



# How is TForce Freight Responding to the Coronavirus?



The TForce Freight Guaranteed Service Refund is suspended for LTL shipments.

TForce Freight is designated among the U.S. government's critical infrastructure. Therefore, operations continue and we're working to keep your business's supply chain running uninterrupted.

As always, our highest priority is to help ensure the health and safety of our employees, customers, and suppliers while upholding our service levels. Here's what you can expect from us:

- Constant monitoring of our ground networks to address potential sources of disruption.
- Compliance with applicable government regulations related to the containment of the coronavirus.
- Careful guidance and information being provided to our staff regarding the best ways to prevent the spread of infection, based on guidelines from the World Health Organization (WHO) and, in the U.S., the Centers for Disease Control and Prevention (CDC). Please also see the FAQ below.
- The ability to track your deliveries on TForceFreight.com

For more information, we encourage you to visit WHO's [Q&A on coronavirus](#) and the CDC's [FAQ](#) on the issue.

## Frequently Asked Questions About the Coronavirus

### How will TForce Freight respond to constantly changing circumstances?

Our network planning and operations teams are experienced with adapting to changing conditions, and we are developing contingency plans to address potential sources of disruption in our ground network. Of course, we will comply with all government regulations and guidelines related to the containment of the novel coronavirus.

### What measures is TForce Freight taking to prevent the spread of infection?

TForce Freight staff will continue to follow guidance on the best methods to prevent the spread of infection in accordance with recommendations of the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC) and other health authorities.

### Are you still making deliveries?

TForce Freight is maintaining delivery services, except where limited by government restrictions. We are working with the governments of the countries we serve to obtain exceptions that allow our operations to continue wherever possible. TForce Freight delivery operations have already been designated critical infrastructure by many governments, and we will continue to pick up and deliver, even in restricted areas.

### Do I still need to sign for my shipment?

In the interest of employee and customer safety, TForce Freight's Signature Required guidelines are temporarily being adjusted so consignees will no longer need to sign for TForce Freight Signature Required deliveries. Despite this adjusted process the driver will still need to make contact with the consignee. The consignee must, at the time of delivery, acknowledge that TForce Freight is making a delivery and, if applicable, show government issued photo ID.

### Can I still receive guaranteed shipping from TForce Freight?

While service guarantees are suspended for most services, customers can call (800) 644-0900 to arrange guaranteed shipping through TForce Freight LTL Expedited service.