



**Tesla Motors Netherlands B.V.**

**STANDARD OPERATING PROCEDURE  
SOPTM4080-2025-07XXX01**

**Addendum to the MSA: MSATM4080-2025-07XXX01**

**Logistics Outbound & Transport Services**



Tesla Motors Netherlands B.V.  
Burgemeester Stramanweg 122  
1101 EN Amsterdam  
The Netherlands  
p +31 (0) 20 258 93 16  
Chamber of Commerce Number 52601196

Date of Change:	Changed by:	Changed content:
<b>January 31, 2024</b>	Ruth Gurgzdaitis Vingeveciute	Creation document
<b>November 11, 2024</b>	Ruth Gurgzdaitis Vingeveciute	Amendment

## **Table of Contents**

1. Contact Details .....	4
2. System Integration .....	5
3. Booking Process .....	5
4. Transport Requirements .....	6
5. Operational Instructions .....	9
6. Invoicing .....	11
7. Claims .....	12
8. Safety instructions .....	12
9. Outbound Export Shipment (Non-EU destination countries ) .....	12
Appendix A: CMR example .....	14
Annex B - Example TMS upload .....	15
Annex C – Trucker Rules on Tesla Motors site .....	16

## **Terms and definitions**

<b>Term:</b>	<b>Definition:</b>
<b>ADR</b>	Agreement concerning the International Carriage of Dangerous Goods by Road
<b>API</b>	Application Programming Interface
<b>DG</b>	Dangerous Goods (Hazmat)
<b>EHS</b>	Environment, Health & Safety
<b>HVB</b>	High Voltage Battery
<b>KPI</b>	Key Performance Indicator
<b>SHP</b>	Shipment
<b>T&amp;T</b>	Track & Trace
<b>TMS</b>	Transportation Management System
<b>TLT</b>	Transit Lead Time

# 1. Contact Details

## 1.1. General Contact

Below contacts are available regarding all general, process and contractual questions for doing transport business with Tesla Motors Netherlands B.V. for shipments from our Global Distribution Center located at Gesworenhoeckseweg 2, Tilburg.

Please use these only for escalation purposes in case of operative questions.

Escalation level	Role	Name	E-Mail
1	Logistics Coordination	Control Tower	<a href="mailto:service_logistics_emea@tesla.com">service_logistics_emea@tesla.com</a>
2	IT Integration	Gauthier Solandt	<a href="mailto:gsolandt@tesla.com">gsolandt@tesla.com</a>
3	IT Integration	Tjalling Nobels	<a href="mailto:tnobels@tesla.com">tnobels@tesla.com</a>
3	Logistics Supervisor	Ruth Gurgzdaitis V.	<a href="mailto:rgurgzdaitisvingevic@tesla.com">rgurgzdaitisvingevic@tesla.com</a>
3	Logistics Manager	Annabel Quint	<a href="mailto:anquint@tesla.com">anquint@tesla.com</a>
3	Global Trade & Market Access	Wissam Al Majzoub	<a href="mailto:walmajzoub@tesla.com">walmajzoub@tesla.com</a>
4	Distribution Manager	Martijn Van Marle	<a href="mailto:mvanmarle@tesla.com">mvanmarle@tesla.com</a>

## 1.2. Operational Contact and Availability

Operational contacts or the control tower responsible for all Tesla shipments must be reachable 24/7. If the office or Control Tower location is not staffed, an emergency phone number must be provided. During normal business hours (7.00-18.00) email response is expected within 30min.

The primary communication channel with Tesla will be via the automated and integrated TMS. For urgent and complex matters Tesla transport control tower will be reachable via above email: [service\\_logistics\\_emea@tesla.com](mailto:service_logistics_emea@tesla.com)

Communication language is English. Operational contacts working towards Tesla are required to be fluent in written and spoken English. Any other language is a plus.

Please also provide an escalation matrix.

## 1.3. Carrier Contact and Availability

Escalation level	Department	Name	E-Mail	Phone
1	Operations Manager			
1	Operations Coordinator			
1	IT Integration			
2	IT continuous improvement			
3	Account payable			
4	Account Manager			

## 2. System Integration

Tesla strives to automate as many functions as possible. For that reason, integration into Tesla TMS is crucial and required (including WMS to TMS integration). As time progresses additional functions will be added to the Tesla TMS. Integration by the carriers into these new functions is expected. Transportation booking and tracking integration are expected to happen within 3 months after the tender award; invoicing within 6 months.

