

## [Close More from Intuit Area](#)

- 
- [About Intuit](#)
- [Careers](#)
- [International Sites](#)
  
- For Small Business
  - [QuickBooks](#)
  - [Payroll Services](#)
  - [Merchant Services](#)
  - [Create a Website](#)
  - [Checks & Supplies](#)
  - [Demandforce](#)
  
- For Everyone
  - [Quicken Personal Finance](#)
  - [TurboTax Tax Preparation](#)
  - [Mint Budgeting](#)
  - [Intuit Financial Services](#)
  - [Point of Sale Solutions](#)
  - [GoPayment](#)
  - [Intuit Labs](#)
  - [Professional Tax Software](#)
  - [Products A-Z](#)
  
- For Specialists
  - [Accountants](#)
  - [Developers](#)
  - [Enterprise](#)
  - [Financial Institutions](#)
  - [Healthcare](#)
  - [Intuit Resellers](#)
  - [Retailers](#)

## [More from Intuit](#)

- [Security](#)
- [Cart](#)
- 

## [IntuitIntuit Payroll](#)

- [Payroll Services](#)
  - [Compare Products](#)
  - [Basic Payroll](#)
  - [Enhanced Payroll](#)
  - [Full Service Payroll](#)
  - [Payroll for QuickBooks](#)

- [Payroll for Accountants](#)
- [Additional Services](#)
  - [Workers Comp Payment Service](#)
  - [1099 Service](#)
  - [Labor Law Poster Service](#)
  - [Health Care Service](#)
  - [Employee Time Tracking](#)
  - [Web and Mobile Apps](#)
- [Resources](#)
  - [Learn About Payroll](#)
  - [Hiring Employees](#)
  - [Free Paycheck Calculator](#)
  - [Tax Forms & Updates](#)
  - [W2 Form](#)
- [Support](#)
  - [Contact Support](#)
  - [User Community](#)
  - [Setup your Payroll](#)
  - [Training Videos](#)
- [Contact Us](#)
  
- [Sign In](#)

Top

## NetSpend Intuit PayCard

Article ID: 2001534

### Overview

Intuit is partnering with NetSpend to offer the NetSpend Visa Prepaid Card (except in Vermont) to our QuickBooks Desktop (Assisted, Basic, Standard and Enhanced), Intuit Online (IOP), QuickBooks Online (QBOP) and Intuit Full Service Payroll (IFSP) payroll customers. NetSpend is a leading prepaid debit card company in the US and has been in business for over 10 years, serviced over 7 million customers and has over 130,000 reload locations throughout the US, where cardholders can add money to the card.

Read below to learn how you can sign up and deposit your pay to a prepaid card.

### Details

#### How does the NetSpend Visa Prepaid Card work?

If you are an employee or have an employee, and your company uses Intuit Payroll in QuickBooks desktop or IOP, QBOP or IFSP, you can order a NetSpend Visa Prepaid Card on [www.netspend.com/intuit](http://www.netspend.com/intuit). Once the signed up, the employee will receive their personalized card to their home address within 7-10 business days.

When the employee receives the NetSpend card, the account and routing number will be provided on the materials. The employee must activate the card for use and provide their employer with the account and routing number. The employer will have to update their employee information with the new account and routing number in their payroll system to start paying their employees with direct deposit to their new card.

The card is a prepaid Visa debit card and can be used everywhere Visa debit cards are accepted.

Have more questions? Read below for some FAQs about the NetSpend Visa Prepaid Card.

### Sign up

## [Expand All](#)

How do I sign up for a new NetSpend Card?

Employers and/or employees can sign up new cards at [www.netspend.com/intuit](http://www.netspend.com/intuit).

- If you have **Assisted, Basic, Standard or Enhanced payroll** using QuickBooks desktop, you can also sign up in the Payroll Setup inside of QuickBooks. From the **Employees** menu choose **Payroll Setup**. Choose your employee from the list and click **Edit**. Click **Next** until you get to the direct deposit information screen and click the **Request New NetSpend Card** button and follow the steps to complete the sign up.

The card will be mailed directly to the new cardholder's mailing address provided.

**Note:** The issuing bank will be Bancorp. NetSpend does provide other Visa Prepaid Card solutions. Please ensure you sign up for the Intuit specific NetSpend card through one of these two channels:

- Visiting [www.netspend.com/intuit](http://www.netspend.com/intuit).
- Contact NetSpend Partner Services at 866.397.5643

Is there a cost to sign up for the new NetSpend Card?

No. There is no cost to the employer for employees to sign up for the NetSpend Card.

Will I be charged direct deposit fees on the NetSpend Card?

There will be no direct deposit fee applied when you pay your employees via direct deposit to the NetSpend card. The normal per paycheck fee, if applicable, will still apply when you pay employees via direct deposit to a bank account.

What card should my employee receive in the mail?

Your employee should receive a Silver Visa issued by the Bancorp Bank. The routing number for this card is 031101169 and the account number will be located on the direct deposit form that the employee receives in the mail from NetSpend.



What do I do once my employee has activated their NetSpend Card?

Once your employees receives and activates their new NetSpend Cards, they can provide you with new routing and account information that was included in their mailer. This information will be provided on the Direct Deposit Enrollment Form included in the mailer your employees will receive.

- Note: This is not the 16-digit number on the card itself. Your employees will sign and complete the Direct Deposit Enrollment Form, turn it in this slip to you so you can:
  - Assisted, Basic, Standard and Enhanced Payroll: [update their account information in QuickBooks](#).
  - IOP, QBOP & IFSP: [update their account information in your online account](#).

