



ZENITH ECLIPSE JOURNAL

END-TO-END LOGISTICS

Every handoff has an owner.

From supplier release to the receiving door, a useful logistics plan connects the work between transport legs. Define who acts, what must be ready and how exceptions are resolved before the shipment enters the next stage.

THE COVER STORY

Connect readiness with
onward movement.
Give every handoff a
named owner.
Compare the complete
delivered scope.

03

DEFINE THE SERVICE

Choose the option
that fits the brief.

04

AGREE THE CONTROLS

Read the evidence
and responsibilities.

06

CONNECT THE PLAN

Align milestones
and handoffs.

THE ZENITH ECLIPSE APPROACH

Begin with the complete journey.

A transport leg moves cargo. An end-to-end plan also connects preparation, border decisions, storage and the receiving team across the agreed journey.



We coordinate logistics enquiries for manufacturers, importers, exporters, distributors and project teams. Start with the supplier location, cargo readiness and receiving requirement. We then review the pickup, main carriage and destination activities needed to connect those points within a defined scope.

End-to-end describes coordinated work across the journey. The quotation must identify our role, the performing parties and the boundaries of each service. One coordinated plan may involve several carriers, documents and liability frameworks, alongside obligations that remain with your business.

Build the plan around dependencies rather than transport dates alone. A missing approval or unavailable receiver can interrupt an otherwise workable route. We agree milestone owners, reporting and escalation so an exception leads to a decision and an updated handoff plan.

IN THIS EDITION

- 03** Define the service boundary
- 04** Make responsibility visible
- 05** Connect the operating interfaces
- 06** Manage the next handoff
- 07** Build the journey enquiry
- 08** Talk to our logistics team

SERVICE OPTIONS

Define the service boundary.

Select the scope that closes the gaps in your operation. The agreed endpoints and responsibilities matter as much as the transport mode.



01 Door-to-door coordination

Connect collection, export processes, main carriage, destination release and final delivery within an agreed scope. Identify every performing party, required approval and excluded charge. Confirm where responsibility starts and ends, including access and unloading at the receiving site.

02 A defined inland leg

Use door-to-port or port-to-door coordination when another party controls the main carriage. Agree the precise release point, cargo condition, booking reference and handover evidence. The inland service must fit the terminal timetable and the adjoining carrier's instructions.

03 Supplier consolidation

Combine compatible consignments only after checking supplier release dates, packing, handling and document readiness. Name the consolidation location and accountable parties. A missed supplier release can change the dispatch plan, so agree how partial loading or postponement is approved.

04 Recurring lane control

For repeated imports or exports, define a common operating brief, named contacts and exception rules. Review readiness, transport milestones and receiving performance against agreed measures. Keep changes in cargo, trade terms or destination requirements visible before the next booking.

SERVICE CONTROL POINTS

Make responsibility visible.

A workable journey needs an owner and evidence at each decision point. Agree these controls before instructions move between parties.



CONTROL	WHAT TO AGREE AND VERIFY
Contracting roles	Record our contracted role and each performing party. Define service endpoints, handover evidence and applicable terms; coordination does not combine every leg into one carrier responsibility.
Readiness dependencies	List cargo release, packing, approvals and receiving prerequisites. Assign dates and owners. Confirm completion before a dependent booking or transfer is treated as ready to proceed.
Border data & authority	Align commercial and transport data with appointed broker requirements. Identify exporter and importer responsibilities; document coordination does not replace statutory declarations or authority clearance decisions for cargo.
Security & traceability	Agree access, cargo identity, seal records and reporting where relevant. Use an appropriate security plan for the lane; a reference framework is not evidence of company certification.
Delivered cost boundary	Separate main carriage from handling, storage, clearance support and final delivery. State charge triggers, validity and exclusions so a route comparison uses the same service boundary.
Decision & escalation	Name the contact who approves changes, costs or revised delivery arrangements. Record the exception, operational impact and response deadline before the next handoff is authorised to proceed.

A handoff needs an owner and evidence.

