



ZENITH ECLIPSE JOURNAL

SUPPLY CHAIN

Connect the plan to the next decision.

Orders, supplier readiness, freight and receiving form one connected sequence. Build a coordination brief that identifies the parties, records and decisions at each handoff, so your team can see what is confirmed, what has changed and who acts next.

THE COVER STORY

Give each milestone evidence and ownership. Connect supplier readiness with receiving. Give every exception an accountable action.

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

Start with the operating boundary.

A shared tracker becomes useful when the agreed scope, source records and decision rights describe the same operation across suppliers, transport and receiving teams.



A supply chain enquiry starts with the activities you want coordinated. Identify the orders, supplier locations, transport legs, inventory interfaces and receiving points. We review those boundaries with your team before proposing responsibilities, reporting routines and a practical starting scope.

Your existing suppliers, forwarders, brokers and warehouses can remain in place. Coordination connects their agreed updates and handoffs; it does not itself transfer custody or authority. Record who instructs each party, approves changes, releases cargo and accepts delivery or inventory.

Begin with a representative lane, order group or planning cycle. Agree the milestone dictionary, evidence sources and exception path, then test the routine with named owners. Wider coverage follows your acceptance, available data and the written arrangements with participating parties.

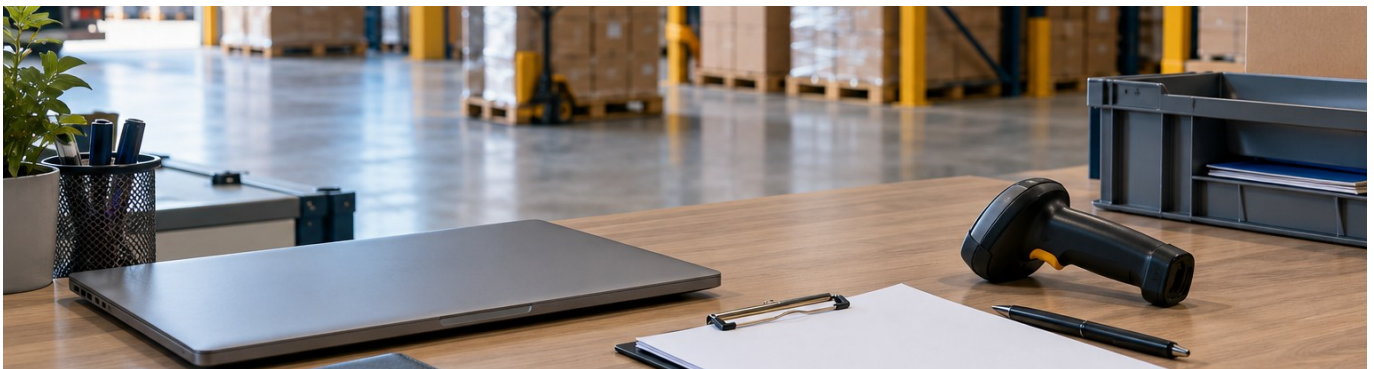
IN THIS EDITION

- 03** Choose the coordination scope
- 04** Make updates comparable
- 05** Connect the operating interfaces
- 06** Manage change at the handoff
- 07** Build the supply chain brief
- 08** Talk to our team

SERVICE OPTIONS

Choose the coordination scope.

Select the activities that need a common operating view. Combine options only where responsibilities, access and acceptance are agreed.



01 Diagnostic & design

Map the current order flow, dependencies and recurring exceptions. Identify missing events, duplicated updates and uncertain decisions. Agree a proposed coordination model, responsibility matrix and limited pilot before expanding the operating scope or introducing new technology.

02 Supplier & order milestones

Connect purchase order acknowledgements, production or availability updates and cargo readiness. Agree which supplier record supports each status, who follows up and which changes require buyer approval. Keep estimates distinct from confirmed commitments and completed events.

03 Freight & inventory handoffs

Link transport bookings and delivery updates to the warehouse or inventory interface. Identify the executing operator, cargo release authority and receiving evidence. Confirm separately any transport service, warehouse activity or integration needed to support the agreed coordination routine.

04 Governance & improvement

Review service measures, recurring exceptions and overdue decisions with accountable owners. Separate data quality problems from operating performance. Prioritize agreed improvements with your team; a wider management role or fourth party logistics arrangement requires an explicit contracted scope.

THE COORDINATION CONTROL GUIDE

Make updates comparable.

Define the event, evidence and decision behind each update. A common vocabulary makes gaps visible without turning an estimate into a commitment.



