Christmas 2016 Operating Schedule

All Forward Air terminals and hub operations in the U.S., Canada and Mexico will be closed on Monday, December 26th, 2016 in observance of the Christmas holiday. Forward Air will conduct normal inbound or outbound operations on Friday, December 23rd. All U.S. terminals and Mexico operations will reopen with normal hours on Tuesday, December 27th. Forward Air terminals in Canada will remain closed on Monday, December 26th and Tuesday, December 27th, in observance of Boxing Day and will reopen with normal business hours on Wednesday, December 28th. 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 will offer normal tender/recovery on Friday, December 23rd.
- Forward Air terminals with normal Saturday hours will be open Saturday, December the 24th for freight recovery only and will not accept freight tendered. These stations will be open no later than noon on the 24th. Contact your local station for location specific details.
- All U.S. terminals will be closed on December 25th & 26th. We will reopen for outbound service at normal hours on Tuesday, December 27th.
- Forward Air Complete shipments in the U.S. and Canada will be picked up and delivered on Friday, December 23rd, as scheduled. Those shipments shown as Monday service will be picked up or delivered on Tuesday, December 27th or in accordance with the cartage schedule. Forward Air Complete shipments will not be picked up or delivered on December 24th, 25th or 26th.
- The last departure for Forward Air Complete shipments inbound to Mexico will be Friday, December 23rd, and will be delivered on Tuesday, December 27th.

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. 20	TUE	Normal	Wed. Dec. 21	Thurs. Dec. 22	Fri. Dec. 23	**Tues. Dec. 27**	**Wed. Dec. 28**
Dec. 21	WED	Normal	Thurs. Dec. 22	Fri. Dec. 23	**Tues. Dec. 27**	**Thu. Dec. 29**	**Thu. Dec. 29**
Dec. 22	THU	Normal	Fri. Dec. 23	**Tues. Dec. 27**	**Thu. Dec. 29**	**Thu. Dec. 29**	**Fri. Dec. 30**
Dec. 23	FRI	Normal	**Tues. Dec. 27**	**Wed. Dec. 28**	**Thu. Dec. 29**	**Thu. Dec. 29**	**Fri. Dec. 30**
Dec. 24	SAT	Limited	**Stations with Saturday operations will offer Recovery only. All stations will close by Noon, Dec 24th.**				
Dec. 25	SUN	*Closed*	**** All Terminals & Operations Closed In U.S., Canada & Mexico ****				
Dec. 26	MON	*Closed*	**** All Terminals & Operations Closed In U.S., Canada & Mexico ****				
Dec. 27	TUE	Normal	****All U.S. Terminals & Operations Open****				

Customer Support

- Forward Air's Customer Care Center and Complete Customer Care will be open for normal hours on Friday, December 23rd and will also be open on Saturday, December 24th from 10:00 a.m. to 3:00 p.m. The department will return to normal operating hours on Tuesday, December 27th, at 7:00 a.m. EST.
- Forward Air's Complete Management Group will be closed on Monday, December 26th and will return to normal operating hours on Tuesday, December 27th.
- 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 2016.