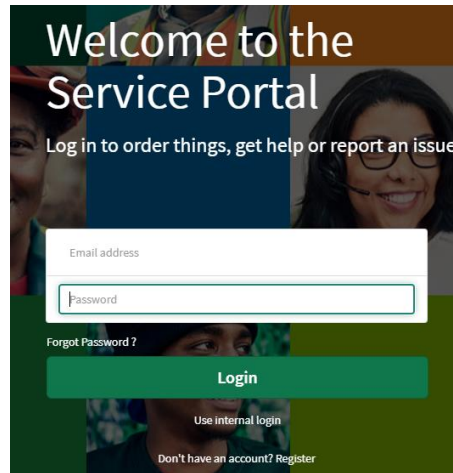- At least one upper and one lower case
- At least one number

Press "Reset Password" to submit. A confirmation page will appear:

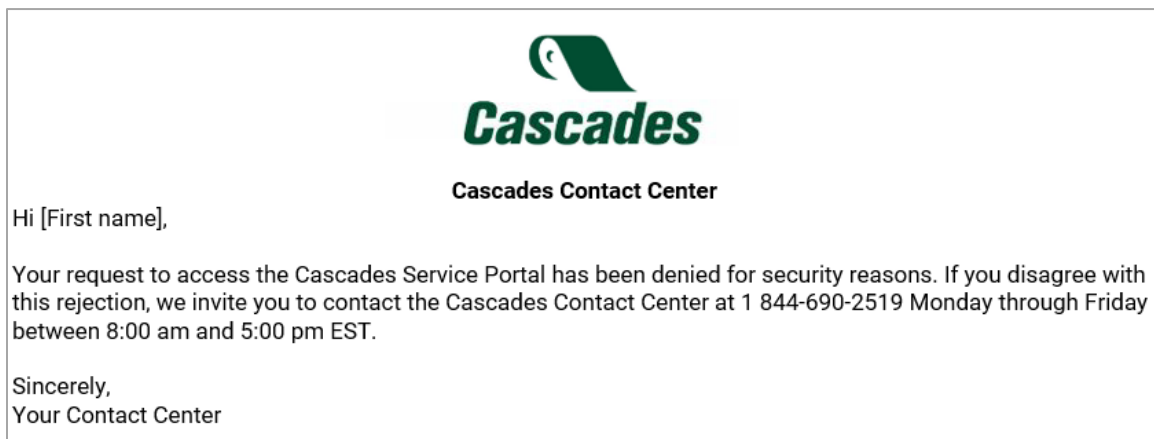Click on "Done" to log in for the first time with your credentials:

Enter your email address and password, then click on "Login". This will take you to the service portal.

The next time you log in, simply go to the link https://cascades.service-now.com/sp?id=external_login and enter your email address and password.

2.2.2. If your request to access the Portal is denied
If your request to access the Portal is denied:

Cascades Contact Center

Hi [First name],

Your request to access the Cascades Service Portal has been denied for security reasons. If you disagree with this rejection, we invite you to contact the Cascades Contact Center at 1 844-690-2519 Monday through Friday between 8:00 am and 5:00 pm EST.
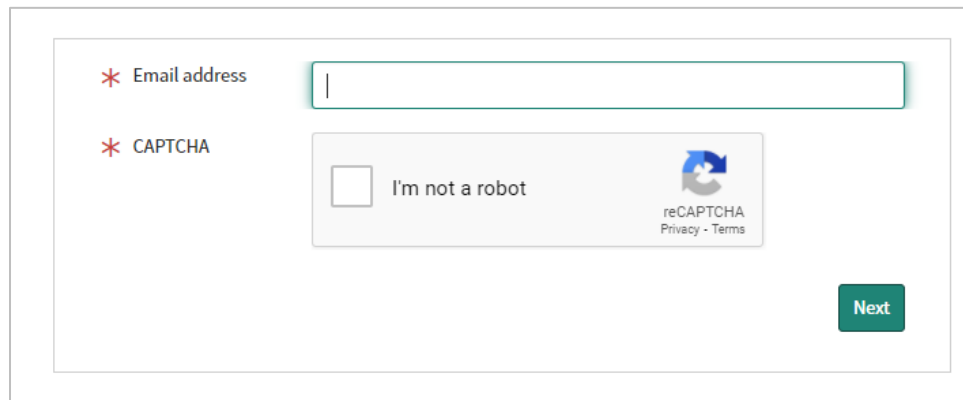
Sincerely,
Your Contact Center

You may reach the Contact Center by phone to discuss the situation at 1 844-690-2519.