CONTROL	WHAT TO AGREE AND VERIFY
Scope & accountable roles	List included orders, locations, activities and exclusions. Name the responsible operator, approving client and escalation contact. Record instruction rights separately from reporting access and coordination duties.
Status & event evidence	Distinguish planned, estimated, confirmed, completed and exception states. Retain the source, event time, update time and reporting party. Record missing evidence rather than silently assuming completion.
Identity & traceability	Agree order, item, shipment and location identifiers across records. Use shared references at handoffs. GS1 traceability guidance connects identified objects and locations with captured and shared event data.
Exceptions & decisions	Record the issue, affected milestone, consequence and action owner. Assign a review point and approval route. Keep the decision and supporting evidence visible when a plan changes.
Measures & data quality	Define each measure, calculation, reporting period and data owner. Note exclusions and missing updates. ASCM SCOR provides a process reference; select measures that suit your actual operating boundary.
Access & continuity	Agree permitted access, document sharing and backup contacts. Identify security and disruption risks with participating operators. ISO 28000 offers a security management reference, without establishing this engagement's certification.

An estimate is a status, not a completed event.

SOURCE READING

ASCM / Supply chain processes and measures
GS1 / Identify, capture and share traceability data
ISO / Supply chain security management

OPERATING INTERFACES

Connect the parties at each handoff.

Confirm what each interface receives, produces and approves before asking teams to operate through a shared plan.

01

READINESS / RELEASE

Supplier to freight

Match order and item references with cargo availability, packing information and collection instructions. Identify the supplier's releasing contact and the transport party's acceptance. Keep revised readiness dates visible until the buyer and executing parties confirm the plan.

02

ARRIVAL / RECEIPT

Freight to warehouse

Align transport references, arrival updates and receiving instructions with the warehouse operator. Agree evidence for delivery, discrepancies and inventory receipt. A carrier delivery event and a warehouse stock update may represent different moments with different responsible parties.

03

EXCEPTION / DECISION

Operations to governance

Bring unresolved exceptions, missing data and proposed changes to the agreed review. Give the approving owner enough context to act. Record decisions and follow their implementation through the tracker, rather than treating a discussion as authorization to change operations.

Connect two accountable parties.

Invoices, customs records, certificates and transport documents remain the responsibility of their authorized issuers. Agree which copies support the tracker and who reviews them. System connections need a separate technical, security and access review. Confirm implementation responsibility before committing to automated updates.

Manage change at the handoff.

Use a shared sequence to recognize dependencies, escalate exceptions and secure approval before the operating plan changes.

MAP

CONFIRM

COORDINATE

REVIEW

Start with discovery and a mapped flow, test the agreed routine in a limited pilot, then review acceptance before rollout. Data availability, access rights and participating operators' arrangements determine how far the coordination scope can extend.

01 Confirm the planned handover

For a goods movement, align the named Incoterms® 2020 rule and exact place with the commercial agreement. Distinguish those responsibilities from the coordinator's separate service scope and operator instructions.

02 Raise the decision early

When readiness, booking or receiving conditions change, record the affected dependency and action owner. Seek the required approval before revising instructions; retain the previous commitment and the reason for change.

03 Review before wider rollout

Compare pilot results with the accepted measures and data quality. Resolve gaps in ownership or evidence, then agree the next scope. Wider coverage and system integration require their own confirmation.

SOURCE READING

[ICC / Incoterms 2020 and the named handover](#)

ENQUIRY WORKSHEET

Build your supply chain brief.

Share the operating boundary and the decisions that need support. These eight prompts give the engagement a practical starting point.

YOUR SUPPLY CHAIN ENQUIRY / EIGHT DETAILS

- ☐ Included orders, commodities, locations, lanes and planning period
- ☐ Suppliers, operators, warehouses and existing client systems
- ☐ Activities to coordinate, exclusions and retained client responsibilities
- ☐ Milestone definitions, identifiers, source records and update frequency
- ☐ Approval rights, instruction authority and escalation contacts
- ☐ Recurring exceptions, dependencies and current response process
- ☐ Measures, baseline period, calculation rules and data limitations
- ☐ Pilot scope, required access, acceptance criteria and proposed schedule

Still defining the service scope?

Start with one order group, lane or recurring exception if the wider scope is still developing. Share a sample tracker and the parties involved. Our team will review the coordination requirement and confirm responsibilities, evidence, acceptance and the proposed working schedule in writing.

[SEND YOUR SUPPLY CHAIN REQUIREMENTS](#)



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YOUR NEXT SERVICE ENQUIRY

**YOUR CHAIN.
A CLEARER OPERATING
VIEW.**

**Let's connect
the details.**

Share the orders, locations, participating operators, reporting gaps and decisions you want connected. Our team will review your supply chain coordination brief and confirm the proposed activities, interfaces, evidence and acceptance criteria before the engagement starts.

SERVICE ENQUIRIES

trans@zenitheclipse.com

COMPANY & COORDINATION

info@zenitheclipse.com

TELEPHONE / WHATSAPP

+971 4 250 0715



EXPLORE THE SERVICE

zenitheclipse.com

Scan for the service scope
and enquiry options.



Office 204, The Citadel Tower, Marasi Drive, Business Bay, P.O. Box 73020, Dubai, United Arab Emirates

Written scope, responsibilities, acceptance criteria and schedule are confirmed for each engagement. Participating operators retain their agreed duties and authority; access and integrations require separate confirmation. Images provide illustrative context.