



It's almost time for the festive season!

With the festive season nearly here, we want to share some important information with you about early cut-offs and processing times.

We also want to take this opportunity to say a huge thank you to everyone for a wonderful 2019, and to wish you all a safe and happy festive season. We're looking forward to what 2020 brings.

Sonja Nocera
Employer Services Manager
Commonwealth Superannuation Corporation

Contribution data processing

CSS and PSS data

We encourage you to submit CSS and PSS contribution data through Employer Services Online (ESO) for both December paydays (12 and 26 December 2019) before your shutdown period where possible. You should also send us the corresponding contribution payments when your data is submitted.

We understand this isn't possible for all agencies, and there's no problem with that. Given the final pay day for 2019 is on the Boxing Day public holiday, it's unlikely that you'll be able to submit payment on that day. Just send it to us as soon as you can in the New Year. It's really important to use the matching Payment Reference Numbers (PRN) in this instance so we can correctly allocate the contributions.

PSSap data

Everyone using the CSC-sponsored clearing house can schedule submission of data and payments in advance for PSSap and choice funds.

The transaction date in your SAFF file (field 26, CSV column W) should reflect the date you want the data submitted and the contributions direct debited from your account. If this field is left blank, transactions will be processed after 4pm on the day it has been authorised and you may overdraw your bank account.

If you're unable to pay in advance, or are using a clearing house that isn't CSC-sponsored, any contributions received by PSSap via SuperStream by 24 December will be allocated to your employees' accounts within the calendar year. Contributions received from 27 December won't be allocated until the New Year.

CSS and PSS benefits and pensions processing

We also have early cut-off dates for the processing of benefits. Keep these dates in mind for any employees who may be ceasing membership from now until January, particularly if you are completing the departmental report on their benefit application forms.

Any CSS or PSS customers who are ceasing membership and claiming a pension need to have their applications in to us by:

- 4 December to be processed in time for the pension payday on 19 December 2019
- 19 December to be processed in time for the pension payday on 2 January 2020.

Any applications received between 4 December and 19 December will be processed for this pension payday.

Any applications received after 19 December will be processed for pension payday 16 January 2020.

CSS or PSS customers claiming a lump sum benefit will need to submit their benefit application to us before 17 December to receive payment by Christmas. Any applications received after this date can't be paid until 2 January 2020.

To assist us with processing these benefit applications as quickly as possible during this time, we encourage you to send the relevant departmental report to us as soon as your employee separates. It's important that you complete the departmental report from the application form they will be submitting – each report asks for different information to assist us with processing the benefit. Email the departmental reports to employer.service@csc.gov.au



Availability during the shutdown period

Our office will be closed on 25 and 26 December, but the Employer Service Desk will be available via phone for any urgent employer enquiries on 27, 30 and 31 December.

Our Customer Contact Centre will also be available during this period to take any customer calls and to reply to emails.

We will all be back as normal from Thursday 2 January 2020.

Thank you for another wonderful year!

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