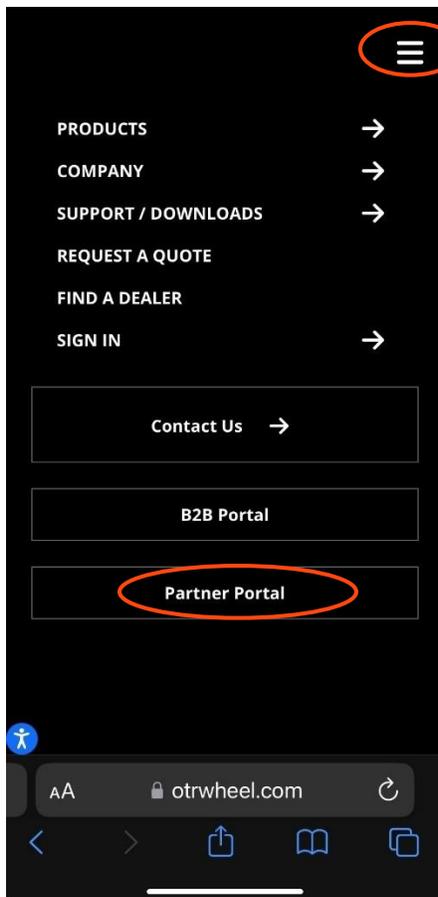
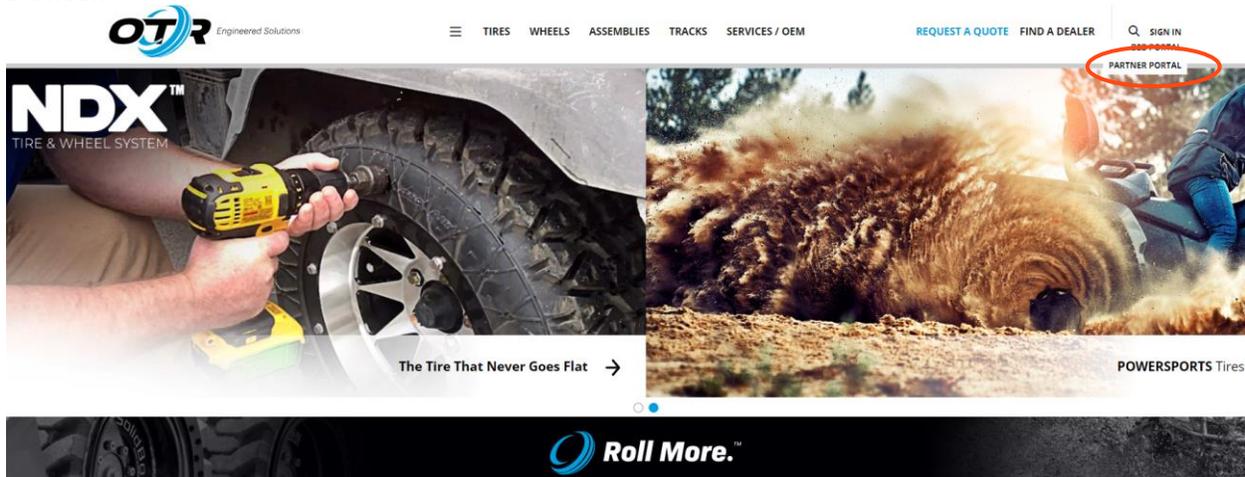


2025 OTR Engineered Solutions Partner Portal User Guide

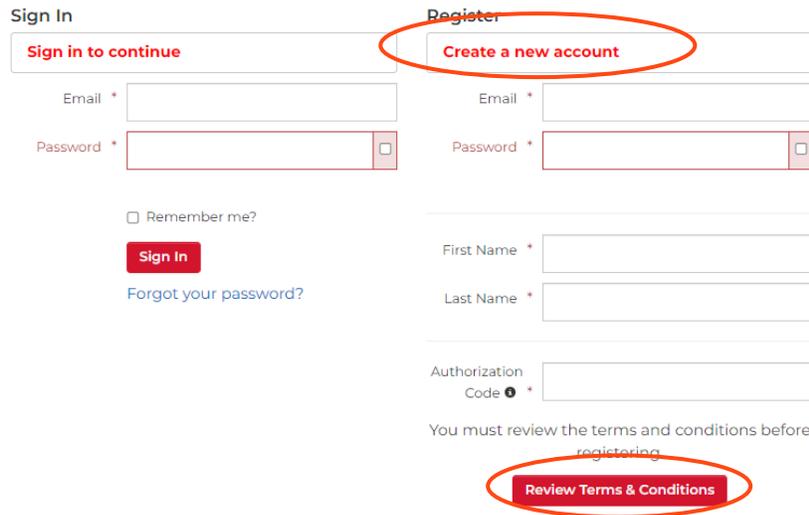
Thank you for participating in our program. Find OTR Engineered Solutions Partner Portal by entering <https://partners.otrwheel.com> into your web browser. You may also access the Partner Portal directly from our corporate website, www.otrwheel.com. On PC, hover your cursor over **sign in** on the top right of the webpage. Select Partner Portal from the drop-down menu. A new webpage will open in your browser.



