



## 2020 Thanksgiving Holiday Operating Schedule

Forward Air will be closed at all U.S. terminals and hub operations on Thursday, November 26, 2020 in observance of Thanksgiving Day. As in previous years, this will defer destination arrival for some shipments tendered earlier in the week. If you have any questions about your local station's operation during this holiday, please contact our Customer Care Center professionals at **(800) 726-6654** or your local Forward Air station.

### Schedule Details

- All U.S. Forward Air terminals will be closed Thanksgiving Day, Thursday, November 26.
- Most U.S. Forward Air terminals will be open **for A.M. recoveries**, Friday, November 27\*\*  
(\*DAY, EVV, FWA, GRR, MBS, SBN, TOL & TVC will be closed)
- In markets only offering **A.M. recoveries** on Friday, November 27, delivery service will be provided in zones A-C and pickup service normally scheduled for that day will be performed Monday, November 30.
  - For exceptions, please call Customer Care.
- Select U.S. Forward Air terminals will be open for **P.M. operations**, Friday, November 27; Pickup and Delivery services will operate on a limited availability. *\*Note: See page 2 of schedule for listing.*
- Shipments normally available Thursday will be available Friday, November 27 at most terminals.
- For Complete Cartage Services: Prior to booking, please confirm that pick-up and delivery customers will be open on November 26 and November 27. Please call Customer Care for any assistance.
- Complete Cartage points considered next day and beyond, may be serviced the following week according to their published delivery window.
- Please call 800-726-6654 for cartage needs outside of the standard delivery window or for Friday shipper or consignee closures.
- All Canadian locations will be open Thursday, November 26, with deferred service schedules shown below.

**\*\*The service schedule adjustments are highlighted in the chart below in bold\*\***

Recovery Day						
Ship Date	Ship Day	All Stations	1 Day Service	2 Day Service	3 Day Service	4 Day Service
<b>Nov. 23</b>	<b>MON</b>	Normal	Tue. Nov. 24	Wed. Nov. 25	<b>Fri. Nov. 27</b>	<b>Mon. Nov. 30</b>
<b>Nov. 24</b>	<b>TUE</b>	Normal	Wed. Nov. 25	<b>Fri. Nov. 27</b>	<b>Mon. Nov. 30</b>	Mon. Nov. 30
<b>Nov. 25</b>	<b>WED</b>	<b>Normal</b>	<b>Fri. Nov. 27</b>	<b>Mon. Nov. 30</b>	Mon. Nov. 30	Mon. Nov. 30
<b>Nov. 26</b>	<b>THU</b>	<b>Closed in U.S.</b>	<b>Thanksgiving Day – U.S. Stations Closed</b>			
<b>Nov. 27</b>	<b>FRI</b>	Limited	Select Terminals Open for P.M. Operations *(see page 2 of schedule for listing)			

\*Schedule reflects linehaul shipments

### Customer Support

- Forward Air Customer Care will be closed Thanksgiving Day. The Customer Care Center will be open 8 a.m. – 6 p.m. on Friday, November 27.
- Forward Air's Complete Management Group will be closed Thanksgiving Day and will return to normal operating hours on Friday, November 27.
- Forward Air's Truckload Services customer support center will be open as normal on Thanksgiving Day to service customers' nationwide truckload needs at **(800) 736-7765**.

For all your shipping needs, please visit **ForwardAir.com** to book, track and stay informed.

**Best Wishes for a Safe & Happy Thanksgiving Holiday.**



*\*The following terminals will be open for outbound operations on Friday, November 27, 2020.*

Terminal	Outbound Operations
ATL	Open
BNA	Open
BOS	Open
BWI	Open
CLT	Open
CMH	Open
CVG	Open
DEN	Open
DFW	Open
DTW	Open
EWR	Open
IAD	Open
IAH	Open
IND	Open
JFK	Open
LAX	Open
LCK	Open
MCI	Open
MCO	Open

Terminal	Outbound Operations
MDT	Open
MEM	Open
MIA	Open
MKE	Open
MLI	Open
MSP	Open
ONT	Open
ORD	Open
PHL	Open
PHX	Open
SAN	Open
SEA	Open
SFO	Open
SLC	Open
SMF	Open
STL	Open
TUS	Open
YUL	Open
YYZ	Open