Until the API integration is launched, the carrier will share a daily report on an excel file with all shipment's status and information. All reporting data must be submitted to Tesla's Control Tower by 10:00 AM daily. Required format in [Annex B - Example TMS upload](#).

### 2.1. Booking

All Transport bookings will be made with Tesla TMS and transmitted via API to the carrier's integrated systems. Booking email is shared with the carrier for each SHP created.

### 2.2. Track & Trace

All available Track & Trace information shall be provided by the Carrier system for each shipment into Tesla TMS, once system integration is completed. T&T data should be updated every 60km or 30min (latest 60min) and include a time stamp.

Prior to the integration, the track& trace data will also be updated in the master file, on a daily basis.

## 3. Booking Process

This chapter explains the booking process via API and general tendering lead-time.

### 3.1 Receiving Bookings

Depending on the complexity and transport lead time the tender lead time will be set up in the contract. This booking will need to be confirmed by the carrier as "acknowledged" and re-confirm capacity within 2 hours in order to achieve status "booked". Carrier is required to provide milestone updates to Tesla via API, per API integration packet. These sequences of milestones required are as presented below:

Milestone	Event Trigger Description
Booking Acknowledged	Booking successfully hits carrier system
Booking Accepted	Operational feasibility confirmed by carrier
At Origin	Trailer arrives at the origin
Departed at Origin	Trailer departs from Origin
In Transit	Freight moving; between origin and final destination
At Destination	Trailer arrives at Destination
Unloaded	Trailer unloaded at destination
Delivered	Trailer is delivered at destination

Table 1: API milestone map

Booking will be made upon agreed tendering lead time (in days) for the specific rate zone.  
 Transit Lead Time (TLT) is calculated in days or hours counting from pickup to delivery.  
 Pre agreement for booking until connection

Until the API integration is launched, the carrier will share a daily report on an excel file with all shipment's status and information.

## 3.2 Bank Holidays

Tesla does not accept any additional cost due to longer lead times/stand trailers, positioning of trucks, fluctuating volumes or other special arrangements due to bank holidays or driving restrictions.

# 4. Transport Requirements

This chapter elaborates on the transport requirements.

## 4.1 Driver

All drivers must comply with all rules & regulations at all pickup & delivery sites, as issued by the site proprietor.

At all times the drivers must comply with all EHS regulations outlined below.

In case of questions, problems, complications or any further issues, the driver must align with carrier control tower and await further instructions. Drivers should not contact Tesla transport control directly.

All drivers need to be reachable by the carrier control tower via phone.

Drivers need to be familiar with the pickup and delivery locations or be equipped with a navigation system.

All drivers must be equipped with a smart phone with internet connection capable of supporting Tesla Transport app, after this becomes available.

## 4.2 Equipment

- The carrier or its subcontractors must use the pre-defined equipment as agreed in the contract or booking. All use of deviating equipment must be agreed to by Tesla.
- All regular (non-speed transport or emergency equipment) shall be able to support the back door unloading from a dock door.
- All equipment for legally required safety & securing of cargo (belts, safety mats, fire extinguishers, first aid kit, etc.) must be provided by the carrier. Legal requirements of all pickups, transit & delivery countries need to be considered during loading.

- HVB shipments :
  1. Only soft lorry trucks are acceptable, to facilitate the load due to size/weight and pallet complexity (Hard box trailer are and will be refused for loadings).
  2. Each truck coming on site to load, should bring the straps to secure the load. Without those materials, trucks will be refused for loading.
- Blank & Backup CMRs need to be available.
- In order to facilitate Track & Trace, GPS equipment shall be installed on trailers & trucks.

### 4.3 Securing of Goods

The driver is responsible for all legally required cargo securing. Laws of pickup, delivery and transit countries need to be considered. If necessary, re-securing of cargo must be done by the carrier.

### 4.4 Collection of Goods

For all collections the driver must present the Tesla shipping reference, in order to be identified and ensure the correct loading of parts onto the vehicle. The Tesla shipping reference is to be communicated prior by Carrier control tower.

