

# ePost Global Hits 90% Automation by Automating Exception

## Parcel Dimensioning with vMeasure



ePost Global, a 3PL specializing in cross-border e-commerce shipping, enabling businesses to deliver to over 200 countries. With multiple high-volume processing facilities across the U.S. and a strong focus on operational efficiency, the company combines global reach with trackable, technology-driven fulfillment.

However, approximately 30% of parcels including those with unreadable barcodes or irregular sizes—required manual measurement. This slowed operations, increased labor dependency, and led to higher rates of billing disputes.

### Challenges Faced



#### Unscannable or Irregular Parcels

Parcels with unreadable barcodes or unusual sizes could not be processed automatically and required manual handling.



#### Manual Processing for 30% of Parcels

About 30% of parcels had to be measured and logged by hand, which slowed daily throughput and strained staff resources.



#### Increased Per-Piece Cost

Manual workflows drove up cost per parcel and introduced errors that led to dimension-related billing disputes.

### Solution Implemented



#### Dimensioning of exceptional parcel

vMeasure devices were deployed across ePost Global's U.S. facilities to accurately measure parcels of all types including those with unreadable barcodes or irregular sizes.



#### Seamless Integration and Rapid Rollout

The system was integrated with internal software and fully implemented across locations within weeks, just ahead of peak season.



We now maintain high 90% automation. The size of the equipment was perfect for our warehouse.

— David Gomes, General Manager, ePost Global



### Key Results



#### 90%+ Automation Rate Achieved

Automation improved from ~70% to consistently over 90%, even for parcels excluded by previous systems.



#### Fewer SLA Violations and Disputes

Accurate dimension capture led to fewer billing errors, missed SLAs, and customer support escalations.



#### 30% Reduction in Manual Labor

Dimensioning tasks that required human input were automated, reducing labor hours by nearly one-third.



#### Increased Sales Confidence and Scale

Reliable automation infrastructure enabled teams to target and onboard high-volume client opportunities.



The system reduced the number of queries raised by our customers about dimension discrepancies.

— Debora Deakin, Director of Operations



**vMeasure**

vMeasure delivers automated parcel and pallet dimensioning systems that plug directly into warehouse workflows. Designed for speed, vMeasure helps operations capture accurate dimension data in seconds—no bottlenecks, no downtime.

**FulfillmentIQ**

FulfillmentIQ is the exclusive North American distributor and integration partner of vMeasure. Their logistics and supply chain expertise ensures smooth implementation, deep integration, and strong business results.