

Fly over the barriers to cross-border commerce.

We asked over 700 tax and finance professionals about the cross-border growth challenges facing online sellers.



It's a fast-changing world.

Online sales revenue is rising rapidly.

68%

of companies have traded with more international customers in the past 2 years.

83%

have seen turnover increase in the last financial year.

Digital sales channels are taking off.

59%

say global expansion through digital channels is a key growth opportunity.

51%

are increasing focus on eCommerce.



Frictionless transactions matter above all.

68%

say frictionless trading is a top strategic priority.

The barriers to cross-border trade are getting higher.

Indirect tax is a significant barrier to growth.

54%

say indirect tax complexity could put their growth at risk.

46%

say the burden of managing indirect tax is a risk.

Global and regional indirect tax changes are a concern.

44%

are concerned by the impact of Covid-19 on indirect tax changes.

43%

are concerned about complex US state sales tax rules.

Indirect tax is a barrier to global trade.

40%

say compliant invoicing in line with VAT rules is a barrier.

Organisations are still using less efficient methods.

52%

still rely on in-house developed software.

41%

are struggling with manual processes and spreadsheets.

It's high time for a better approach.

Three things needed to fly over the barriers and unlock international growth.

Better integration between systems.

42%

want better integration between tax systems and other systems.

Real-time calculation of indirect tax.

39%

need the ability to calculate indirect tax in real-time.

Specialist tax engines.



said they found specialist software efficient.





Get the detailed picture on online growth in our full research report.