On mobile, select the navigation icon, aka the hamburger button, on the top right. From the menu, select Partner Portal. A new webpage will open in your browser.

New users must register to create an account on the right-hand side of the screen. Follow the steps below to complete registration. Anything with a red asterisk is a required field.

To retrieve your authorization code, please email portalsupport@otrwheel.com



Sign In **Register**

Sign in to continue **Create a new account**

Email * Email *

Password * Password *

Remember me?

Sign In

[Forgot your password?](#)

First Name *

Last Name *

Authorization Code *

You must review the terms and conditions before registering

Review Terms & Conditions

1. Enter your email address. You may not register the same email address more than once.
2. Create a password.
3. Enter first name/last name.
4. Enter your company's unique authorization code.
Each company has one authorization code, but each company may create as many user accounts as needed. If you do not know your company's unique authorization code, please reach out to our Portal Support team or Customer Care department. They can be reached by email at portalsupport@otrwheel.com, customercare@otrwheel.com or by phone at 1-800-833-6309. Please be prepared to provide your company's account number and/or company details to our staff.
5. You must read and agree to OTR's terms and conditions in order to complete registration. Select the **review terms & conditions** button and a pop up will appear. Read and scroll all the way to the bottom of the document. The **continue to agree** button will turn red and become usable once you have reached the end of our terms and conditions. Select **continue to agree** to be returned to the registration page. Finally, check the box that you have read and agree to the terms and conditions.

AGREE TO TERMS



**OTR WHEEL ENGINEERING, INC.
STANDARD TERMS AND CONDITIONS OF SALE
USA**

The following are the terms and conditions ("T&C") under which OTR Wheel Engineering, Inc. sell Products and Services in the United States.

1. DEFINITIONS

"Buyer" means the corporate body of the purchaser, which shall include the principal of Buyer if Buyer is acting on behalf of another entity, purchasing Products and/or Services from Supplier, as well as its successors and assigns.

"Supplier" means OTR Wheel Engineering, Inc., a Georgia corporation, as well as its successors and assigns.

"Party/Parties" means either Buyer or Supplier, or both together, depending upon the context.

"Contract" or "Contract Documents" means only those documents expressly made part of these T&Cs by the Parties, which include Supplier's quotation, these T&Cs (including the Mechanical Warranty Exhibit), Buyer's purchase order ("P.O."), Supplier's order acknowledgment, and any other mutually agreed attachments, and excludes any other terms and conditions or documents, whether pre-printed on P.O. form or otherwise. All P.O.s are subject to Supplier's written acceptance. All Contract changes must be agreed to in writing by both Parties. Any Supplier quotation is subject to, and shall be binding upon, Supplier only if, and to the extent, (i) Supplier receives a P.O. based on Supplier's quotation and (ii) Supplier accepts such P.O. in writing. In case of any contradictions between the Contract Documents, the terms and conditions of these T&Cs shall prevail.

"Product" means tires, wheels, assemblies, tubes, tracks, ballasts, and accessories as expressly agreed to be supplied by Supplier to Buyer under this Contract.

"Services" means designing, manufacturing, assembling, and other services as expressly agreed to be rendered by Supplier to Buyer under this Contract.

[Continue to Agree](#)

6. Select **register** to submit.



Sign In Account

To retrieve your authorization code, please email portalsupport@otrwheel.com

Sign In	Register
Sign in to continue	Create a new account
Email *	Email *
Password *	Password *
<input type="checkbox"/> Remember me?	
Sign In	First Name *
Forgot your password?	Last Name *
	Authorization Code *
	<input checked="" type="checkbox"/> I have read and agree to OTR's terms and conditions
	Register

Already Registered?

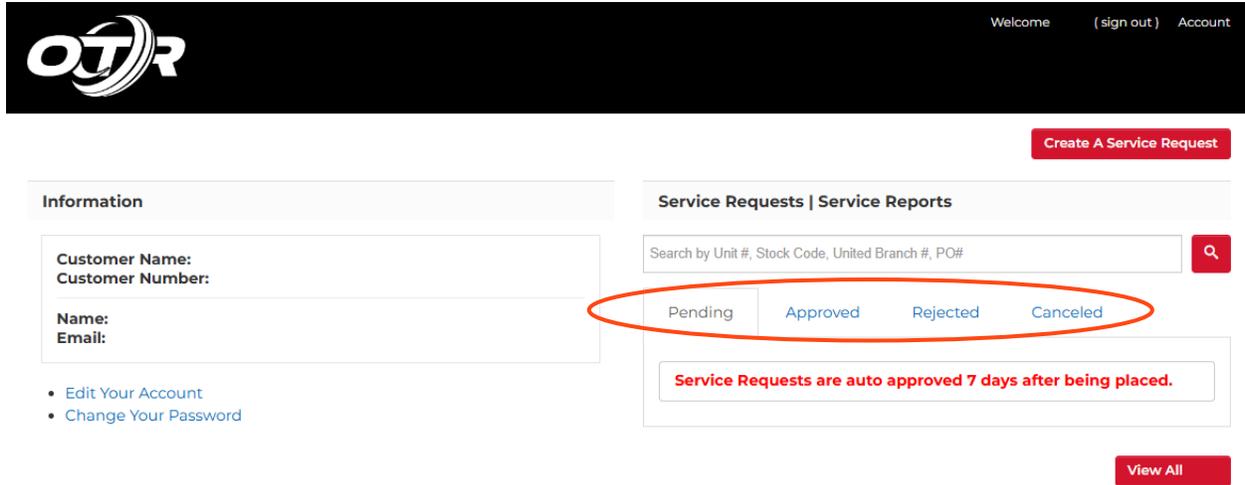
Simply, sign in on the left-hand side of the page, with your registered email address and password.

