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New Year’s 2024 Operating Schedule

All Forward Air terminals and hub operations in the U.S., Canada and Mexico will be closed on Monday, January 1, 2024, and will reopen on Tuesday, January 2, 2024, in observance of the New Year’s holiday. Forward will conduct normal inbound or outbound operations on Friday, December 29. As in previous years, destination arrival for some shipments tendered early in the week will be deferred as we reduce fleet and hub operations based upon the holiday. Those changes are outlined below.

# Schedule Details

* All Forward Air terminals will be closed on January 1, returning to normal operations on Tuesday, January 2.
* Forward Air terminals will offer normal tender/recovery on Friday, December 29 and Saturday, December 30 for stations with normal Saturday operations. Freight will not be accepted for tender, nor will terminals offer recovery on January 1.
* Forward Complete shipments in the U.S. and Canada will be picked up and delivered on Friday, December 29, as scheduled. Those shipments shown as Monday service will be picked up or delivered on Tuesday, January 2 or in accordance with the cartage schedule. Forward Complete shipments will not be picked up or delivered on December 31 or January 1.
* The last departure for Forward Complete shipments inbound to Mexico will be Friday, December 29 and will be delivered on Tuesday, January 2.

***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. 26 | TUE | Normal\* | Wed. Dec. 27 | Thurs. Dec. 28 | Fri. Dec. 29 | **Tues. Jan. 2** | **Wed. Jan. 3** |
| Dec. 27 | WED | Normal | Thurs. Dec. 28 | Fri. Dec. 29 | **Tues. Jan. 2** | **Wed. Jan. 3** | **Thu. Jan. 4** |
| Dec. 28 | THU | Normal | Fri. Dec. 29 | **Tues. Jan. 2** | **Thu. Jan. 4** | **Thu. Jan. 4** | **Fri. Jan. 5** |
| Dec. 29 | FRI | Normal | **Tues. Jan. 2** | **Wed. Jan. 3** | **Thu. Jan. 4** | **Thu. Jan. 4** | **Fri. Jan. 5** |
| Dec. 30 | SAT | Normal | **Stations with normal Saturday operations will be open.** | | | | |
| Dec. 31 | SUN | \*Closed\* | **\*\* All Terminals & Operations Closed In U.S., Canada & Mexico \*\*** | | | | |
| Jan. 1 | MON | \*Closed\* | **\*\* All Terminals & Operations Closed In U.S., Canada & Mexico \*\*** | | | | |
| Jan. 2 | TUE | Normal | **\*\*All Terminals & Operations Open \*\*** | | | | |
| **\*All U.S. Stations Open except Canadian Stations in observance of Boxing Day. Canadian Stations will reopen on December 27th.** | | | | | | | |

# Customer Support

* Forward Customer Care Center will be open for normal hours on Friday, December 29 and will also be open Saturday, December 30 from 10:00 a.m. to 4:00 p.m. Forward Customer Care be closed on Monday, January 1 and will return to normal operating hours on Tuesday, January 2 at 7:00 a.m. EST.

* Forward Complete Management Group will be closed on Monday, January 1 and will return to normal operating hours on Tuesday, January 2.
* Forward Air’s Truckload Services customer support group will remain open throughout the New Year’s holiday period to service customers’ nationwide truckload needs. TLS customer support is available 24/7 at **1-800-736-7765**.

***Forward Wishes You a Safe & Happy New Year in 2024!***