2.3. If you have lost your password

If you have lost your password, you can reset it yourself via the login page by clicking on "Forgot password?:
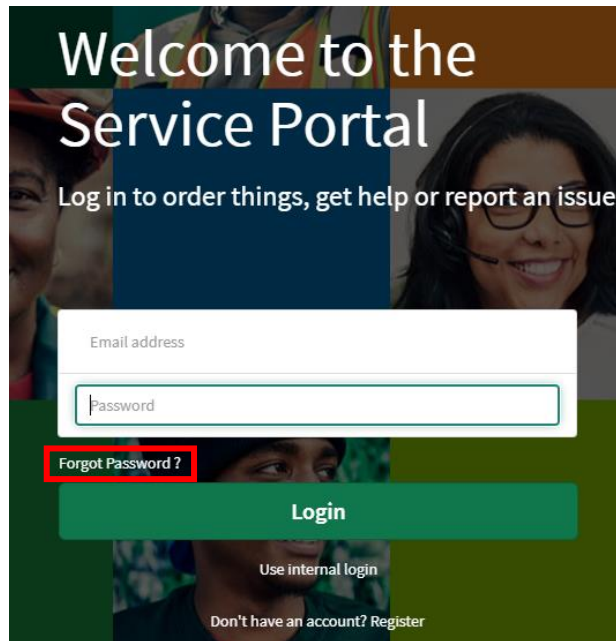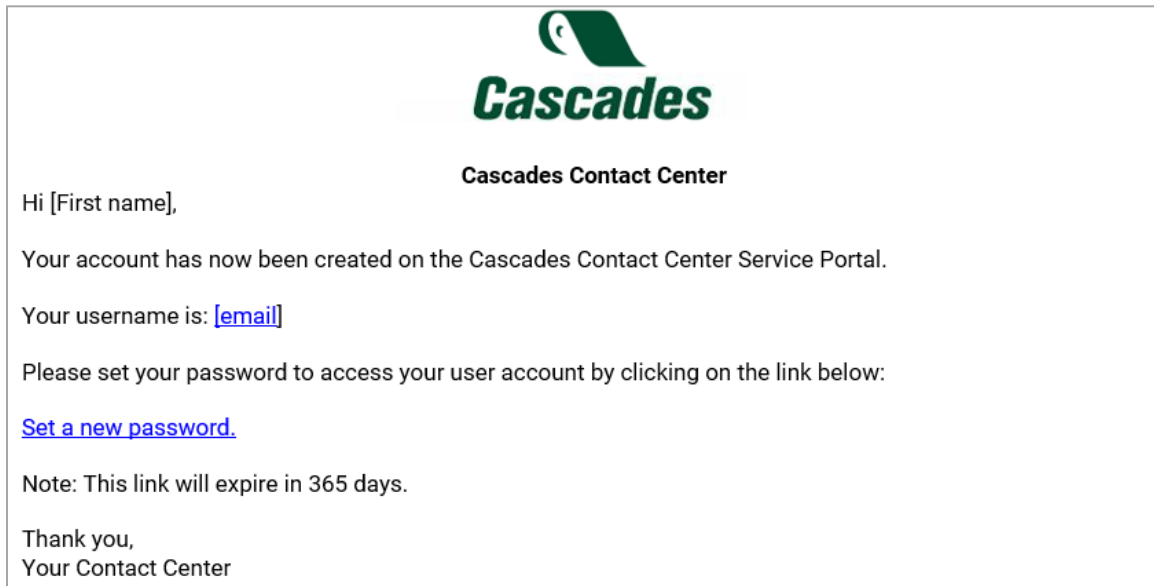