Are minors (people under the age of 18) eligible for the NetSpend Card?

A person must be at least 18 years old to activate the NetSpend card and be the primary accountholder. However, a minor 13 - 17 years old may be added as a secondary cardholder onto an existing NetSpend account.

Secondary Cardholders who are Minors: To add a minor onto an existing account, employers need to have the minor's parent or legal guardian contact a NetSpend

Customer Care agent at 855.967.2273. The NetSpend agent will ask that the parent or guardian send documents showing that they are either the parent or legal guardian of the minor.

NetSpend would need copies of either:

- The minor's current state-issued picture ID and SSN card, along with the minors current state-issued picture ID if the parent or legal guardian and the minor share the same last name and address. (NetSpend is unable to accept the minor's school-issued ID.); OR
- The minor's birth certificate and SSN card, along with the minors current state-issued picture ID and SSN card if the parent or legal guardian and the minor have a different last name or address.

NetSpend will ask the cardholder to fax these documents to **866.358.0526**, attention to the reference number the NetSpend Customer Care agent will provide to you. Or, you can email NetSpend scanned copies at [cardorders@netspend.com](mailto:cardorders@netspend.com).

Can I track the delivery of the NetSpend card?

The card will arrive to the mailing address provided in 7-10 business days. The employee will receive the card as well as a new routing number and account number they can give to the employer. Cardholders need to also call the number provided with the card to activate the pay card.

If you or your employee does not receive the NetSpend card in 7-10 business days, please call NetSpend: 855.967.2273 for card delivery information. Please note that customer service will not be able to provide any information to anyone other than the Employee who owns or signed up for the card. Information is treated in the same manner as any bank account information and is considered sensitive and confidential.

### Updating your employee Direct Deposit information

How do I update my employees' account information to transfer their direct deposit to the new NetSpend Card?

Remind your employees to provide their completed **Direct Deposit Enrollment Form** to you and then follow these steps to update the information for each employee:

#### Assisted, Basic, Standard and Enhanced Payroll:

1. In QuickBooks, go to the **Employee Center**.
2. Right-click on the employee name, and then select **Edit Employee > Payroll & Compensation > Direct Deposit**.
3. Enter the new routing number and account number.

#### IOP, QBOP & IFSP:

1. In your online account, click **Employees**.
2. Next to the employee's name, under **Pay Method**, click **DD**.
3. Enter the new bank account information.
4. Click **OK**.

What information do I use to set up my employees NetSpend card?

- Bank Name: The Bancorp Bank
- Account Type: Checking
- Routing Number: 031101169
- Account Number: Your employee will receive this in the mail. This number can also be retrieved through 855.397.5643 or by logging in to [www.netspend.com](http://www.netspend.com)

What if my employee does not have the Direct Deposit Enrollment Form (with the new accounting and routing number) for me to update?

Have your employee activate their card and set up an online NetSpend account at <https://www.netspend.com/login.shtml>. Once they log in, they will be able to retrieve their new account and routing number or they can call NetSpend customer service at 855.967.2273 for assistance.

### Using NetSpend Visa Prepaid Card

What are the NetSpend Visa Prepaid Card features?

	<b>Feature</b>	<b>Available?</b>
Online Account Center		Yes
Billpay		Yes
Anytime Alerts		Yes
Online Load Options		Yes
Online Financial Planners		Yes
Budgeting Tools		Yes
Companion Cards		Yes
Financial Literacy		Yes
3 Cardholders per account		Yes
FREE Online Banking		Yes
Online Checks and Money Orders		Yes
Comprehensive Bill Pay Options		Yes
Online Checks and Money Orders		Yes

What are NetSpend Visa Prepaid Card fees?

	<b>Cost</b>
<b>General Usage:</b>	
<b>Activation</b>	Free
<b>Sig/PIN Transactions</b>	Free
<b>Monthly Fee</b>	Free
<b>Withdrawals:</b>	
<b>Over the Counter (OTC) Cash Withdrawal Fee at a Visa Member Bank</b>	No Cost (If applicable, there may be a Foreign Currency Conversion Fee. A fee may also be assessed by the financial institution and may vary from location to location.)
<b>MoneyPass ATM</b>	Free
<b>Other Domestic ATM</b>	\$2.50
<b>International ATM</b>	\$4.95
<b>ATM Transaction Decline</b>	\$1.00
<b>Account Management</b>	
<b>ATM Balance Inquiry</b>	\$0.50
<b>Live Agent Bal Inquiry</b>	\$0.50
<b>IVR Balance Inquiry</b>	Free
<b>Foreign Exchange</b>	3.5%
<b>Paper Check</b>	Free
<b>Paper Statement</b>	Free
<b>Account Maintenance</b>	\$5.95/month*
<b>Additional Card</b>	\$5.95
<b>Lost/Stolen Card</b>	\$9.95

\*Account Maintenance Fee applies if card account has no activity: no purchases, no cash withdrawals, no load transactions, or no balance inquiry fee for 90 days.

#### **Additional Information**

Questions?

For any questions about how to sign up for new NetSpend card, or your direct deposit and payroll, please [Contact Us](#).

If you have any questions about the NetSpend Card, fees or how it works, contact NetSpend customer service line at the below numbers:

Employees #: 855.967.2273

Employers #: 866.397.5643