

How to generate a Record of Employment for your employees

What is it for?

A Record of Employment (ROE) provides information on employment history. It is the single most important document used by employees to apply for Employment Insurance (EI) benefits. Employers are required to issue an ROE whenever someone stops working.

Who is it for?



You are the business owner and employer responsible for issuing the ROEs for your employees



You work for the business and issue ROEs on their behalf



You are an outside professional, such as an accountant, bookkeeper or payroll processor, who completes ROEs on behalf of your clients



How can I do it?

Web form:

There are three ways to submit ROEs electronically and they can be submitted individually or in bulk:

1. **Submit** ROEs through [ROE Web](#) by using compatible payroll software to upload ROEs from your payroll system
2. **Submit** ROEs through [ROE Web](#) by manually entering data online through [Service Canada's website](#)
3. **Submit** ROEs through Secure Automated Transfer (SAT), which is performed on your behalf by a payroll service provider, such as ADP, using bulk transfer technology

Paper form:

To order paper ROE forms, call the Government of Canada's Employer Contact Centre at **1-800-367-5693**.



COVID-19 specific notes:

code A (Shortage of work) — When the employee is no longer working due to a **shortage of work** because the business has closed or decreased operations due to coronavirus (COVID-19)

code D (Illness or injury) — When the employee is **sick or quarantined**

code E (Quit) or **code N** (Leave of absence) — When the employee **refuses to come to work** but is not sick or quarantined

As part of its response efforts, the government is waiving the one-week waiting period for EI benefits for workers in quarantine and those who've been told to self-isolate. The government is also currently exploring additional options for individuals who are ineligible for EI sickness benefits.

The dedicated toll-free Canada Service number for affected employees is 1-833-381-2725.

Please note this is only for employees directly affected by COVID-19.

ADP can help

These are extraordinary times and now, more than ever, we are united in our mission — beat COVID-19. At ADP, we are working around the clock providing powerful technology platforms and designated payroll specialists who assist employers with everyday payroll administration and essential obligations, such as ROE filing on their behalf.

If you would like to discover how powerful technology and designated specialists for HR and payroll can help you get the most out of your workforce, contact us today at **866-622-8153**.