

Helping you to sell  
in Global Mobility  
Expense Management



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## Pain Points and how to use our subject matter expert

Because you'll be linked by data-glue, selling Global Mobility expense management will help you form and cement much stronger, and longer, business relationships with your clients.

To help you sell in we've made a list of key discussion areas and pain points around global mobility. Your clients are likely to be unpleasantly familiar a lot of these, so they are a good way of instigating conversations to start the sales process.



## Geoff Davidson – Subject Matter Expert

To help you further I am always available to either discuss client issues with you over the 'phone or e-mail. Subject to diaries, I'm also happy to attend any of your client meetings, or RFP presentations, in the role of your **Subject Matter Expert**.

I have worked at the forefront of Global Mobility data management, technology and payments for over 20 years. In this time I have developed market-leading expense management and payment solutions for some of the world's leading companies. I have also worked with, and presented at, most of the industry bodies and conferences.

By having me present as part of your team I will be able help you shorten the sales cycle by answering any technical and deeper questions there and then.

You can choose how you declare our relationship, either as part of your team or as a brought in expert with my own credentials – it's up to you.

If you'd like to know more get in touch at [geoff.davidson@hessel.co.uk](mailto:geoff.davidson@hessel.co.uk) or call me on 01892 669901. Also e-mail me if you'd like the key discussion areas and pain points as a word document to put on your own headed paper.

## Key Discussion Areas

### Population & Infrastructure:

- Size
- Local (Within UK)
- Global
- Emerging or established markets
- Management - Centralised, Decentralised, In house

### Data Management:

- Compliance Reporting – Tax and Social Security, Local reporting versus global reporting
- Management Reporting
- Cost centre recharging
- KPI
- Budgets
- Policy Management

### Payments:

- What needs to be paid?
- Type of Payment
- Quantity of payments



# Pain Points for Expense Management

## Payment Issues and difficulties:

- Making urgent payments (deposits on properties, tax payments)
- Settling invoices which are not addressed to the company (Utility bills, council tax)
- Managing regular payments (Rents, Council Tax, TV Licence)
- Processing bills containing lots of employees and cost centres (Medical insurance, Tax preparation fees)
- Awkward payments destinations and emerging markets and protected currencies
- Delays in processing cross-border payments
- Issues with routing banks deducting fees from Payments (foreign rental shortfalls)
- Employees passing off relocation costs as regular business expenses (home leave flights, travel & subsistence)
- Normal expense claim process doesn't carry enough cost codes

## Processing issues:

- Difficulties in recharging costs against the host cost centre. (Costs sitting on an HR cost centre)
- Locally incurred expenditure not being reported to global mobility (lack of budget control)
- Locally incurred expenditure not being passed to payroll (tax/social security compliance failure)
- Relocation expenditure not being reported to payroll quickly enough (payroll compliance failure)
- Incomplete approval process for Global Mobility expenditure (delays to supplier payments, lack of supplier control)
- Lack of process for global mobility costs (audit failure, risk management)

## Reporting issues:

- No central repository of Global Mobility cost data
- Multiple sources of data for employee cost data
- Versioning issues between data sets (different versions of payroll reports)
- Data coding issues (no agreement on how costs are described)

