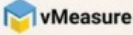


ePost Global Hits 90% Automation with vMeasure by Instantly Dimensioning Exceptional Parcels

ePost Global, a 3PL specializing in cross-border e-commerce shipping to over 200 countries, achieved 90% automation across its fulfillment centers with vMeasure Parcel Ultima.



ePost Global Hits 90% Automation with vMeasure by Instantly Dimensioning Exceptional Parcels!



The image shows a vMeasure Parcel Ultima unit in a warehouse setting. A yellow laser beam is directed at a cardboard box on a scale. A monitor displays the vMeasure software interface with various data points like weight, dimensions, and volume.

Before vMeasure	After vMeasure
• 30% parcels processed manually • Unreadable barcodes • SLA issues • Rising unit cost	• 90%+ automation achieved • 30% reduction in labor • Billing disputes down • Peak season ready

“We now maintain high 90% automation. The size of the equipment was perfect for our warehouse,” — David Gomes, General Manager

Riverside, California Aug 6, 2025 ([Issuewire.com](https://www.issuewire.com)) - [ePost Global](https://www.epostglobal.com), 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.

When parcels didn't work with our automation, mainly due to unreadable barcodes. We had to process them manually. That meant collecting weight and dimensions and manually entering reference numbers into the system. We also had to handle oversized and very lightweight parcels the same way.

- *David Gomes, General Manager at ePost Global*

30% Exceptional Parcels Blocked Full Automation

While the company's existing infrastructure had achieved a commendable 70% automation rate, it still struggled with a persistent bottleneck: exception parcels.

Roughly 30% of parcels, including those with unreadable barcodes, irregular shapes, or low weight, required manual measurement and data entry. These exceptions introduced friction in processing lines, reduced throughput, and significantly increased labor dependency.

“Unit cost per piece increased due to manual processing, and customers raised concerns about dimension accuracy.”

— **Debora Deakin**, Director of Operations at ePost Global.

Beyond internal inefficiencies, these exceptions led to downstream impacts such as inaccurate billing, SLA breaches, and customer escalations.

Closing the Automation Gap Ahead of Peak Season

ePost Global had long aimed for 100% automation across its fulfillment operations. The 30% manual gap posed a barrier not just to speed but to consistency, cost control, and client satisfaction. With peak season fast approaching and volumes projected to surge, resolving this gap became a top priority.

Our goal was to fully automate parcel processing and operate more efficiently for our clients. We also wanted to explore new ways to improve production efficiency and reduce labor costs.

- *David Gomes, General Manager at ePost Global*

Why vMeasure Was the Right Fit for Exception Parcel Handling?

After evaluating multiple options, ePost Global chose [vMeasure](#) for its

- Compact footprint and flexible mounting options
- Ability to capture dimensions and weight in under one second
- Seamless integration with existing warehouse systems
- Fast deployment and measurable return on investment

Working in close collaboration with ePost Global’s IT, operations, and warehouse teams, vMeasure was deployed across facilities in a matter of weeks.

Through industry research, we recognized that many best-in-class, large-scale operations were using vMeasure. ePost purchased the equipment in late Q3 with the goal of having it installed and operational before peak season. The team appreciated the ease of installation and the speed to launch with vMeasure.

— **Thanneermalai**, Head of IT at ePost Global

The vMeasure systems were integrated directly into ePost Global’s proprietary software stack. No major retrofits or workflow overhauls were required—allowing the solution to be implemented ahead of the holiday rush with minimal disruption.

Post-Deployment Impact of vMeasure

Operational Results

Manual exception processing caused by unreadable barcodes and irregular parcels—had long been a drag on ePost Global's throughput and labor allocation.

With vMeasure capturing parcel dimensions and weight automatically, processing time was reduced and warehouse flow became more consistent.

"We now maintain 90% high automation. The size of the equipment was perfect for our warehouse,"
— **David Gomes**, General Manager

- Automation rate increased from ~70% to 90%+
- 30% reduction in manual labor for dimensioning
- Increased throughput and warehouse efficiency

IT Integration and Data Accuracy

vMeasure was integrated with ePost Global's proprietary systems quickly, enabling real-time data capture for parcels that previously required manual input.

This improved system reliability and reduced dependency on manual touchpoints across facilities.

- Seamless integration with internal tools
- Improved data quality and traceability
- Faster system response times during peak load

Our team integrated the vMeasure solution with our proprietary software, making it operational in a very short time frame.

— **Debora Deakin**, Director of Operations at ePost Global.

Cost Control and Customer Trust

Manual workflows had led to rising cost-per-piece and customer disputes due to inconsistent parcel dimension data.

By automating exception parcels, ePost Global created a more consistent pricing and billing structure for their clients.

- Improved SLA compliance and delivery timelines
- Reduced billing disputes and escalations
- Lowered per-piece cost for exception parcels

We're seeing the results in our financial statements. The increased automation rate drove labor efficiencies during our busiest season and continues to help us scale our business.

— **Thanneermalai**, Head of IT

More Than Automation: Building for Scale

The value of this deployment extended beyond removing inefficiencies. It gave ePost Global the technical and operational foundation to:

- Scale its shipping volumes without adding headcount.
- Reduce human error in critical data capture processes.
- Provide better visibility and reliability to enterprise customers.

With the exception layer now under control, the company is well-positioned to optimize performance during high-pressure cycles, such as Q4 holiday surges.

“Having the infrastructure and support in place has given our sales teams increased confidence to pursue new clients.”

— Thanneermalai, Head of IT.

About ePost Global

ePost Global is a third-party logistics (3PL) provider specializing in cross-border e-commerce shipping. With over 25 years of global shipping experience and high-volume processing facilities throughout the U.S., they support online retailers by delivering trackable, cost-effective parcel and mail services to over 200 countries.

With a focus on operational efficiency, data visibility, and end-to-end customer experience, ePost Global is redefining how cross-border logistics supports the modern online retail environment.

About vMeasure

vMeasure is an automated dimensioning system that captures the dimensions and weight of parcels and pallets with high precision in under one second.

Designed for seamless integration into warehouse and fulfillment environments, vMeasure helps logistics teams increase automation, reduce manual workflows, and improve data accuracy at scale.

vMeasure offers a complete range of dimensioning systems for parcels, pallets, and conveyor-based operations. From static setups to mobile and in-motion devices, the product line is built to handle diverse parcel profiles—helping logistics teams automate measurement, reduce manual work, and maintain accuracy at every point in the workflow.

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