Forgot your Password?

Select the link and follow the prompts to restore access.

Let's Get Started

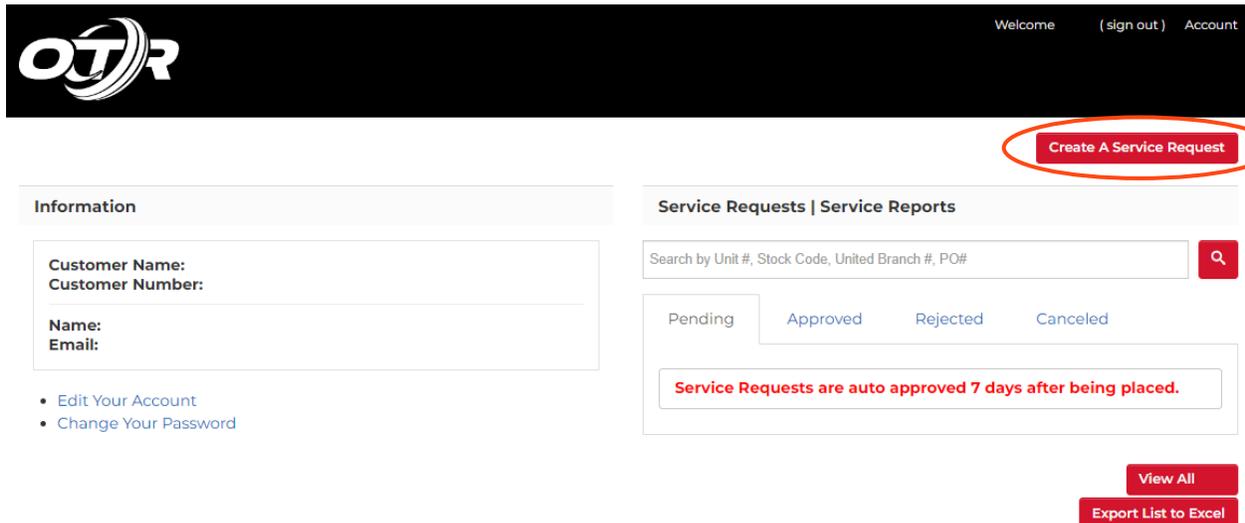
Welcome! Your account has been created. On the homepage, information about the account is listed on the left-hand side of the page. Here, you can edit details about your account and change your password. On the right, you can see and search service requests by status by switching through the different tabs (pending/approved/rejected/canceled). This is also where you will find the option to create a new service request.



The screenshot shows the OTR user dashboard. At the top left is the OTR logo. At the top right are links for 'Welcome', '(sign out)', and 'Account'. Below the header is a red button labeled 'Create A Service Request'. The main content area is divided into two columns. The left column is titled 'Information' and contains fields for 'Customer Name:', 'Customer Number:', 'Name:', and 'Email:'. Below these fields are two links: 'Edit Your Account' and 'Change Your Password'. The right column is titled 'Service Requests | Service Reports' and features a search bar with the placeholder text 'Search by Unit #, Stock Code, United Branch #, PO#' and a magnifying glass icon. Below the search bar are four tabs: 'Pending', 'Approved', 'Rejected', and 'Canceled'. The 'Approved' tab is highlighted with a red oval. Below the tabs is a red-bordered box containing the text 'Service Requests are auto approved 7 days after being placed.' At the bottom right of the right column is a red button labeled 'View All'.

How to Create a Service Request

1. Select **create a service request**.



This screenshot is identical to the one above, but with a red oval highlighting the 'Create A Service Request' button in the top right corner of the dashboard.

2. **Select a Customer** - Enter your customer's location (city or store number), for which you have already serviced, in the selection box. If your serviced location cannot be found, please contact our portal support team (by email portalsupport@otrwheel.com or by phone at 1.800.833.6309). Select next to move forward with creating your request.

