



Auba FAQ

What level of access does Auba have of user information and how does it utilize this data to function?

Auba is tailored to respect user privacy while efficiently processing necessary data. Here's a breakdown of how it operates:

Email Access: Auba taps into the email repository of customers, only accessing the specific accounts that the user indicates. In these accounts, we look for logistics documents that outline different stages of a supply chain journey.

Data Extraction via AI: Once we have these emails, our AI Model steps in to sort through their content. At the moment, it scrutinizes the attachments to all emails, determining their relevance to our customer's supply chain. Relevant data is then extracted for further processing and given back to the user in a smooth dashboard.

Document Handling: Our AI model is trained to scan a variety of file types. Documents for supply chain operations, like BLs, commercial invoices, and packing lists, are readily identified by our models and further categorized according to relevance. Those deemed irrelevant are tagged as such and are not further processed.

Secure Processing and Storage: This extracted data is sent securely to our AI tool for processing. After this step, the information is securely stored in the cloud in an encrypted database.

Operational Insights on Dashboard: Auba utilizes the processed data to provide real-time operational insights clients can use in day to day operations. This includes tracking cargo locations, and alerting of potential disruptions, all neatly visualized on an intuitive Dashboard.

How does Auba manage your information ?

Across our extraction process, we gather two forms of information which we deal with in different ways: (1) content, text, and recipients, and (2) attachments. Below we explain how we deal with each data point:



Content, Text, and Recipients: Information such as email content, text, and recipient details is securely stored in an SQL database. This database employs encryption, ensuring that your data remains private and protected all throughout.

Attachments: Attachments processed by Auba are stored in Google Cloud with encrypted storage, providing an additional layer of security for your documents and data.

Can Auba share my Data with other clients?

No, your data is strictly confidential and will **not** be shared with other clients. At Auba, we ensure that all customer data is securely stored in the cloud, with each client's data logically segregated and contained in separate 'boxes' within the cloud environment. Auba's system is strictly designed to access only one organization's data at a time.

What resources does Auba consult or is interconnected to?

Besides using our customer's emails, Auba utilizes third-party services to gain clarity with regards to costumes processing and GPS location, building our own models for prediction and tracking of maritime and land-based assets.

What types of privileges does Auba require to operate on folders or shared resources?

To operate, we mainly need access to email accounts specified by our clients containing relevant information to map their supply chains. Should access to other resources be needed, the nature and extent of access will align with the company's operational practices. Our approach prioritizes minimal invasion, typically at the standard user level, to avoid the necessity for administrator rights.



How does Auba access supply chain information in companies where email isn't the main communication channel?

For organizations that use non-email data sources for their supply chain documents, we tailor our approach to connect with those essential sources and integrate them into our platform. The specific sources and methods of integration vary with each company. We maintain strict read-only access, ensuring no need for administrative privileges to any of the shared resources.

When does visibility begin for tracking shipments, and how far back does Auba look?

Visibility starts the moment we connect with your data. We monitor all active shipments from that moment. We also access past data to ensure a complete overview of all active shipments, but the extent of past data will vary with each client.

How long does Auba keep data?

We work hand in hand with our clients to determine how much data they need to gain insights from past shipments. At the moment, we maintain data indefinitely in an encrypted server or Google Cloud depending on the needs of our clients. However, if a client would require the removal of past data upon the completion of a given time period, we could easily structure our tools accordingly. We retain data to improve our analytics and trend analysis, focusing on improving tool performance and accuracy for each client. We do not purge data unless it is specifically requested by the client.

What third-party data sources contribute to calculating ETAs?

Currently, Auba integrates a range of public and private data sources, continually expanding to enhance ETA calculations. Amongst them we include information from shippers, GPS data for tracking purposes, and updated information from Mexico's customs system.



Does Auba monitor shipments during customs processing and notify of any issues?

Yes, we track shipments through customs and keep customers informed of their status. We are also building capabilities to audit documents before they are submitted and warn of potential errors.

How is Auba's architecture designed?

Our tool's architecture is built on AWS and Google Cloud servers, with file storage exclusively handled on Google Cloud for optimal security and efficiency.

Our tech stack comprises:

The backend consists of TypeScript with Nodejs, Python, FastAPI, and PostgreSQL. **The frontend** is built on React.