For reporting of deviations please refer to details below.

Unless a concrete time window has been communicated by Tesla or by the 3PL, the carrier may agree upon concrete pickup time with the pickup location.

For cross-border shipments (EU to Non-EU and vice versa), drivers should ensure that pick up does not happen before customs formalities are confirmed to be completed by either Tesla Logistics teams or Tesla's designated customs agent at origin.

Departure from the pickup location shall be immediately after loading is completed provided that the above conditions are met.

### 4.5 Delivery of Goods

For all deliveries the driver must present the Tesla shipping reference and all shipping documents at the receiving site (security gate, drivers' reception).

In the case of dealing with cross border shipments where a transit procedure is applied (moving goods under a T1/T2 procedure), the goods shall not be offloaded at destination until the permission to unload message is received from Tesla Logistics teams or Tesla's designated customs agent at destination.

For reporting of deviations please refer to details below.

Departure from delivery location shall be immediately after unloading is completed.

### 4.5.1 Destination Locations

For deliveries the carrier may agree upon a concrete delivery time with the delivery location. This applies unless a concrete time window has been communicated by Tesla.

### 4.5.2 Tesla Locations

Final delivery location will be communicated through API.

For live unloading driver needs to wait until the vehicle is unloaded and depart with the vehicle.

A concrete arrival time shall either be communicated by Tesla or booked by the carrier in advance (dock schedule tool, driver app).

## 4.6 Required Documents

In order to ensure proper document flows the documents listed below are required.

### 4.6.1 CMR

Appendix A represents an example of a CMR whereas the following information is required:

- Sender: The sender's (company) name needs to be provided including the correct pickup address as provided via API
- Consignee name: Destination name and address needs to be provided including the correct delivery address as provided via API
- Place of delivery of the goods: Destination city and country name
- Place of and date of taking over the goods: Pickup city and county name
- Number of packages: Number of boxes/pallets should be mentioned on the CMR
- Gross Weight in [kg] and volume in [m<sup>3</sup>] needs to be entered on the CMR
- After the goods are loaded the sender should sign the CMR
- Time of arrival at pickup location (date + time)
- Time of departure at pickup location (date + time)
- Time of arrival at delivery location (date + time)
- Time of departure at delivery location
- After the goods are received at destination, recipient will sign the CMR and confirm the packages received
- Notes should be made when cargo damage appeared

The driver should have at least 3 copies of the CMR. One for Tesla, one for the receiver and one for the carrier. The CMR needs to be uploaded into TMS document management system after delivery.

### 4.6.2 Supplier Delivery Note

Supplier will hand over the delivery note (including items, number of pallets, part numbers weight & volume information) along with the parts after loading, which needs to be handed over to the recipient when registering for unloading.



### 4.6.3 POD

The POD needs to show the below.

- Sender: The sender's (company) name needs to be provided including the correct pickup address as provided via API
- Consignee name: Destination name and address needs to be provided including the correct delivery address as provided via API
- Place of delivery of the goods: Destination city and country name
- Place of and date of taking over the goods: Pickup city and county name
- Number of packages: Number of boxes/pallets should be mentioned on the CMR
- Gross Weight in [kg] and volume in [m<sup>3</sup>] needs to be entered on the CMR
- After the goods are loaded the sender should sign the CMR
- Time of arrival at pickup location (date + time)
- Time of departure at pickup location (date + time)
- Time of arrival at delivery location (date + time)
- Time of departure at delivery location
- After the goods are received at destination, recipient will sign the CMR and confirm the packages received
- Notes should be made when cargo damage appeared

The driver should have at least 3 copies of the POD. One for Tesla, one for the receiver and one for the carrier. The CMR needs to be uploaded into TMS document management system after delivery.

## 5. Operational Instructions

This chapter outlines the operational instructions for deviations, waiting hours and ADR requirements.

### 5.1 Deviation Handling

All damage related to damaged goods should be reported along with a photo of the impacted pallets. Any damage needs to be reported on the CMR and pictures need to be uploaded alongside CMR into the vendor document portal.