SELECT A CUSTOMER

OTR Acct #: TEST	Enter Customer: <input type="text"/>
Name: TEST	<input type="button" value="Next"/>
Street: 195 CHATILLON RD	
City: ROME	
State: GA	
Country: US	
Phone: 706-235-9781	

- 3. Enter Additional Customer Information** - In this next section, please fill out any applicable information for your customer including contact information, assigned PO #, work order number etc. Anything with a red asterisk is a required field. We have prepopulated a United Rentals Service Approver Email Address field. You may override the data if the correct contact is not displayed. For permanent changes, please notify us at portalsupport@otrwheel.com. You can enter more than one email address if separated by a comma. Select next when ready to move forward.

ENTER ADDITIONAL CUSTOMER INFORMATION

OTR Acct #: TEST	CUSTOMER INFORMATION
Name: TEST	Branch #: TEST
Street: 195 CHATILLON RD	Name: TEST
City: ROME	Street: 195 CHATILLON RD
State: GA	City: ROME
Country: US	State: GA
Phone: 706-235-9781	Country: US
	Phone: 706-235-9781
United Rentals Service Approver Email Address: * <input type="text" value="portalsupport@otrwheel.com"/> <small>If more than 1 email separate by comma</small>	United Rentals Approver Name: <input type="text"/>
United Rentals PO #: * <input type="text"/>	United Rentals Approver Phone: <input type="text"/>
Your Work Order (Invoice) #: * <input type="text"/>	Service Date: <input type="text" value="mm/dd/yyyy"/>
Deliver To: <input type="text" value="Select Delivery Option"/>	
Additional Location Information: <input type="text"/>	

4. **Enter Machine Information** - In this next section, please fill out any applicable information for your customer's machine including unit #, hours on machine, serviceable positions etc. Select next when ready to move forward.

Unit #:
<input type="text"/>
Hours on Machine:
<input type="text"/>
Position to Service:
<input type="checkbox"/> LF
<input type="checkbox"/> RF
<input type="checkbox"/> LR
<input type="checkbox"/> RR
<input type="checkbox"/> Other
Additional Machine Information:
<input type="text"/>



5. **Enter Product, Parts, and Labor** – In this section, enter products, components, and/or labor used when the service was performed.
- Add OTR product(s) used during service. Enter the stock code or description in the search box. Note, you will not be able to see or modify product pricing. You will be commissioned at your normal rate.
 - Non-OTR products are not permitted on our portal.
 - Not all OTR products are supported by the National Account Program. Please inquire with the Portal Coordinator for any considerations.
 - If a swap wheel has been damaged beyond repair, OTR will charge the supplier, and the supplier will charge United through our portal. Select the applicable new wheel part number from the product drop-down.
 - Add miscellaneous item(s) from the drop-down. Please enter correct quantities and costs.
 - Add labor item(s) from the drop-down. Please enter correct quantities and costs.

ENTER PARTS AND LABOR

Status of Take-Off Parts:

Customer Retained Core—Return to Dealer Warranty

If Warranty Selected, "Has OTR been contacted?"

Yes No

ADD OTR PRODUCTS (ABILITY TO ADD MORE THAN ONE)

Search for Parts:

ADD MISC ITEMS (ABILITY TO ADD MORE THAN ONE)

Search for Misc Items:

ADD LABOR ITEMS (ABILITY TO ADD MORE THAN ONE)

Search for Labor Items:

Stock Code	Description	Type	Detail	Qty/Hrs	Price/Rate	Price Extended	Remove
------------	-------------	------	--------	---------	------------	----------------	--------

ADDITIONAL INFORMATION:

[NEXT](#)

6. **Review your Work Order** – you can go back and make any necessary corrections by selecting the back/add/edit button.
7. **Upload Any Pictures or Documents** – The Service Provider must provide a document (electronic invoice/delivery receipt) for all service requests that contain a P.O. number, part number(s), quantities, and any service/labor items. Please note, if attached here in our portal, the document is displayed to the United Rentals recipient. To add with your service request either drag and drop into the submission box or select anywhere in the box to browse your files. Supported file types are listed, and space is limited. Please allow files to load before selecting the blue attach file(s) button.

If your documentation contains internal pricing and is not suitable for United to view, you may email to us instead at, payotrus@otrwheel.com & portalsupport@otrwheel.com.

UPLOAD ANY PICTURES OR DOCUMENTS:

The following file extensions are allowed:

- PDF
- DOC
- DOCX
- XLS
- XLSX
- CSV
- TXT
- RTF
- HTML
- ZIP
- JPG
- JPEG
- PNG
- GIF

Please allow files to finish loading before attaching. You may upload up to 1GB per request.

File Upload (Maximum 15 Images)



Browse Files
Drag and drop files here

Attach File(s) Max 15

ADDITIONAL INFORMATION:

BACK—ADD / EDIT PARTS & LABOR

Total OTR Parts: _____

Total Misc Parts: _____

Total Labor: _____

Total Inv. Parts & Labor

Service request is ready to submit.

SUBMIT SERVICE REQUEST

8. All Done? Check the box that states the service request is ready to be submitted. Please note, this will be the only opportunity to add photos/documentation of the service. After the box has been checked, the **submit service request** button will activate, please press it to submit.



