

Permobil Order Tracker FAQs

How can I access the Order Tracker?

Permobil Order Tracker is located at <https://tracking.permobil.com>. There is no log in required.

What information do I need to search my order?

You will need your customer account number and your PO number.

What is my account number?

Your customer account number can be found on Permobil documents such as quote, order confirmations, and invoices. You may also ask your Permobil sales rep or call Permobil CE for assistance. Ph 800.736.0925

Can I search multiple PO at once?

Yes! You can search up to 50 PO per search. PO numbers must be separated by a comma and must all be for the same product line.

Why isn't my order found?

Make sure your account and PO numbers are entered correctly. The account number must be for the same product line as your PO. If there is a mismatch, the search will fail. Also, if your order was just submitted, please allow 1-2 days for it to appear in search results. Data is updated each evening.

What does each status mean?

In Process – Order has been received and entered in our ERP system.

Shipping – Order has been prepared for shipment.

Shipped – Order has left our facility and been invoiced.

Canceled – Order was canceled and will not be processed.

My order from ROHO doesn't have an Estimated Ship Date (ESD).

At this time, ROHO data does not provide an ESD. Please contact ROHO CE if an ESD is needed.

Why does my search show more than one result line for the same order?

If your order was split into more than one shipment, you will see a separate line for each shipment.

I'm a provider in Australia. Can I use the Permobil Order Tracker to find information on my order?

No. At this time, the Tracker is only for tracking orders from our Domestic and Canadian customers, placed to US-based production units: Permobil Power, TiLite, SmartDrive, ROHO, and Comfort. We continue to explore solutions to serve all of our customers around the globe.

My tracking number link does not work and there is no carrier listed.

Permobil uses many different freight carriers to deliver our orders. As freight carriers utilize new tracking number sequences, our tracker's search parameters may not recognize those new numbers and would not be able to connect the tracking number to the carrier's website.

If you encounter this, please send the search criteria (account and PO numbers) to emily.stanley@permobil.com, noting that the tracking number failed. We will update our data to ensure future searches recognize the new tracking number sequence.