SOURCE READING

WCO / Common border data
WCO / Border cooperation and security
ISO / Security management framework

OPERATING INTERFACES

Connect the work between legs.

Make the release conditions explicit wherever cargo, documents or responsibility pass to another party.

01

ORIGIN / RELEASE

Supplier to collection team

Confirm the release contact, ready date, packing list and loading arrangements. Match the cargo offered for collection to the transport instruction. Record discrepancies before acceptance and agree who resolves them at the supplier site.

02

TRANSIT / RELEASE

Terminal to border process

Align carrier references, terminal status and broker documents with the next movement. Identify holds and outstanding instructions before arranging a transfer. Release remains subject to the relevant carrier, terminal and authority requirements for the shipment.

03

DESTINATION / RECEIPT

Delivery to receiving team

Confirm the appointment, site access, unloading responsibility and evidence of receipt. Agree how shortages, visible damage or refusal are recorded. Keep the delivery contact available while any discrepancy is reviewed against the contracted service and cargo records.

Make the next handoff workable.

Use the named Incoterms® rule and precise place to explain buyer and seller obligations in the sale. Separately document the logistics service we are being asked to perform. A change in trade terms, receiving location or cargo readiness can alter the route and charges. Confirm the revised scope before new instructions are issued.

Manage the next handoff.

Track the event that releases the next activity. Keep planned, estimated, confirmed and completed milestones distinct.

PLAN

RELEASE

CONNECT

RECEIVE

We agree reporting around the actual journey and the information available from performing parties. A useful update states the event, its status, the source and the decision needed to keep the next stage workable.

01 Before dispatch

Check cargo readiness, document approval and collection arrangements against the booked route. Resolve missing prerequisites or revise the plan before a vehicle, consolidation or onward service is committed.

02 During the journey

When a hold, missed connection or schedule change occurs, identify the affected handoff. Present workable alternatives, expected cost implications and required approvals; distinguish estimates from confirmed carrier arrangements.

03 At completion

Reconcile release, delivery and agreed receipt evidence. Record exceptions and outstanding costs with the responsible party. Review recurring causes against the operating brief before planning the next shipment.

SOURCE READING

[ICC / Sale terms and named delivery points](#)

SERVICE ENQUIRY WORKSHEET

Build your end-to-end enquiry.

Give our team these eight details so the proposed route, responsibilities and cost boundaries describe the same journey.

YOUR END-TO-END LOGISTICS ENQUIRY / EIGHT DETAILS

- ☐ Collection and delivery addresses, site contacts and exact handover points
- ☐ Cargo description, quantity, piece dimensions, weights and handling restrictions
- ☐ Supplier readiness, required delivery window and consequences of delay
- ☐ Named Incoterms® rule and place, plus requested logistics service boundary
- ☐ Exporter, importer, broker and other parties responsible for declarations and approvals
- ☐ Required transport modes, storage, consolidation or destination delivery activities
- ☐ Documents, milestones, reporting needs and proof-of-delivery requirements
- ☐ Charge inclusions, exclusions and named contacts authorised to approve changes

Still defining the service scope?

If the route is developing, start with the cargo, endpoints and receiving requirement. Tell us which activities your team already controls and where coordination is needed. We will review the interfaces and confirm a proposed written scope. Performing-party acceptance, approvals and schedules must be confirmed for the specific movement.

[SEND YOUR END-TO-END LOGISTICS REQUIREMENTS](#)



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CO

YOUR NEXT SERVICE ENQUIRY

YOUR JOURNEY. CLEAR OWNERSHIP.

Let's connect the details.

Share the collection point, cargo readiness, destination and required receiving date. Tell us which handoffs need coordination. Our freight and logistics team will review a connected service scope with defined roles, document interfaces and reporting milestones.

SERVICE ENQUIRIES

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EXPLORE THE SERVICE

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Scan for the service scope
and enquiry options.



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Service scope, contracting roles, responsibilities, charges, acceptance and schedules are confirmed in writing for the shipment. Carrier, terminal and authority requirements apply at relevant handoffs. Imagery provides editorial context.