Thank You!
Your submission has been received.

ADDITIONAL INFORMATION:

BACK—ADD / EDIT PARTS & LABOR

Service request is ready to submit.

SUBMIT SERVICE REQUEST

When a service request is submitted:

- All billed items, including miscellaneous parts and labor, will appear as line items.
- A web number is assigned (OTRP#).
- Customer's PO# is referenced on the top right.

- The document will appear in OTR's B2B Portal for United Rentals to view.

ORDER SUBMITTED

Requested Date 5/17/2024
 Reference # OTRP-000511
 Request Type Service Request
 Customer PO# test test 123

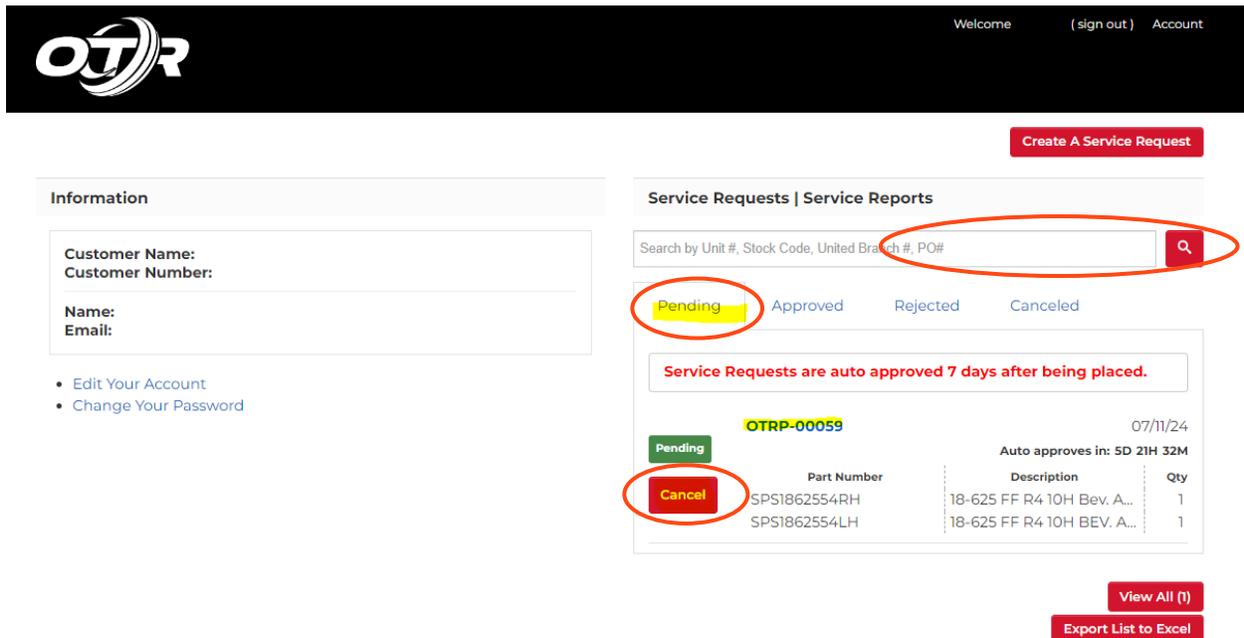
Item	Quantity	Price	Total
 13.00-24 SOLIDBOSS R4/G2 100N10.13 FLAT BLACK Stock Code: PFG130024	1		
 13.00-24 FF N/D 10H LG BEV. ASSY SWAP Stock Code: SPS13002405	2		
 ROAD SERVICE - DAY Item Type: Labor Detail: Danny	1.5	\$100.00	\$150.00

United Rentals has seven calendar days to approve or reject submitted service orders before they are automatically approved by our system. Each pending service request will display a count down timer.