### 5.2 Waiting Hours

Waiting time at Tesla or supplier location is counted from registering arrival with pickup location staff. If a specific time window has been agreed or assigned and a driver arrives earlier, waiting time will start 2 hours after the booking time agreed. If the driver fails to arrive on time prior to any notice or agreement, then waiting time will need to be negotiated.

All waiting time needs to be properly documented on the CMR including signatures of driver and suppliers.

Waiting time of two hours before unloading at delivery site is included in the rates.

### 5.3 ADR Requirements

Drivers of ADR shipments shall be adequately trained. The truck is marked with the legally required external markings. All equipment follows the legal standards.

All processes must follow the legal requirements. The carrier will be responsible for any damage incurred as a result of non-compliance with the legal regulations.

For all ADR shipments, supplier is required to issue an ADR document containing the following information:

- UN-classification for each dangerous substance, material or article
- Contain the UN number, preceded by "UN".
- Includes the proper shipping name, followed by technical name when required.
- Describe hazard's classes for each of the substances.
- Appropriate packing group
- Gross & net weight
- Tunnel code

The transport document must be in the official language of the country of origin as well as in French, English or German when the official language is not one of those.

## 5.4 Operational Reporting

Tesla measures different operational KPI's which will be shared with the carrier on a regular basis. This will include the following data sets:

### **Distribution:**

KPI	Target	Measurement
On-time pickup	98%	Actual arrival time at origin (door) vs requested pickup time with +/- 30 min of tolerance
On-time delivery in full	98%	Actual arrival time at destination (door) vs requested delivery time 2hrs tolerance is acceptable for FTL / LTL.
Quality event	Under 0.2%	Reported by carrier's control tower
Escalation Handling	100%	Response time within 30 min 98% Resolution within 24h
Booking acceptance	99%	Booking acceptance through API within 4 hours
Email response standard request	100%	100% Response time within 30 min
API updates	99.9%	Carrier provides on-time API updates for all milestones. If milestones are missing the SHP will be marked. API updates will be sent within 12hrs of milestone achievement.
POD upload	95% within 48 hours 100% within 4 days	Proof of Delivery documents are mandatory and need to be uploaded to the vendor portal by the carrier.
Invoicing	100%	100% match invoiced amounts and agreed rates
Hidden Costs	Under 0.5%	Hidden Costs should not be more than 1% of the overall cost in criteria and justified by specific description.
No departure before export release is confirmed	100%	In case of cross-border shipments, drivers should never leave Tesla's premises before export documents are obtained

Table 2: KPI measures

The report will also include a summary of shipments with damaged goods as well as missing or incorrect documents.

## 5.5 Performance Review Meeting

Tesla will request carriers to schedule periodical operational and commercial performance reviews. Unless agreed upon otherwise, these meetings will be conducted remotely. Carriers will assemble the content, which will be a report of performance, process and system changes, and improvement ideas.

If performance is lower than the KPI for a sustained period of time or is a threat to Tesla daily operation due to low quality, the carrier will receive a warning. Repeated low performance could result in disciplinary action.

### WEEKLY OPERATIONAL REVIEW:

Participants: Logistics coordinator / analyst  
KPIs review, Pareto analytics, Corrective action  
Quality events – escalations  
Deviation from processes

### MONTHLY MEETINGS

Participants: Logistics coordinator & analyst / logistics & operations manager  
KPIs review, Pareto analytics, Corrective action  
Cost trends/invoicing  
Quality events – escalations  
Deviation from processes  
Review of improvement plan

### QUARTERLY OPERATIONAL REVIEW

Contract business review: logistics & operations manager / Tesla purchasing  
KPIs review, Pareto analytics, Corrective action  
High level summary of optimizations and improvement plans  
Next steps and strategic planning  
Financial analytics

### YEARLY REVIEW

Managing Dr/Operations Dr/Commercial Dr/IT Dr – Tesla Purchasing Mgt/Distribution Management  
Include purchasing volumes and prices review  
Plans for further decrease in cost  
Yearly forecast and major expansion/volumes

## 6. Invoicing

As of now invoicing via API is not a hard requirement, nevertheless it is strongly encouraged for carriers to aim for invoicing via API integrated channels.

