

Permobil Order Tracker FAQs

How can I access the Order Tracker?

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

What information do I need to search my order?

You will need your customer account number. Also your PO number or Permobil order number.

What is my customer number?

Your customer number can be found on Permobil documents such as quote, order confirmations, and invoices.
If you are unsure, please contact you local Customer Support by clicking [HERE](#)

Can I search multiple orders at once?

Yes! You are able to search all you orders by just entering your customer account number and leave other values blank.
If searching for specific orders, enter values to filter the result. Numbers must be separated by a comma.
(E.g. 1234, 5678,)

Why isn't my order found?

Make sure your account and PO numbers are entered correctly. 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 afternoon.

FYI manual chairs and parts are not available in the tracker at this point

What does each status mean?

- In Process – Order has been received and entered in our ERP system.
- Loading – Order has been prepared for shipment.
- Shipped – Order has left our facility and been invoiced.
- Cancelled – Order was cancelled and will not be processed.

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.

Why doesn't my customer number work when I do my search?

Please note that depending on the product you have ordered, you may have different customer numbers.

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

Please contact you local Customer Support by clicking [HERE](#)