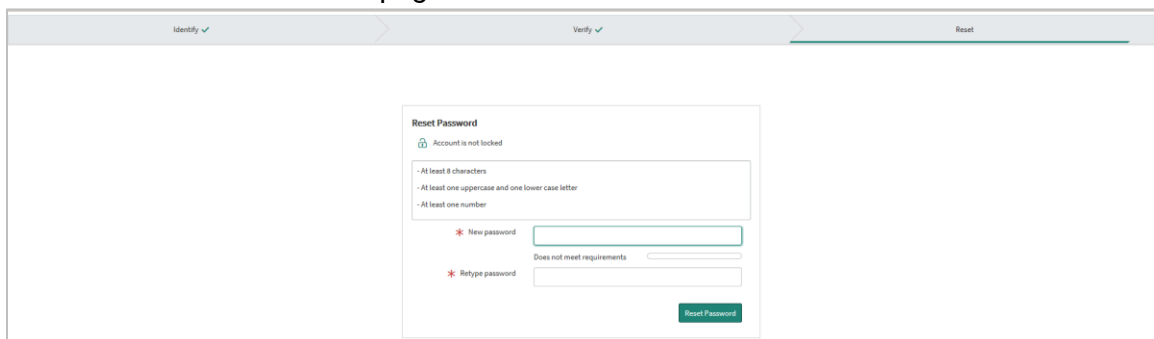You will then be redirected to a page asking you to identify yourself using your email address:

You will be asked to take the reCAPTCHA test, then click "Next". An email will be sent to you within a few minutes.

The email you will receive to create your new password looks like this:

Cascades

Cascades Contact Center

Hi [First name],

Your account has now been created on the Cascades Contact Center Service Portal.

Your username is: [email]

Please set your password to access your user account by clicking on the link below:

Set a new password.

Note: This link will expire in 365 days.
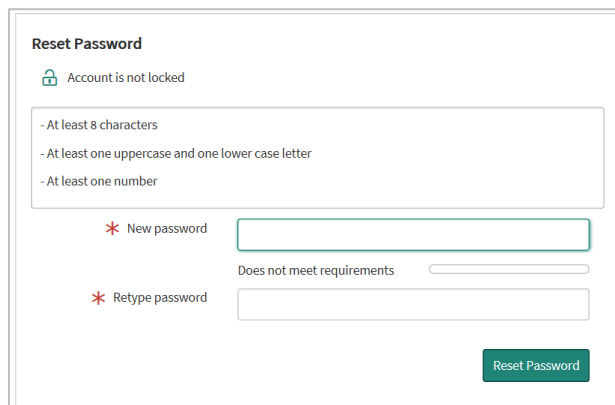
Thank you,
Your Contact Center
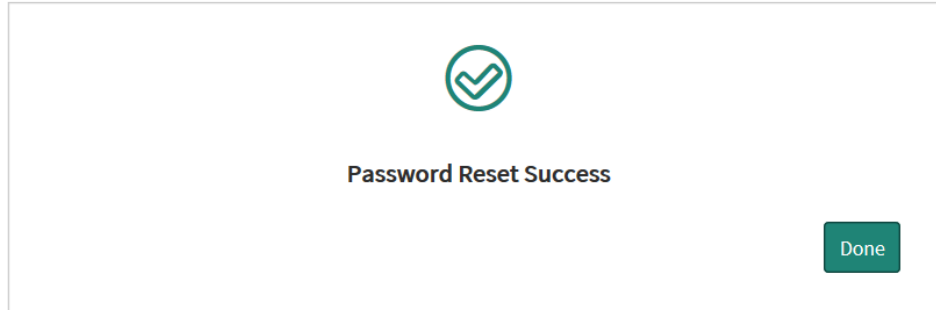
You will be redirected to this page:

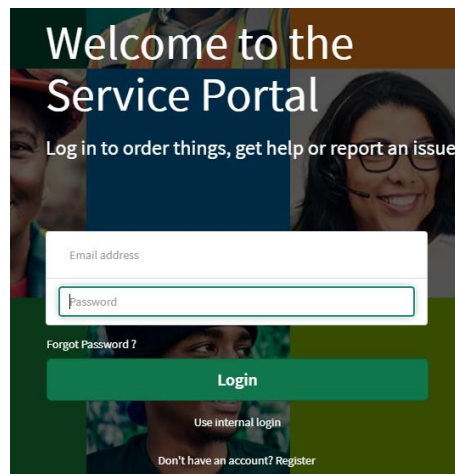Please create your new password that meets the specified criteria. It must contain:

- A minimum of 8 characters
- At least one upper and one lower case
- At least one number