At a given timeline invoicing shall be done only via API integrated channels. Any dispute regarding invoices shall be first solved with the primary invoicing contact. If no solution can be found, the matter shall be escalated to the Procurement team. If the API integrated process doesn't work, the carrier should follow the procedures in the Rates Agreement, section "Invoicing and Payments".

Tesla will share all documents and instructions for API invoicing during the carrier onboarding & general implementation phase.

## 7. Claims

### 7.1 Claims towards Tesla

All claims need to be backed up by proper documentation (e.g., CMR). These claims need to be made within 2 days after delivery either by email or later on in a designated report in the Tesla Portal.

### 7.2 Claims towards Carrier

If damage occurred upon receiving, the recipient will mark the number of boxes or pallets damaged on the CMR and take pictures of the damage. The recipient will inform their designated order management team or the Tesla logistics coordinator and include pictures of the cargo and a scan of the CMR.

In case the damage is caused by the carrier, the damage will be charged back to the carrier.

A claim process will be agreed upon and added to this SOP in Annex 2.

Communication on loss and damages with supplier policy to be shared and communicated upfront.

## 8. Safety instructions

The carrier is responsible for the personal protection equipment of all drivers. The Carrier is also responsible for ensuring that all legal requirements are observed, and the rules of employees' liability insurance associations are met. Additionally, all drivers, subcontractors and employees of the carrier need to follow the guidelines for Tesla suppliers. Please note that these rules might be updated regularly.

In any case, all drivers and additional personnel are required to wear personal protection equipment on all Tesla production and logistics premises such as:

- Safety vests on all logistics areas
- Safety shoes (S1+)
- Safety glasses, where required by local rules

Changes to EHS guidelines can be made by Tesla and will be communicated to carriers.

Tesla has a zero-tolerance policy towards consumption of drugs and alcohol on Tesla grounds.

## 9. Outbound Export Shipment (Non-EU destination countries )

Customs Process Communication Protocol: Supplier, Carrier, Export Broker, and Import Broker

## Outbound Export Shipment (Non-EU destination countries)

Customs Process Communication Protocol: Supplier, Carrier, Export Broker, and Import Broker:

- The supplier Tesla, initiates communication by providing Booking to the carrier for non-Eu destination shipment.
- The carrier communicates with export broker to initiate export clearance process.
- The export broker communicates with the import broker to ensure alignment on import requirements.
- Tesla shares accurate and complete documentation with the carrier via API/Mail communication, including commercial invoices, packing list and CMR/ADR/IMO respectively.
- The carrier checks and shares accurate and complete documentation to our export broker, which exit/entry customs office will be used, ETA at the border and license plates of the trailer (with Tesla coordination in CC).
- Tesla will communicate shipment schedules and details to the carrier, ensuring alignment with customs clearance timelines.
- The carrier provides real-time tracking information to the supplier, export broker, and import broker for transparency.
- The export broker collaborates closely with Tesla to ensure accurate customs declarations and compliance with export regulations. This communication must be shared with the carrier (with Tesla communication in CC).
- The import broker communicates import requirements and potential issues to the supplier and export broker.

Each undersigned party executes this SOP by causing its duly authorized representative to sign below.

Tesla Motors Netherlands B.V. ("Tesla")	Carrier ("Services Provider")
Signed: {{Sig_es :signer1:signature }}	Signed: {{Sig_es :signer2:signature }}
Printed: {{N_es :signer1:fullname }}	Printed:{{N_es :signer2:fullname }}
Title: {{Ttl1_es :signer1:title }}	Title:{{Ttl1_es :signer2:title }}
Date: {{Dte_es :signer1:date }}	Date: {{Dte_es :signer2:date }}
	Company: {{Cmpy_es :signer2:company }}
	Address:{{Address }}

