

B2C contract in TARS

For rental staff in Dubai. One car, one contract, from handover to closure

Before the keys go out

- ☐ Customer's ID: Emirates ID for a resident, passport for a tourist, GCC ID for a GCC national
- ☐ Driving licence valid for the rental dates, scans of all documents ready
- ☐ Customer's name in English and in Arabic
- ☐ Date of birth: the customer is 18 or older
- ☐ Contract signed by the customer, scan ready
- ☐ Agreement number: use the one from your own contract
- ☐ The car is AVAILABLE in TARS: the previous contract is closed

The 3-hour window

In practice, Dubai rental companies register the contract in TARS within 3 hours of handing over the keys

- The start time is the time on the signed contract, not the moment you type it in
- Don't leave contracts for the end of the shift
- Every evening, check that each car that left today has an ACTIVE contract

In TARS [Contracts](#) → [Rentals](#) → + [NEW B2C](#)

- 1 **Vehicle**
 - ☐ Search by plate number and pick the car
TARS takes your cars from RTA records, you don't type them in
- 2 **Customer**
 - ☐ Existing customer, or new: Resident, Tourist or GCC national
 - ☐ Driving licence number and dates
 - ☐ Scans of the documents
 - ☐ Name in English and Arabic, gender, nationality, date of birth
- 3 **Contract**
 - ☐ Agreement number
 - ☐ Rental location and the employee handling it
 - ☐ Start date and time as written in the signed contract
 - ☐ Odometer and fuel level
 - ☐ Expected return date
 - ☐ Scan of the signed contract attached
- 4 **Additional details**
 - ☐ Extra drivers, if any
- 5 **Summary**
 - ☐ Check everything, accept the terms, press Submit
 - ☐ The contract shows as ACTIVE

When the car comes back

[Actions](#) → [Close Contract](#)

- ☐ Return location
 - ☐ Return date and time. It must already have passed
 - ☐ Odometer and fuel
 - ☐ The car's condition
 - ☐ Accept the terms, press Close Contract
 - ☐ Check the Salik and fines TARS shows on the car
 - ☐ The contract shows as CLOSED
- Customer swaps cars? Use Replacement: the contract number stays the same. Attach the replacement form signed by the customer

Where contracts get stuck

- The car is still on the previous contract. Close that one first
- The agreement number is already taken, or taken for another car
- The return time is in the future
- Documents don't match: expired licence or passport, a name or gender that differs from the scans, a tourist entered with an Emirates ID
- The connection dropped after Submit. Check the contract list before sending again