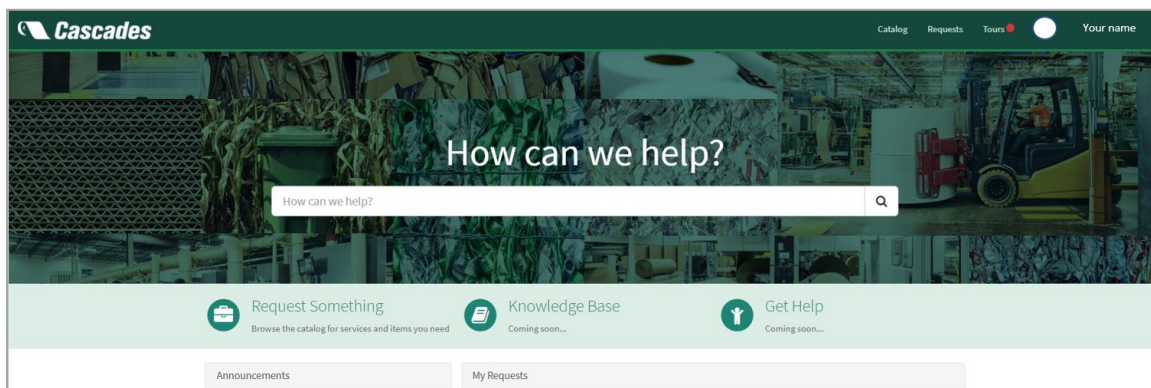Press "Reset Password" to submit. A confirmation page will appear:

Click on "Done" to log in for the first time with your credentials:
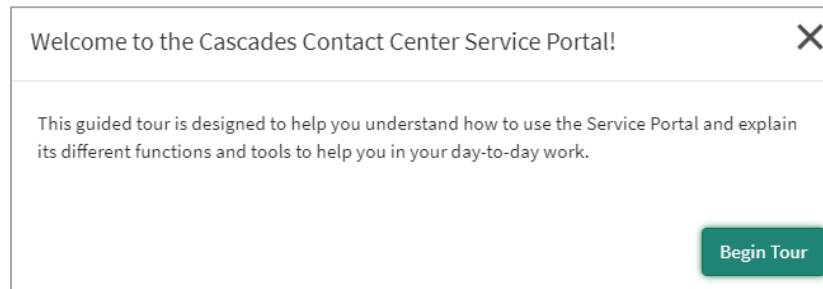

3. Navigate in the Service Portal
When you log in to the Service Portal, you will be taken to the following home page:

When you first log in, you will be invited to take the Guided Tour. We strongly recommend that you take the tour and you can access it at any time in the upper

right-hand corner by clicking on "Guided Tours". Click on "Begin Tour" to see the content:

Here are more details about the portal:

In the upper left corner, you will find the Cascades logo:


Clicking on the logo takes you back to the home page.

In the upper right corner, you will find three other buttons:

- Catalog: this leads you directly to the catalog of requests that you can complete
- Requests: you can follow all the requests you have opened, their evolution and their resolution.
- Your name: allows you to change your contact information.

In the center you will find the search bar on the home page. It allows you to search for requests and documents that are available to you by keyword:
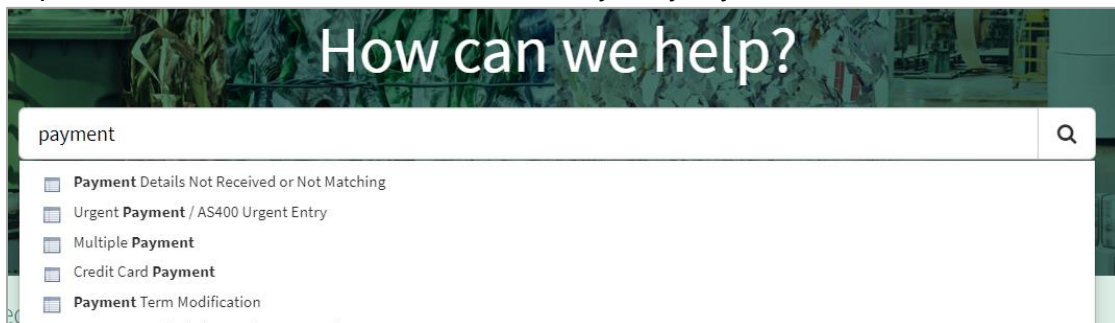
Three buttons are available on the home page:
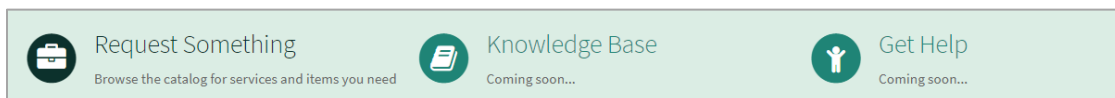
- Request Something: Allows you to access the range of requests you can make
- Knowledge Base: Allows you to access documents, procedures and letters that are relevant to you
- Get Help: This feature is for internal use by Cascades

At the bottom, you will find two blocks of information:

Announcements		My Requests
Welcome to Logistics!	∨	Accounts Payable General Information Request

- Announcements: contains messages for all or certain types of applicants.
- My Requests: contains a summary of your recent requests.