## Appendix A: CMR example

1. INTERNATIONAL CONSIGNMENT NOTE INTERNATIONELL FRAKTSEDEL									
1. Sender (Name, Address, Country) Godsavsändare (namn, adress, land)					This carriage is subject, notwithstanding any clause to the contrary to the Convention on the Contract for the International Carriage of goods by road (CMR). Denna transport är utan hinder av annat mål värd avtalat, underkastad bestämmelserna i Konventionen om frakta-avtalet vid internationell godsbefordran på väg (C.M.R.).				
2. Consignee (Name, Address, Country) Godsmottagare (namn, adress, land)					16. Carrier (Name, Address, Country) Fraktförare (namn, adress, land)				
3. Place of delivery of the goods Godsets leveransort					17. Successive carriers (Name, Address, Country) Efterföljande fraktförare (namn, adress, land)				
4. Place and date of taking over of the goods Plats och datum för övertagande av godset					18. Carrier's reservations and observations Fraktförarens reservationer och anmärkningar				
5. Annexed documents Bilagade dokument									
6. Marks and Nos Märke och nummer	7. Number of packages Antal kott	8. Method of packing Emballeringsätt	9. Nature of the goods Godsets art	10. Statistical num. Statistiskt nr.	11. Gross weight in Brutovikt i kg	12. Volume in m3 Volym i m3			
CMR									
Klasse Class	Ziffer Number	Buchstabe Letter	(ADR) (ADR)						
13. Sender's instructions (Customs and other formalities) Ävsändarens instruktioner (tull och andra formaliteter)				19. To be paid by: Att betala av:					
				Sender avsändare		Currency kurs		Consignee mottagare	
				Carriage charges Frakt					
				Supplem charges Tillägg					
				Other charges Extra kostnader					
				Miscellaneous Diverse					
				Total to be paid Totalt att betala					
14. Cash on delivery Efterkrav									
15. Directions as to payment for carriage Fraktbetalningsföreskrift (leveransklausul)				20. Special agreements Särskilda överenskommelser (se även baksidan)					
21. Established in Utfärdad i				on datum		24. Goods received Godset mottaget		Date datum	
22. Signature and stamp of the sender Ävsändarens underskrift och stämpel				23. Signature and stamp of the carrier Fraktförarens underskrift och stämpel		Signature and stamp of the consignee Underskrift			

Freight bill 2004 - Axipol Data - www.axipol.com

## Annex B - Example TMS upload



Annex 1 - Example  
TMS upload.xlsx

## Annex C – Trucker Rules on Tesla Motors site

# TRUCKER RULES

-  **NEVER EXCEED THE 10 KM/H SPEED LIMIT ON TESLA PREMISES**
-  **CHECK-IN AT SECURITY TO RECEIVE BADGE AND DOCK NUMBER**
-  **ENABLE HAND BRAKE**
-  **ENABLE PARKING BRAKE TRAILER**
-  **PLACE WHEEL-CHOCKS**
-  **PLACE JACK-STAND IF TRAILER IS NOT SUPPORTED BY TRUCK**
-  **WAIT IN THE LOBBY DURING LOADING/UNLOADING**
-  **HAND IN THE RECEIVED TRUCKER BADGE WHEN CHECKING OUT**
-  **DEPARTURE IS PROHIBITED WITHOUT SECURITY APPROVAL**



# TRUCKER BADGE

INITIATE DOCKING PROCEDURE AT:

## DOCK



### STEP 1: ENABLE HAND-BRAKE TRUCK

Initiating the hand-brake helps to ensure that the truck is kept stationary

### STEP 2: ENABLE PARKING BRAKE TRAILER

Initiating the parking-brake helps to ensure that the trailer is kept stationary



### STEP 3: PLACE WHEEL- CHOCKS

Wheel chocks are designed to stop a truck or trailer from rolling or moving accidentally

### STEP 4: PLACE JACK- STAND IF TRAILER IS NOT SUPPORTED BY TRUCK

Placing a jack-stand ensures an additional support point for the trailer, resulting in the reduction of risk on tipping hazards



### STEP 5: WAIT IN THE LOBBY UNTIL LOADING/UNLOADING IS FINISHED

By waiting in the lobby we ensure that there is no miscommunication between material handlers and truck-driver that leads in premature departure of carriers



**HAND IN TRUCKER BADGE AND SIGN CMR FOR DEPARTURE**

**BY RECEIVING THIS TRUCKER BADGE, THE TRUCK DRIVER AGREES TO  
COMPLY WITH THE RULES AND REGULATIONS STATED ABOVE  
ALL CASES OF NON-COMPLIANCE WILL BE SHARED WITH THE DESIGNATED CARRIER**