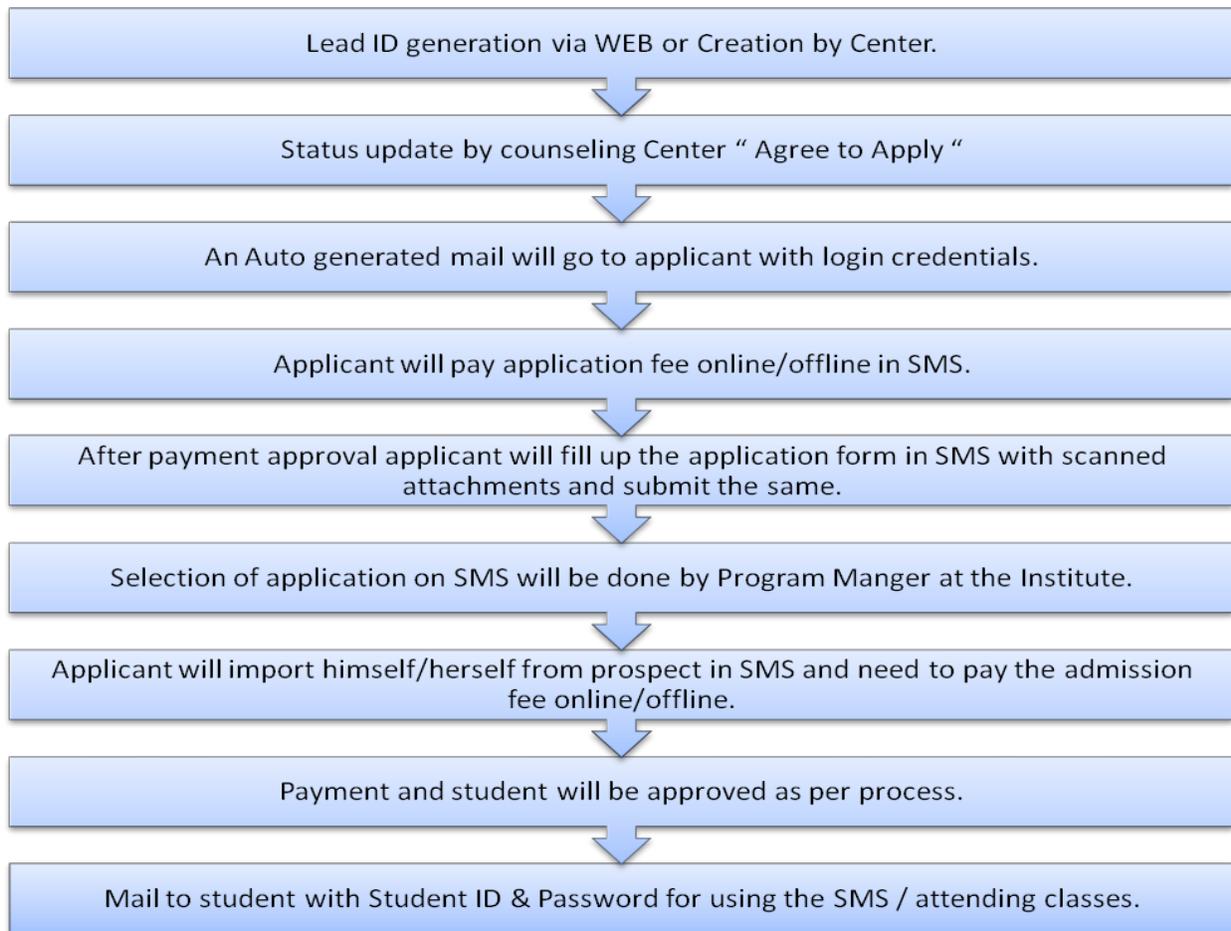


## **Admission Process**



## ***FAQs***

### **How to apply for a particular course?**

Please visit our website [www.hugheseducation.com](http://www.hugheseducation.com) where under the specific course you will be asked to put your information in POP-UP window or you can also put your information under the GET MORE INFORMATION section. After this attempt a lead will be generated over the WEB and you will be contacted by us for the counseling in a one working day.

### **How to proceed if I am interested in a course after counseling?**

On the basis of your feedback, our counseling center will change your status as “AGREED TO APPLY” in records and you will receive an auto generated mail at your registered email Id with your login credentials and login page link. You have to login using the link into SMS and pay the application fee.

**SMS:** Student Management System of HUGHES for student lifecycle process.

### **How can I pay the application fee?**

Application fee can be paid through online payment mode under the “ONLINE PAYMENT” section. You can also pay the application via DD (offline) in case you cannot pay online.

For offline payment, you are required to prepare a Demand Draft in favor of “**Hughes Communication India Ltd.**” Payable at Gurgaon.

\*We don't accept cheque for any fee payment.