4. Browse the service catalog and submit a request

To browse the service catalog, please search by keyword or click on "Catalog" at the top right or click on "Request Something".
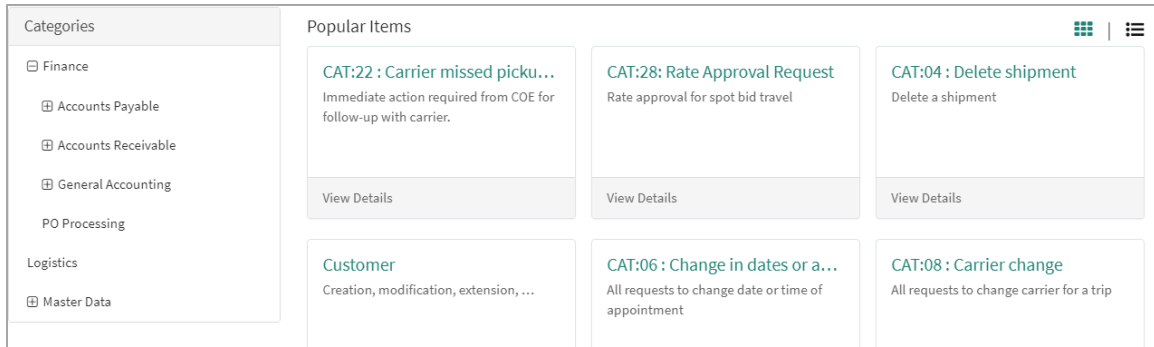
The following page will appear:

Home > Service Catalog > All Categories	Search 🔍

Categories	Popular Items	▦ ☰
⊟ Finance	**Item**	**Description**
⊞ Accounts Payable	CAT:22 : Carrier missed pickup or delivery appointment	Immediate action required from COE for follow-up with carrier.
⊞ Accounts Receivable	CAT:28: Rate Approval Request	Rate approval for spot bid travel
⊞ General Accounting	CAT:04 : Delete shipment	Delete a shipment
PO Processing	Customer	Creation, modification, extension, …
Logistics	CAT:06 : Change in dates or appointment time (Pick up/Delivery)	All requests to change date or time of appointment
⊞ Master Data		

On the right you will find the service catalog divided by category. The representation of this catalog varies according to the type of request:

Categories

- ⊟ Finance
  - ⊞ Accounts Payable
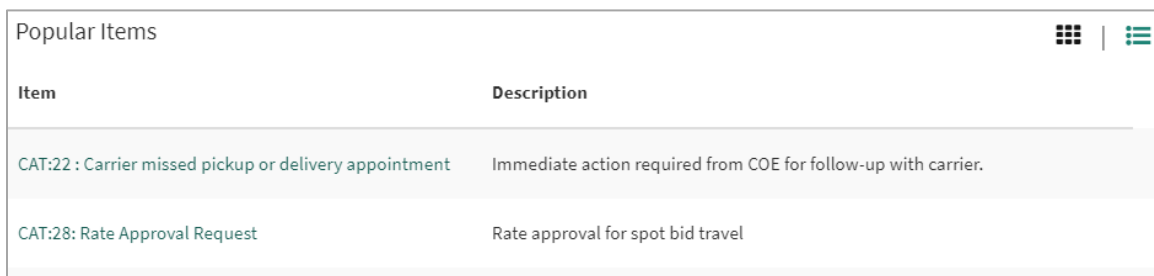 - ⊞ Accounts Receivable
  - ⊞ General Accounting
  - PO Processing
- Logistics
- ⊞ Master Data

Click on ⊞ to break down the category and see the requests it contains:

or

Click on one of the tiles or rows to select your request.

You will be taken to a form:

Answer all the questions on the form, adding all the details and documents that concern your application. You can add attachments by clicking on the paper clip:
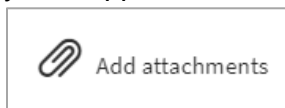
You can also add some of your colleagues who need to be kept informed of a request you have submitted by adding that person to the "Watchlist":

Beware

People placed on the watchlist will receive certain notifications and may not have the same access to the service portal as you. Some people will only be able to see the content of the notifications they receive. We encourage you to use this feature only when necessary.

