

A Duie Pyle Update
6/24/2019

Our northeast partner, A Duie Pyle, continues to make progress of their recovery from the ransomware attack they experienced a little over a week ago. They are slowly gaining the abilities they lost after the attack such EDI communication, e-mail, etc. They are still not out of the woods yet, but hope to be back to normal by the end of the week. There will be a few things that will take longer to fix such as getting images from shipments that were picked up or delivered the first three business days after the attack, the 17th – 19th. They will be working diligently to get those available to us and our customers as soon as possible. Here are a few things you need to when helping a customer track their shipments to and from Pyle:

- Pyle is about 2 to 3 days behind with their deliveries. Please let our customers know to expect this delay with their shipments.
- Pyle is up to date with making their PU's for us.
- As Pyle continues to gain system abilities that were lost, they are still experiencing some glitches with these abilities. Some tools (such as their website) aren't working 100% right now. They are aware of this and are working to fix this.
- Currently, Pyle does not have images for shipments that they delivered on the 17th, 18th, and 19th. They will be working this week and next week to obtain those images and scan them in their system.
- Please continue to reach out to your local service center for inquiries on your shipments to and from Pyle's service area.

Please know that this attack has been very similar to what we have experienced before in our system as far as not having the capabilities we are used to having on a daily basis. We could also compare this to what we go through when we have a bad hurricane hit us – we lose a lot of the same abilities that Pyle has lost. Please let our customers know that Pyle is doing everything they can to recover from this. Unfortunately, it is not an overnight recovery. We will continue to keep you updated on Pyle's progress. Thank you!