Step Up Reimbursement FAQ

Is City Beautiful Ballet a Step Up provider?

We are not an official Step Up provider at this time. We have researched becoming a provider, and at this time the amount of administrative work and cost it would take is more than our studio can handle. Perhaps this will change in the future. We hope the directions below will help make reimbursements easy and quick.

What can I reimburse through Step Up?

You can reimburse your registration fee, performance fee, and monthly tuition. In addition, you can reimburse any dance shoes purchased.

Tips for Reimbursements

Statements: We are working on our end to be specific in our statement memo lines so you have all the information you need for reimbursements. Sometimes, Step Up will ask for information that is not on our statement. Studio Pro is the top software in the dance community and is the platform we use to run our studio and to provide statements. Studio Pro does, however, control the options of what we can provide on our statements. While it is not common, occasionally, people's reimbursements have been denied. If this is the case, here are some tips that have been tested by some of our families.

- Try submitting your statement by circling the information that Step Up is requesting, or by writing a note on a word processing document that you are providing what they have requested.
- It may also be helpful to go to the Step Up Facebook page and message them about any reimbursement that is being put on hold or denied. They usually respond in a timely manner.

Proof of Payment Amount: If you have more than one dancer, it is ok if your proof of payment has a different amount than your individual dancer statement has. For example, I have two daughters who dance with CBB. I print their individual statement that only shows their transaction, but my proof of payment

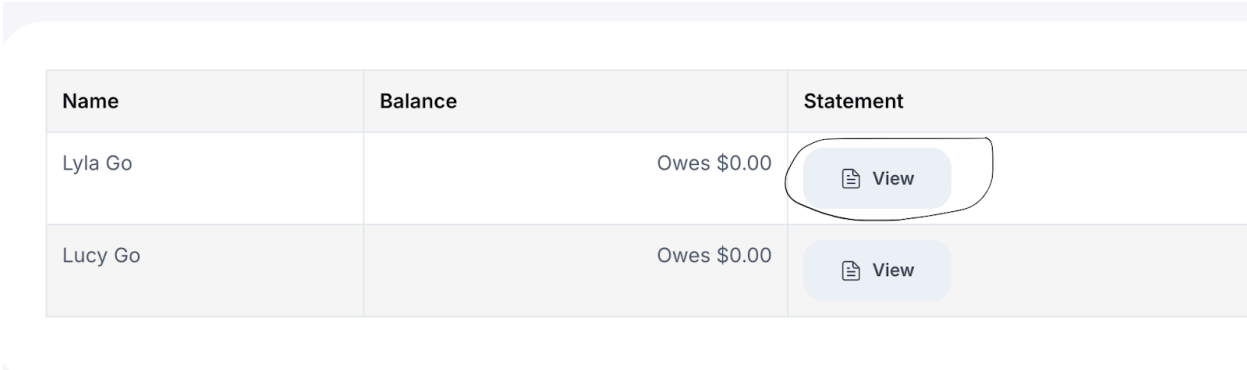
shows a higher amount because I paid for both of my girls at the same time. Step Up is ok with the amounts being different as long as the dates line up.
Unfortunately Step Up will not pay your processing fee for credit card or bank accounts. You can only reimburse the amount on your statement.*

Example Reimbursements

Further below, we have included screen shots of payment transactions and completed reimbursements.

How do I submit a reimbursement?

1. **Go to your parent portal and get your statement.**
    - Log into parent portal here
    - Click the visa logo that says “PAY”
    - Next to your dancer’s name you will see a “VIEW” button to click under “STATEMENT”. You can see it circled below.
    - Save your statement on your computer



2. **Log into your credit card or bank account to find your payment for the month you are reimbursing as your proof of payment.**
    - Many banks and credit cards have the ability to click on a single transaction and then print/save as PDF. If not, simply take a screen shot of the transaction. See examples below of both.

Single credit card transaction - sent to print/save as PDF

Citi Double Cash® Card - [redacted]

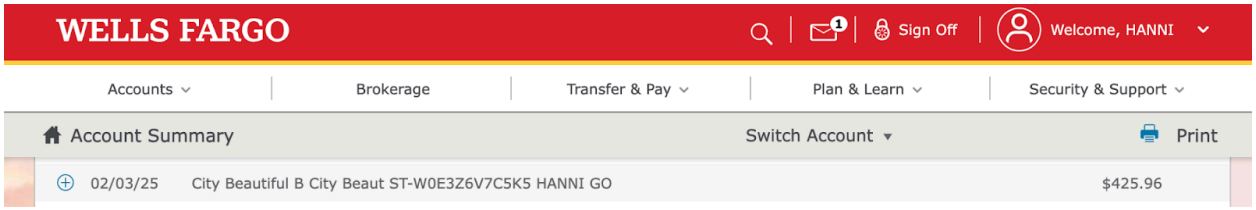
Transaction Details

Date	Description	Amount
Jun 13, 2025	*Pending** *SQ *NSTYL PERFORMANCE Orlando USA*	*$135.57*

Additional Details

Purchased On	Jun 13, 2025 04:13 PM ET
Cardmember Name	James A Go
Spend Category	Misc Apparel / Accessory Store

Screen shot of transaction from bank



3. **Log into your Step Up Account**
    - Click Reimbursement on the left hand side of your step up account.
    - Click the blue button that says “NEW”

- Select your student

Below are examples for what completed reimbursements looks like for a monthly tuition reimbursement, registration fee (or performance fee), and ballet shoes. Be sure to make note of what is selected or written for the “category,” “type”, “description,” and “educational benefit.”

Monthly Tuition Reimbursement

PURCHASE 1 A

Dance Lessons

Purchase Date	2/1/2025
Invoice #	0201202520321780
Category ⓘ	Instructional Material
Type	Physical Education Instruction/Membership/Fees
Description	Dance Lessons
Item Amount	$260.00
Who did you pay?	City Beautiful Ballet
Educational Benefit ⓘ	dance lessons for physical education
Additional Documents	Uploaded Documents: feb cbb wf.png

Below is a Registration Fee Reimbursement. (You could also do this for the Performance Fee. Simply put “performance fee for ballet season” under the educational benefit.)

PURCHASE 1

Sports Participation Fees

Purchase Date	7/20/2024
Invoice #	0720202420321780
Category ⓘ	Instructional Material
Type	Physical Education Instruction/Membership/Fees
Description	Sports Participation Fees
Item Amount	$40.00
Who did you pay?	City Beautiful Ballet
Educational Benefit ⓘ	registration fee for ballet season
Additional Documents	Uploaded Documents: wellsfargo july - aug.pdf

Dance shoe reimbursement

PURCHASE 1 APPROVAL STATU

Specialized or Sport-Specific Footwear (including cleats and skates) Submitte

Purchase Date	6/13/2025
Invoice #	
Category ⓘ	Instructional Material
Type	Physical Education Equipment/Supplies
Description	Specialized or Sport-Specific Footwear (including cleats and skates)
Item Amount	$88.20
Who did you pay?	N'Style
Educational Benefit ⓘ	Pointe Shoes for dance for physical education
Additional Documents	Uploaded Documents: pointe shoes citi.pdf

Hopefully, these tips will help make the reimbursement process easier. If at any time you have questions please email info@citybeautifulballet.com and we will do our best to help you.