When your form is complete, click on "Request" at the top right to submit it:

5. Follow up on a request and talk to the contact person in charge

In order to follow your request, click on "Requests" in the upper right corner:

You will be redirected to this page:

You will find a "View" that allows you to filter your open and closed requests.

Also, below you will find four columns under which you will find information at a glance about your requests:

- Request: under this column, you will find all the numbers of your requests
- Short description: as the name suggests, this is the short description of your request
- State: this indicates the status of your request
- Assigned to: this indicates the name of the contact person in charge of your request
- Due Date: This indicates the due date of your application according to the service agreement established for it

If you click on your request number, you will get more information:

It contains a wide range of information:

1. Number: Your request number
2. Created: The date you created the request
3. Updated: Date of the last update
4. State: Actual state of your request
5. Assigned to: Person in charge of your request
6. Due date: estimated date we will resolve your request
7. Activities: All the activities about your request
8. Attachments: The attachments related to your request
9. Additional details: All the answers you provided in the form

6. Notifications

As your request progresses, notifications will be sent to keep you and the people on the Watchlist informed.
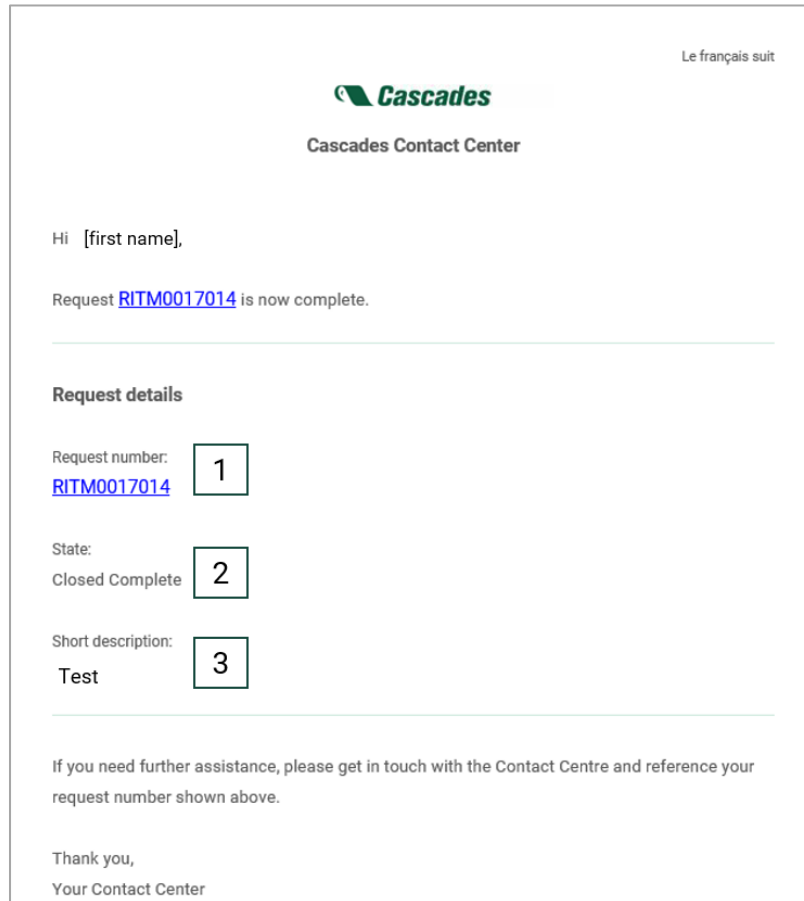
You will receive a notification in the following cases:

- If the state of your request changes
- If an Additional comment is added by the contact person in charge of your request
- Resolution of your request

People on the Watchlist will receive the following notifications:

- Opening a request
- Closing a request

The notifications contain much the same information:

Le français suit

Cascades

Cascades Contact Center

Hi   [first name],

Request **RITM0017014** is now complete.

Request details

Request number:
RITM0017014   1

State:
Closed Complete   2

Short description:
Test   3

If you need further assistance, please get in touch with the Contact Centre and reference your request number shown above.

Thank you,
Your Contact Center

1- Your request number: this is a clickable link that redirects you to the service portal
2- State: The state of your request
3- Short description: The description of your request and some additional details