



Global Mobility Blunders

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Panelist Bios



Kati Keith, Manager, Global Mobility, Sealed Air

- 15 years of Mobility experience
- Held various domestic and international roles within the household goods industry before moving to Corporate HR. Managed the domestic and international program at Dollar Tree Stores.
- Manages domestic and international mobility and US Immigration at Sealed Air
- Current Vice President, CMARC

Teela Gleason, GMS-T, SVP, Global Client Services, Suddath

- 30 year industry veteran
- Manages client services support team- responsible for corporate client implementation, SLA management, analytics & data analysis, benchmarking and overall program support needs
- Strategic advisor & executive sponsor to clients
- Past President, CMARC



Which of the following Global Mobility Blunders really happened?

"To Have and To Hold,
but only in Canada eh?"

"Need I remind you of
my unlimited budget?"

"Where's my pimped
out ride for my host city
tour?"





“To Have and To Hold....but only in Canada eh?”

Lesson learned:

Created a FAQ to specifically guide transferees through completing their 3299 for cross-border entry.

Modified RMC engagement to ensure entry requirements are met prior to move.

Impact:

Shipment detained in Canada for 12 weeks, additional storage fees incurred to separate his/hers items.

Employee missed additional time off of work.

Wedding reception held without the “gown”!



Global Mobility Blunder #2 - Which of the following actually happened?

"For my cultural training benefit, please send me running with the bulls!"

Double Dippin'!



"I don't do paperwork!"





Double Dippin'!

Lessons Learned:

Incorporated back end audits on all expat payroll transactions and outsourced compensation to our international RMC.

Impact:

Expat was overpaid for 8 years, resulting in wasted funds and ethical employment issues.



#3 Global Mobility Blunders - Which of the following actually happened?

The Ghost
Business Traveler

VISA....is a four
letter word!

The Surprise
Guest!





The Surprise Guest!

Lesson Learned:

Began assignment consulting with potential assignments in the very early stages of assignment planning.

Impact:

Employee had no ability to make purchases in the US, not even lunch!



#4 Global Mobility Blunders - Which of the following actually happened?

"This app makes my relocation look big!!"

Made in China....trying to sell in the US!!

"The world is getting smaller....why is this taking so long?"





Made in China...trying to sell in the US!

Lesson learned:

Improved counseling and written communication to specifically address what shipping of “new” items means in terms of specific examples. Created tip sheet specific to Shanghai customs to explain that all shipments are subject to X-ray exams.

Our partner agent also had to review packing practices with their crews to help identify items that should not be packed.

Impact:

Shipment was detained in China for 4 weeks resulting in demurrage fees, additional temp living costs and all new items in question were confiscated.

Partner agent was concerned about being flagged for more extensive exams on future shipments as a result.



#5 Global Mobility Blunders – Which of the following actually happened?

The Unintentional Generous Giver!

"It's not my gig man!"

Eligible....not eligible for hire!





The Unintentional Generous Giver!

Lesson learned:

Enhanced employee responsibility in tax return reviews pushed by the tax provider through consulting. Revised Tax Equalization policy.

Impact:

The company overspent in host tax payments for 7 years resulting in over 50,000 USD of wasted company dollars.



#6 Global Mobility Blunder - Which of the following actually happened?

Caviar wishes and champagne dreams.....on a beer and bratwurst budget!

"Gross! You're grossing up my pay?"

"Can I have a mulligan on my assignment choice?"





Caviar wishes and champagne dreams.....on a beer and bratwurst budget!

Lesson learned:

The RMC and client must be aligned on the housing budget in advance of home finding trips.

All details of the housing budget must be shared, in writing, with all key stakeholders (RMC, client, assignee and Destination Service Provider) prior to home finding trips.

Leases must be reviewed via a formal lease approval process, with the client prior to assignees having an expectation that specific housing can be secured.

Impact:

Client decided to cover the additional lease amount over the budget to please the assignee and help them settle-in as soon as possible.





Thank you!

