

Army Transportation Command

Customer and Carrier Advisory

March 12, 2026

CA 26 03 12 0023

Subject: Importance of Transportation Facilities Guide (TFG) Accuracy

Purpose: To remind Installation Transportation Officers (ITO) to update the TFG to reflect changes to their installation's shipping and receiving operational status.

Be Advised: ITOs are required to update their TFG immediately whenever critical operational changes occur. These changes include, but are not limited to, changes in operating hours, access requirements or restrictions, and/or installation closures. Failure to communicate operational changes to Transportation Service Providers (TSPs) may cause an increase in Department of War (DoW) cargo arriving at destination outside of operating hours. This may cause cargo to sit outside of the installation and may delay TSP assets and incur charges.

Communication between shippers, TSPs, and receivers remains imperative. The TFG is the primary source of contact information utilized by TSPs to facilitate vital communication with origin and destination personnel. ITOs are requested to closely review their TFG entries to ensure all contact information is correct and monitored, operating hours are accurate and internal operating procedures align with TFG information.

The TFG includes a tab for rail-related information, to include an area for comments that can be used for rail-specific contact information and or rail-specific operating instructions. Installations conducting rail operations should ensure this tab is completed as a lack of communication may lead to excessive holding times of rail equipment. This limits access to critical assets, incurs costs and negatively impacts operational timelines.

Installation Commanders of DoW facilities may elect to alter installation operating hours and or procedures at any time for the safety of installation personnel and families. ITOs are advised to immediately update the TFG to reflect changes.

TSPs should continue to closely monitor the TFG for updates.

Guidance: Defense Transportation Regulation (DTR) 4500.9-R-Part II, Chapter 201, Paragraph Q.

POC: For questions regarding DoD installation operating hours, TSPs should refer to the TFG and/or contact the shipping/receiving ITO. Issues with TFG accuracy should be addressed with the ITO.

ARTRANS G3S:

Domestic Freight Services Team

usarmy.scott.artrans.mbx.g3-domestic-freight-services-branch@army.mil

Expiration: N/A

Category: General Information