



# NOTICE



## Consultants, Builders and Developers

### Notice #2025-09-23

September 23, 2025

Topic: Payment Processing Fees Increasing

Effective: October 1, 2025

Payment processing fees applied to payments made via our [online web portal](#), Accela Citizen Access (ACA), are increasing on October 1, 2025.

The fee for each eCheck transaction is increasing from \$1.95 to **\$2.15**.

Credit and debit cards fees are increasing from \$3.30 to **\$3.63** for transactions \$100 or less and from 3.33% to **3.47%** for transactions over \$100.

Payment processing fees are required by the vendor and are not collected or received by the City of Virginia Beach. The fee increases reflect adjustments from our payment processing vendor and are necessary to maintain secure and efficient transaction services.

For more information, please contact:

Ashby Moss – [AMoss@VBgov.com](mailto:AMoss@VBgov.com) | (757) 385-2904

Building 3, Municipal Center  
2403 Courthouse Drive, Virginia Beach, VA 23456-9101  
(757) 385-4621 | [VirginiaBeach.gov](http://VirginiaBeach.gov)