

Army Transportation Command

Customer and Carrier Advisory

March 17, 2026

CA 26 03 17 0026

Subject: Requests for Publication of ARTRANS Customer Advisories (CA)

Purpose: To provide additional clarification on the process for requesting the publication of ARTRANS Customer Advisories

Be Advised: ARTRANS is designated by US Transportation Command to publish worldwide Customer Advisories on behalf of requesting organizations and shippers.

Information on the CA Program can be found on the ARTRANS website by expanding the "Customer Carrier Advisory Program" section, located under the "Industry" tab.

Advisories are used to communicate guidance and direction associated with the movement of DoW cargo in response to operational situations, updated, or changes to published transportation services or guidance (DTR Chapter 201, Paragraph K.7.a).

Information related to installation shipping and receiving operational status, such as changes to operating hours, or notification of installation closures, should be communicated through updates to the Transportation Facilities Guide (TFG). This type of information will not be communicated via CA.

Advisory requests should be submitted to the ARTRANS Advisory Team using the template found on the ARTRANS website. Advisory requests that contain PII and/or CUI will not be published and will be returned to the requestor for revision. This includes the use of specific individuals and their contact information in the POC field.

All fields on the advisory template should be completed. Incomplete advisories will be returned to the requestor for revision.

ARTRANS will only accept updates or revisions to advisories from the original requestor. When revising or updating a draft advisory, please do not copy the ARTRANS Customer Advisory inbox on coordinating email traffic between stakeholders.

Please note, once submitted, advisories must go through a staffing process before posting to the ARTRANS website that includes, but is not limited to, a legal and operational security review. The length of time required for this review can vary.

To inquiry about the status of an advisory, please contact the Advisory Team via the Advisory orgbox and provide the advisory subject or number in your request.

Guidance: Defense Transportation Regulation (DTR) 4500.9-R-Part II, Chapter 201, Paragraph K.7

POC: ARTRANS G3 Customer Advisory Team, usarmy.scott.artrans.mbx.g33-advisory-team@army.mil

Expiration: N/A

Category: General Information