

February 1, 2010

Dear Client,

This dance season, Steps 'N Motion made the transition to a new web-based studio management software system that we believe will enhance our billing system, improve the accuracy and administration of our client database, and help our environment as we produce less paper waste.

The first phase of this new system, which was completed by year-end, was simply to get all of our client data and billing moved to the web-based system.

In January, we implemented the second phase and began emailing monthly statements to clients. If you have a valid email address on file with us, you should now be receiving a statement between the 1st and 5th of each month from office@stepsnmotion.com. Clients with a balance on their account after the 10th of the month will receive an additional email statement reflecting the past due balance and a \$10 late fee.

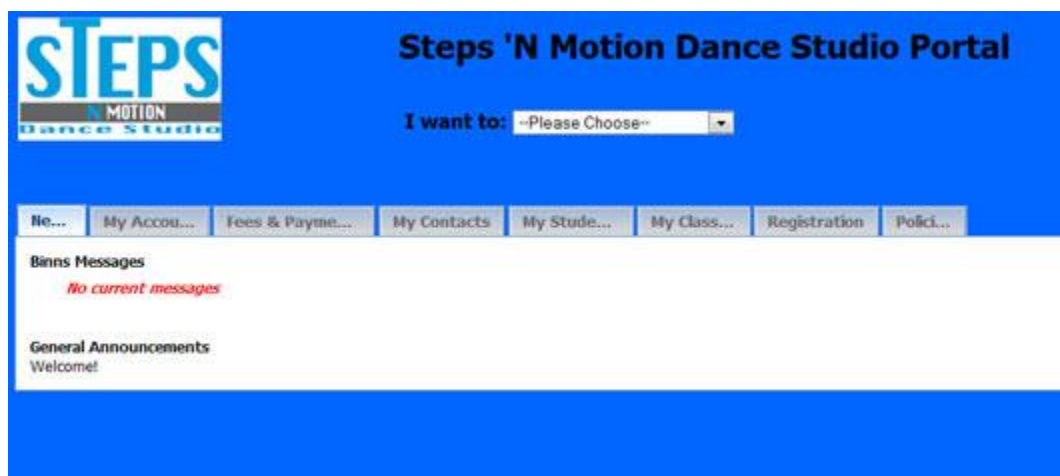
Beginning February 1st, we are pleased to offer our families the option of viewing their account detail through our secure Customer Portal Login. Using the Customer Portal will allow you to view your fees and payments, view and change your contact information, view your student information and current class information, view our studio policies, email us, and ultimately register for summer classes & camps and/or the 2010-11 dance season.

If we have enough interest, the final phase of the new system will allow clients to make payment online using a major credit card through the secure server.

In order to use the Customer Portal, you must have a valid email on file with us, and your email program must accept mail from office@stepsnmotion.com.

Instructions for accessing the Customer Portal link located on our website are as follows:

- Navigate to www.stepsnmotion.com and click on the "Customer Portal Login" link located on the right side of the page under the NEWS heading.
- You should be directed to a new window with our studio logo to the left and a boxed login area to the right. In the boxed area, enter the email address that you have on file with us at the studio and click on "I don't know my password." A password will be randomly created and sent to you by email.
- Once you've received this email, you can return to the login screen and log in to your secure personal account page. Click on a tabbed area (News, My Account, Fees & Payments, My Contacts, My Students, My Classes, Registration, Policies) to view detailed information or choose from the drop down list next to "I want to:."



- Change your password to something you will remember under the My Account tab. Change or add contact information, phone numbers, etc. as necessary. Be sure to click on the SAVE button whenever you've made changes.
- Sign out of the portal by clicking on the "sign out" link at the top right.

IMPORTANT NOTES:

- ***It is not necessary for you to enter credit card or bank draft information (located under the My Account tab) at this time. This feature is currently not available and will be considered at a later date.***
- ***The Registration tab will remain inactive until summer registration is open. You will not be able to register for fall classes until you have been notified that registration for fall is open to returning students.***
- ***If you click on the "I don't know my password" link and do not receive an automatically generated password in your email inbox, it is likely that the email address you've provided is not the one we have on file. Please email Ann at office@stepsnmotion, so she can correct the email account associated with your account.***
- ***If you do not have access to an email account, please advise the office, so we can provide you with paper statements and newsletters.***

We are blessed to have you and your beautiful and amazing children be a part of our dance family, and we thank you for your patience as we continue to improve and enhance our billing and communication. If you have any questions about billing or our new web-based studio management system, please contact Ann at office@stepsnmotion.com or 704-845-1180.

Always Dancing!

Ms. Sabrina

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