

# Improving ROE Accuracy and Timeliness Through Process Automation

## The Client

A windows and doors company in Ontario with 48 employees across three locations, managing a mix of hourly and salaried workers.

The organization relied on manual processes to issue Records of Employment (ROEs) when employees experienced an interruption of earnings.

## The Challenge

While ROEs were being filed, the process lacked consistency, speed, and control.

- › Preparation relied heavily on spreadsheets and manual data entry, with payroll and HR coordinating through email. Timelines varied from case to case, and in some instances, ROEs were only issued after employees followed up. Errors in insurable earnings and hours were also identified after submission, requiring corrections.
- › As a result, payroll processing became reactive rather than structured. Delays impacted employees' access to Employment Insurance benefits, while inaccuracies created additional administrative work and increased the need for amended filings.
- › From a compliance perspective, inconsistent submission timelines and data discrepancies raised the risk of regulatory scrutiny. At the same time, employees experienced frustration during critical moments such as layoffs or leave, affecting overall trust in the process.

## The Solution

VensureHR worked with the organization to bring structure, consistency, and automation to ROE processing.

- › ROE generation was automated through VensureHR's platform, allowing records to be triggered as soon as an interruption of earnings occurred. Key data fields, including insurable hours, earnings, and reason codes, were pre-populated directly from payroll, reducing manual input and improving accuracy.
- › Clear ownership and timelines were introduced to standardize the process. Responsibilities for ROE generation and submission were defined, supported by a consistent service standard and escalation protocols to address delays.
- › ROEs were submitted electronically through direct integration with ROE Web, streamlining processing and reducing the risks associated with manual or paper-based submissions.
- › To improve data accuracy, validation checks were implemented to identify missing or inconsistent information before submission. These checks helped reduce errors and the need for rework.
- › VensureHR also provided training and reference materials to support internal teams, covering completion requirements, common error scenarios, and legislative expectations. Ongoing monitoring through regular audits ensured continued adherence to timelines and accuracy standards.

## The Results

Following implementation, the organization saw measurable improvements:

- › More consistent and timely ROE submissions
- › Reduced errors and fewer amended filings
- › Improved compliance with submission requirements
- › Fewer employee follow-ups related to EI delays

## Business Impact

By standardizing and automating ROE processing, the organization improved both efficiency and reliability.

ROEs are now generated and submitted in a timely and accurate manner, reducing administrative effort while supporting employees' access to benefits when they need them most. The organization also strengthened its compliance posture through more consistent processes and improved audit visibility.