### **How to proceed further in case I am making payment through a demand draft?**

In your SMS account under the manual payment section, you are required to put the correct payment and batch details and send the demand draft to our Gurgaon office at the below mentioned address. Before you dispatch the DD do not forget to mention your name and lead ID at the back side of the DD.

#### **Address:**

Admission Department, Hughes Communications India Ltd., Plot No.1, Sector-18, Electronic City, Gurgaon - 122015

### **How can I make application form if I have already made the payment ?**

In case you have made the online payment and you have not filled the application form just after making the complete payment then you can always login to your SMS account and fill the application form.

In case you have paid the application payment via DD then please make sure that you have put the payment details under the manual payment section. You will be able to fill the application form once your payment is approved in the system.

\*Please note that all the offline payment approvals are done at Gurgaon office only and it takes 3 working days to approve the payment in the system once the **original payment instrument** is received at Gurgaon office.

### **How to change or reset the password?**

You can always change or reset your password by visiting your SMS account login page. There are two different links for change or reset password. Your password will be changed once required details are verified otherwise you will receive an INVALID data entry message.

### **To whom I should contact if I have not received the login details?**

You can write to [wecare@hughes.in](mailto:wecare@hughes.in) with complete details like counseling center, course in which you are interested, mobile no. etc.

### **What if I face an error while filling up the application form?**

You can always log in to your SMS account and fill your application form anytime in case you have not submitted it yet. You are requested to **click on SAVE button frequently** to avoid any loss of data.

### **How can I check my application status?**

Once you are **selected** for the particular course, your application status message at SMS will change from SUBMITTED to SELECTED and you will receive an auto generated selection mail detailing further course of action.

### **How can I generate my student ID?**

In case you are selected for particular course, you will receive an auto generated mail with the student ID generation procedure where you will also be able to access IMPORT to STUDENT button on your SMS account screen.

After clicking on IMPORT to STUDENT button system will generate your student ID.

### **How can I pay the admission fee?**

Admission fee can be paid through online payment mode under the "ONLINE PAYMENT" section. You can also pay the application via DD (offline) in case you cannot pay online.

For offline payment, you are required to prepare a Demand Draft in favor of "**Hughes Communication India Ltd.**" Payable at Gurgaon.

\*We don't accept cheque for any fee payment.

### **How to proceed further in case I am making admission fee payment through a demand draft?**

In your SMS account under the manual payment section, you are required to put the correct payment and batch details and send the demand draft to our Gurgaon office at the below mentioned address. Before you dispatch the DD do not forget to mention your name, course and student ID at the back side of the DD.

#### **Address:**

**Admission Department, Hughes Communications India Ltd., Plot No.1, Sector-18, Electronic City, Gurgaon – 122015**

\*Please note that all the offline payment approvals are done at Gurgaon office only and it takes 3 working days to approve the payment in the system once the **original payment instrument** is received at Gurgaon office.

\*We don't accept cheque for any fee payment.

## **What is the use of Student ID?**

Your student ID will be approved in the system once your payment of first installment is approved. At the time of student ID approval you will receive an auto generated mail with your student ID and password and your LEAD ID will be disabled. This student ID will be used for further login usages.

## **During Online payment if my transaction gets declined then what is the process flow?**

### **A. In case the customer's account gets debited and the status is incomplete:-**

The steps elaborate the flow of online transactions in which the transaction status is successful at the bank's end but incomplete at gateway end and the transaction amount is debited from the customer account. The points also mention the standard process followed by gateway for refund of payments to customer after coordination with bank.

The customer initiates an online transaction to pay for the fee.

The request comes to TPIP system in TechProcess (depends on the bank selection integration) where the customer will select the bank for Payment

TPIP forwards the request to the respective bank selected by customer with the parameter provided by the merchant.

The customer enters its user id / password and selects the account for payment on the bank side.

The bank processes the payment request by debiting the account of customer and crediting the account of gateway.

The bank gives the response of the transaction with the status as Success back to gateway however the status could not reach gateway due to network failure or the transaction is abruptly stopped.

In this case the merchant also does not get the transaction status from gateway but the amount has been debited from the customer's account. The status of the transaction in TPIP system in this case will be 'Incomplete'

The bank sends the Reconciliation File on next day (i.e. T+1 day) to gateway with the transaction details which were successful at bank's end for the given day

Gateway processes this file by uploading the same on TPIP system.

The system validates the bank transaction id and TPIP transaction id along with the transaction amount to update the transaction status that funds for Success Transactions have received.

In case of incomplete transaction at TPIP end, if the transaction is reflecting on the Reconciliation file from bank, this means the fund for incomplete transaction is credited to gateway account.

TPIP system marks such incomplete transaction to Refund to make the payment back to the customer

The Refund file is then shared with the respective bank as per transaction on T+1 day.

The bank processes the file at their end by debiting the account of gateway and crediting the account of the customer in 4 working Days.

- B. **Incase Customer account is not debited:** Such transactions will be considered as failed or expired transactions on T+2 working days.

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