

USER GROUP SESSION SUMMARY

*Managing Records of Employment
for Canada in UKG Pro*

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OVERVIEW:

This User Group session focused on how to successfully manage Records of Employment (ROEs) for Canada. Our presenter, Sability's Kimberley Fiume, shared information on the legislative landscape, employer responsibilities, and best practices for proper configuration, system of record, employee communication, and preventing errors.

SUMMARY:

The Record of Employment is a required document that Canadian employers must complete when an employee experiences an interruption of earnings. It contains important data used to establish a claim for Employment Insurance (EI) benefits. Therefore, it is important that the data on the ROE, like insurable earnings and hours, is accurate as errors can delay or impact an employee's claim. ROE submission timelines depend on the pay period type. Service Canada also requests ROEs be issued in situations such as change in pay frequency, change in ownership, or declaration of bankruptcy. Best practices include reviewing and updating earnings code configuration, allocating payments to correct pay periods, and effective employee communication.

EMPLOYER RESPONSIBILITIES:

- Advise employees to register for EI benefits
- Maintain accurate records
- Ensure information on the ROE is correct
- Issue ROEs within the prescribed timeline
- Promptly respond to all Service Canada requests



PRESENTER



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FULL SESSION!**

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USER GROUP:

If you're interested in participating in our next User Group session, join our LinkedIn Group "Sability UKG User Group" or reach us at customersuccess@sability.com