How to Cancel a Pending Service Request

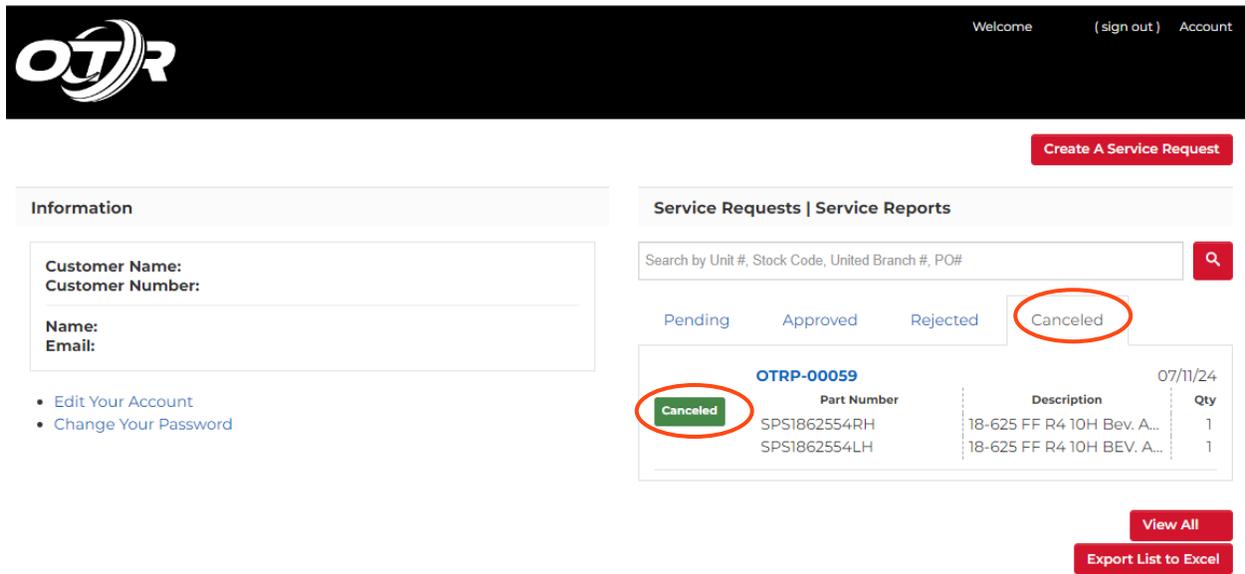
You can cancel a submitted service request as long as it is still in pending status (not approved or rejected status). Please note, canceled service requests cannot be resubmitted (like a rejected request).

- Find the needed service request by searching for the OTRP# or location in the search field. You can also go to your pending tab.



The screenshot shows the OTR B2B Portal interface. At the top right, there are links for 'Welcome', '(sign out)', and 'Account'. A red button labeled 'Create A Service Request' is visible. On the left, there is an 'Information' section with fields for 'Customer Name', 'Customer Number', 'Name', and 'Email', along with links for 'Edit Your Account' and 'Change Your Password'. The main area is titled 'Service Requests | Service Reports' and features a search bar with a magnifying glass icon. Below the search bar, there are tabs for 'Pending', 'Approved', 'Rejected', and 'Canceled', with 'Pending' selected and highlighted in yellow. A red box highlights the 'Cancel' button for a pending request. The request details show 'OTRP-00059' with a 'Pending' status and a 'Cancel' button. The request is for '18-625 FF R4 10H Bev. A...' with a quantity of 1. A red box also highlights the search bar. At the bottom right, there are buttons for 'View All (1)' and 'Export List to Excel'.

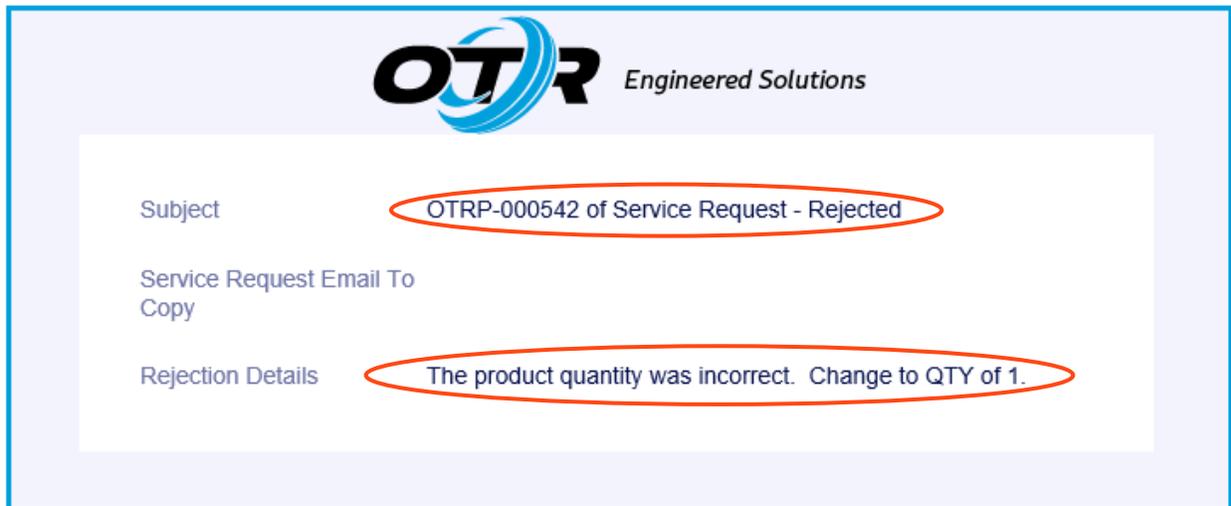
2. Select the **cancel** button and then confirm that you want to cancel. The service request will move to the canceled tab and will be labeled as canceled. The United Rentals location will see the cancelation status added to the service request in their portal.



