

Buyer Portal FAQ

Order tracking comes to lumber. Here's how it works.

01

Place an order from Cambium, like you normally would.

02

Get a tracking email from notify@cambiumcarbon.com

03

Click once to create your account. No sign-up form, no sales call.

Already have an account? Log in any time at app.cambium.com

GETTING ACCESS

How do I get access to order tracking?

For orders placed after August 1st, simply place an order from Cambium like you normally would. If the products you ordered are in one of our early access categories, you'll automatically begin receiving tracking emails.

I ordered something recently. Why didn't I get a tracking email?

Tracking is not yet available on all Cambium products, but we are adding it to more of them every week! We're aiming for 100% tracking coverage of our millwork products by the end of this year.

How do I create my account?

You can only create an account via the tracking emails sent from notify@cambiumcarbon.com. Click on the "Track your order" button. That will take you directly to our portal where you can create your account.

How do I log in to my account?

After you've created your account, you can access it any time by clicking the link in a tracking email or by going to app.cambium.com

USING THE PORTAL

What if I need to contact the carrier who is delivering my order?

Don't worry! Once your order ships, you'll be provided with the information of the carrier, along with your tracking reference number.

Can I add delivery notes for the carrier?

Yep! Simply visit our portal via one of the tracking emails you received. You can add delivery notes there.

How do I enable text message updates about my orders?

Login to the portal, then click the "User settings" menu in the upper right hand corner. From there, you can turn on text message notifications.

Will I still get tracking info if I'm picking up my order in person?

Yes, our automated system will let you know once your order is packed and ready for pickup.

What if I want someone else on my team to receive tracking emails?

No problem. You can login to your portal and add as many team members as you like!

Can I view my previous orders on the portal?

Yes! Once an order has been delivered, it moves into the "Past Orders" section of your portal, which you can review anytime.

FEEDBACK

What if I have questions or feedback?

We welcome all feedback! Send it our way via engineering@cambiumcarbon.com

Ready? Just place your next order.

Tracking kicks in automatically on covered categories. No sign-up or sales call needed.

[CAMBIUM.COM/CONTACT](https://cambium.com/contact)