



Christmas 2018 Operating Schedule

All Forward Air terminals and hub operations in the US, Canada and Mexico will be closed on Tuesday, December 25, 2018 in observance of the Christmas holiday. Forward Air will conduct normal inbound operations on Monday, December 24th and outbound operations on Wednesday, December 26th. All U.S. terminals and Mexico operations will reopen on Wednesday, December 26th according to the schedule referenced below. Forward Air terminals in Canada will remain closed on Tuesday, December 25th and Wednesday, December 26th, in observance of Boxing Day and will reopen with normal business hours on Thursday, December 27th. This will allow our owner-operators and employees to enjoy the holiday with their families. As in previous years, destination arrival for some shipments tendered early in the week will be deferred. Those changes are outlined below.

Schedule Details

- Forward Air terminals with weekend operations will operate their normal schedules on December 22nd & 23rd.
- Forward Air will offer recovery only on Monday, December 24th, closing at 12:00 p.m. (noon) local time for inbound only operations. Freight will not be accepted for tender on Christmas Eve.
- **Forward Air Complete Cartage** deliveries will be operating in a limited capacity nationwide up until noon with no pickup service on December 24th and closed on December 25th. All other deliveries regularly scheduled for that day may be delivered December 26th. Canada points will be closed December 26th. All other pickups and delivery regularly scheduled for that day may be serviced on December 27th. Please contact Forward Air at 800-726-6654 for special pick up or delivery availability.

The general service schedule adjustments are shown in bold on the following chart:

Recovery Day							
Date	Ship Day	All Stations	1 Day	2 Day	3 Day	4 Day	5 Day
Dec. 17	MON	Normal	Tues. Dec. 18	Wed. Dec. 19	Thurs. Dec. 20	Fri. Dec. 21	Mon. Dec. 24
Dec. 18	TUES	Normal	Wed. Dec. 19	Thurs. Dec. 20	Fri. Dec. 21	Mon. Dec. 24	Thurs. Dec. 27
Dec. 19	WED	Normal	Thurs. Dec. 20	Fri. Dec. 21	Mon. Dec. 24	Thurs. Dec. 27	Fri. Dec. 28
Dec. 20	THU	Normal	Fri. Dec. 21	Mon. Dec. 24	Thurs. Dec. 27	Thurs. Dec. 27	Fri. Dec. 28
Dec. 21	FRI	Normal	Mon. Dec. 24	Thurs. Dec. 27	Thurs. Dec. 27	Fri. Dec. 28	Fri. Dec. 28
Dec. 24	MON	Recovery Only	**Christmas Eve - All stations will close at 12:00 Noon Local Time**				
Dec. 25	TUES	*Closed*	** Christmas Day - All Terminals & Operations Closed In U.S., Canada & Mexico **				
Dec. 26	WED	U.S. Tender Only	**All U.S. Terminals & Operations Open at 12:00 Noon Local Time**				
Dec. 27	THURS	Normal	**All U.S., Canada & Mexico Terminals & Operations Open**				
*If indicated on the service schedule as Wednesday recovery, freight will be available on Friday for 5 day service lanes							

Customer Support

- Forward Air's Customer Care Center will be open for normal hours on Saturday, December 22nd and will also be open on Monday, December 24th from 7:00 a.m. to 3:00 p.m. The department will return to normal business hours Wednesday, December 26th, at 7:00 a.m. EST.
- Forward Air's Complete Management Group will be closing at noon on December 24th and closed on Tuesday, December 25th and will return to normal operating hours on Wednesday, December 26th.
- Forward Air's Truckload Services customer support group will be open throughout the Christmas holiday to service customers' nationwide truckload needs. TLS customer support is available at **1-800-736-7765**

In this joyous holiday season, we thank you for your dedication to our business relationship in 2018.