The screenshot shows the OTR portal interface. At the top right, there are links for 'Welcome', '(sign out)', and 'Account'. A red button labeled 'Create A Service Request' is visible. On the left, there is an 'Information' section with fields for 'Customer Name:', 'Customer Number:', 'Name:', and 'Email:'. Below these are links for 'Edit Your Account' and 'Change Your Password'. The main area is titled 'Service Requests | Service Reports' and includes a search bar. Below the search bar are tabs for 'Pending', 'Approved', 'Rejected', and 'Canceled'. The 'Canceled' tab is selected and circled in red. A table below shows service request details for 'OTRP-00059' with a 'Canceled' status button circled in red. The table lists two items: 'SPS1862554RH' and 'SPS1862554LH', both with a quantity of 1. At the bottom right, there are buttons for 'View All' and 'Export List to Excel'.

Rejected Service Request Notification

If a service request has been rejected, you (the service provider), will be notified via email from noreply@jotform.com. The email subject line will reference the OTR P Web ID. Please make sure to add this address to your approved sender list.



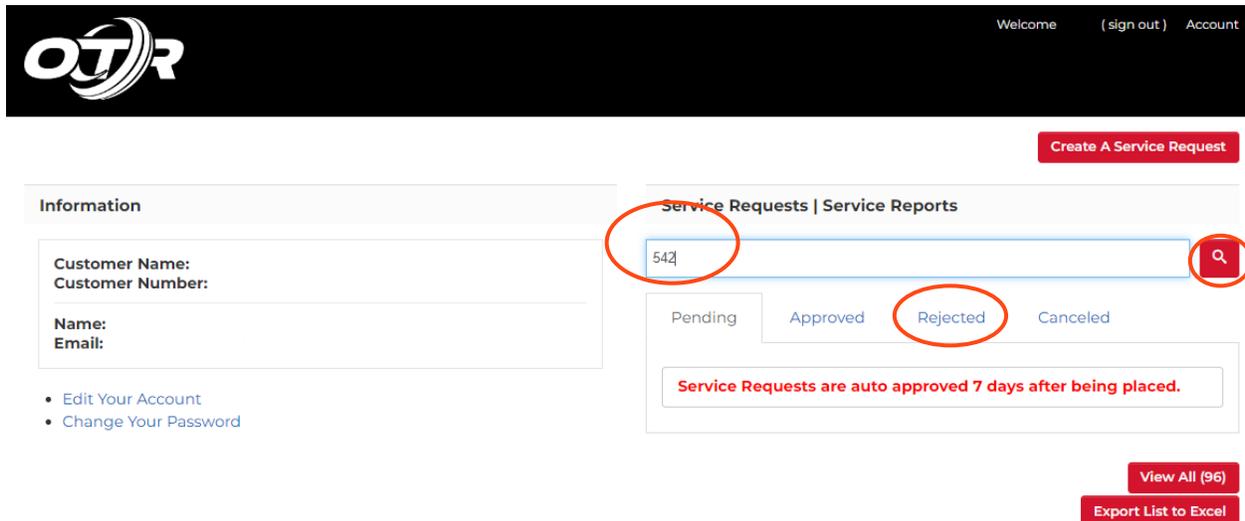
The screenshot shows an email notification from OTR Engineered Solutions. The subject line is 'OTRP-000542 of Service Request - Rejected', which is circled in red. The email body contains the following information: 'Service Request Email To Copy' and 'Rejection Details: The product quantity was incorrect. Change to QTY of 1.', where the rejection details are also circled in red.

You will use this Web ID to search for the rejected service request in your portal. The reason for rejection should be included in the email. You will also find that the service request, in your portal, has been updated with the reason for rejection.

How to Resubmit a Rejected Service Request

In the event that United Rentals has rejected your service request, you may modify and resubmit the same request.

1. Locate the needed service request in the rejected tab or by using the search bar.



OTR Engineered Solutions

Welcome (sign out) Account

Create A Service Request

Information

Customer Name:
Customer Number:

Name:
Email:

