

- 1 Q: I do not have an Agillence (LE) or Penske (SCM) contact and I have not received a copy of the Routing Instructions from Agillence, or have lost my copy. Who do I contact?
A: Reach out to the Lear plant materials team for guidance.
- 2 Q: It is past my scheduled shipping day/window, and the Lear material has not been picked up. Who do I contact?
A: Reach out to Penske Lear Carrier Management: USA:866-321-6691, MEX:800-821-2222; Lear.carriermgmt@penske.com
- 3 Q: What is the suppliers responsibility and Lear expectation if another suppliers empty dunnage is loaded on the trailer when it arrives to my facility?
A: Lear runs a series of shared milk-run pick-ups that stop at multiple locations prior to its final delivery location. Please offload any empty dunnage, load the Lear freight required to ship, and then reload the other supplier's empty dunnage.
- 4 Q: What to do when a supplier receives mid-week release increases from Lear?
A: Please do not ship it on the regular planned truck and notify Penske and the Lear plant for further direction on how to ship the increase.
- 5 Q: I have a new Lear location starting that I will be shipping for, can I just start shipping on my regular pick-up route?
A: No, please contact the new Lear location to understand Lear business requirements.
- 6 Q: What is the difference between EDI830 and EDI862?
A: An 862 is a daily request for requirements that should be followed accordingly. 830 is a weekly forecast. If no 862 exists, a supplier should ship the weekly quantity split evenly over the planned ship days.
- 7 Q: My pallets are stackable but there is plenty of room on the trailer for the pallets to be down stacked, do I really need to stack them?
A: Yes, you may ship on a route that is shared with many other suppliers and therefore we have a specific count of floor spots reserved for each supplier.
- 8 Q: If a supplier's ship schedule is planned at more than one pickup per week, and a Lear plant is asking to only ship on a specific day?
A: Contact your Penske SCM and Agillence LE to review the ship schedule with the plant
- 9 Q: How does Lear determine the amount of space I am allocated on my pick-up route?
A: Lear maintains PFEP in alignment to LPAS, that contains critical information such as: Piece Weight, Pieces Per Container, Primary box dims, Secondary pallet dims (fully loaded pallet), stackability. From here, we are able to calculate Cube and Weight for your weekly shipments. Based on the accurate packaging provided, we are able to allocate ample space based on your releases/EDI each week.
- 10 Q: What should suppliers do if they have past due requirements for the plant?
A: Only ship what is required for the plant for that week, any additional requirements please reach out to Penske and the plant for direction.
- 11 Q: Who should I contact if there's a change in the supplier packaging?
A: A "request for revision" will need to be submitted in LPAS in order to resubmit packaging specifications. If unclear how to perform this action, reach out to the plant contact directly.
- 12 Q: LTL window times, why are they so long? Can they specify a smaller time window?
A: LTL window times are an estimate based on local pickups. No, smaller window time cannot be specified on the routing instructions, but supplier may be able to work with the local CTII terminal to give a preferred window time.