- Edit Your Account
- Change Your Password

Service Requests | Service Reports

542

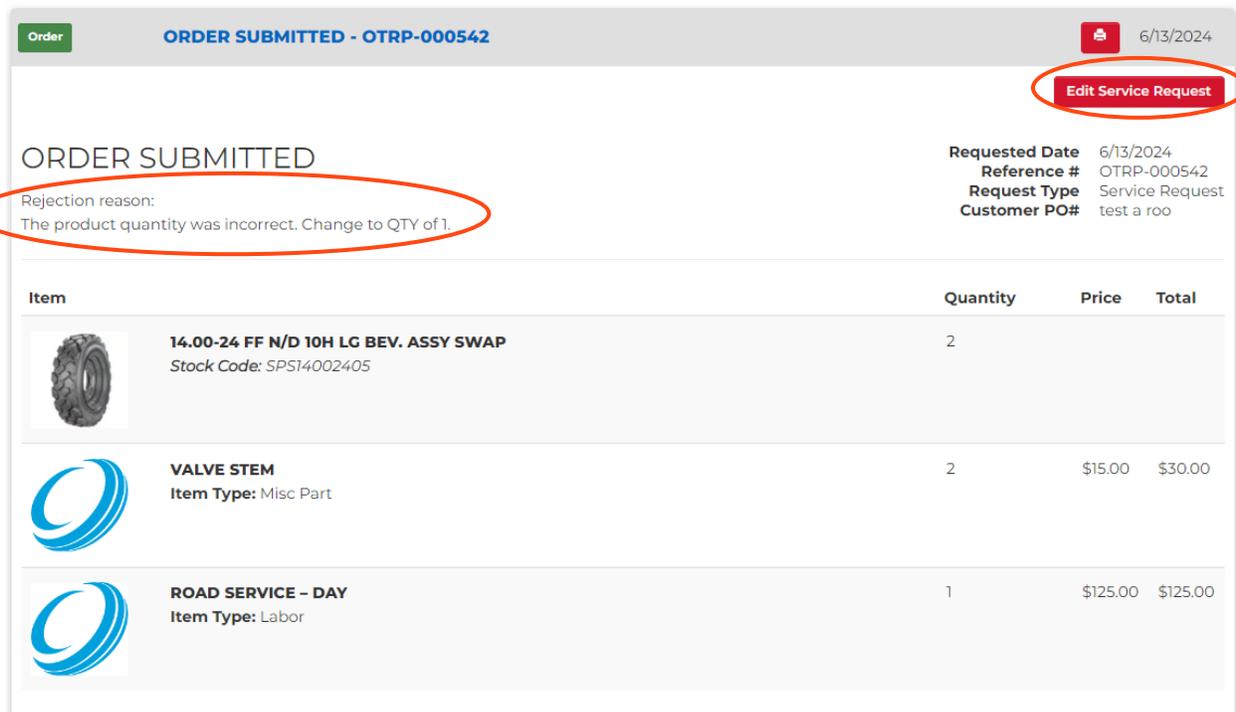
Pending Approved Rejected Canceled

Service Requests are auto approved 7 days after being placed.

View All (96)

Export List to Excel

2. Select the hyperlinked OTRP# to access and view the order details. You should see the rejection reason listed on the top left. Select **edit service request** on the top right.



Order ORDER SUBMITTED - OTRP-000542 6/13/2024

ORDER SUBMITTED

Rejection reason:
The product quantity was incorrect. Change to QTY of 1.

Requested Date 6/13/2024
Reference # OTRP-000542
Request Type Service Request
Customer PO# test a roo

Item	Quantity	Price	Total
 14.00-24 FF N/D 10H LG BEV. ASSY SWAP Stock Code: SPS14002405	2		
 VALVE STEM Item Type: Misc Part	2	\$15.00	\$30.00
 ROAD SERVICE - DAY Item Type: Labor	1	\$125.00	\$125.00

3. You will be returned to the beginning of the already submitted service request. Select next to move from section to section and update changes. You may also scroll down to the area where you need to make changes. All data previously submitted is saved except for any files that were attached, those will need to be reattached before resubmitting.

SELECT A CUSTOMER

OTR Acct #: TEST
 Name: TEST
 Street: 195 CHATILLON RD
 City: ROME
 State: GA
 Country: US
 Phone: 706-235-9781

Enter Customer:

Next

- Easily add, remove, or change quantities to product(s), item(s), and/or labor as needed. Press next to update changes to that section.

ENTER PARTS AND LABOR

Status of Take-Off Parts:

Customer Retained
 Core—Return to Dealer
 Warranty

If Warranty Selected, "Has OTR been contacted?"

Yes
 No

ADD MISC ITEMS (ABILITY TO ADD MORE THAN ONE)

Search for Misc Items:

Select Misc Item

ADD OTR PRODUCTS (ABILITY TO ADD MORE THAN ONE)

Search for Parts:

Enter Stock Code or Description

ADD LABOR ITEMS (ABILITY TO ADD MORE THAN ONE)

Search for Labor Items:

Select Labor Item

Stock Code	Description	Type	Detail	Qty/Hrs	Price/Rate	Price Extended	Remove
PSG130024GR844	13.00-24 SOLIDBOSS R4/G2 8ON10.83 LRG BEVEL RH	OTR Part		<input type="text" value="2"/>			<input type="button" value="-"/>
Misc Part		Misc Part	<input type="text" value="FF"/>	<input type="text" value="1"/>	<input type="text" value="15"/>	15	<input type="button" value="-"/>
Road Service -- Day		Labor	<input type="text" value="TED"/>	<input type="text" value="2"/>	<input type="text" value="75"/>	150	<input type="button" value="-"/>

ADDITIONAL INFORMATION:

NEXT

- Upload Any Pictures or Documents-** Documents are not saved after a rejection and will need to be reattached.

6. Again, check the box to activate the **submit service request** button. Select **submit service request** when ready.

ADDITIONAL INFORMATION:

BACK—ADD / EDIT PARTS & LABOR

Service request is ready to submit.

SUBMIT SERVICE REQUEST

Return to your account page to see service request statuses. You can review service requests in each status category and can export each category to excel.

Service Requests | Service Reports

Search by Unit #, Stock Code, United Branch #, PO# 

Pending Approved Rejected Canceled

Service Requests are auto approved 7 days after being placed.

View All

Export List to Excel