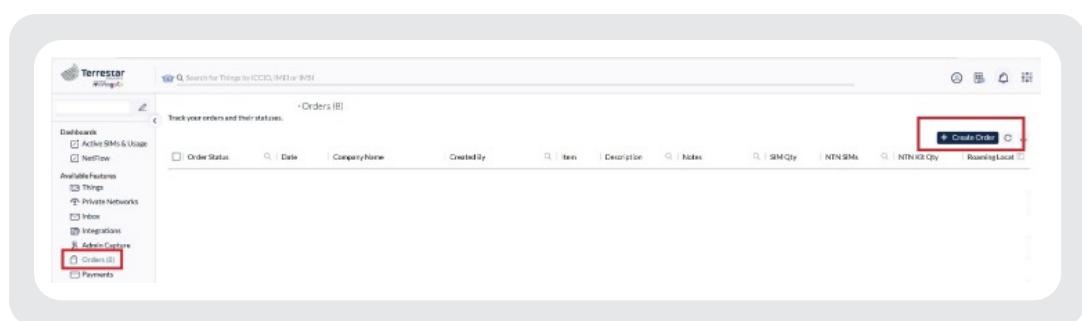


HYBRID IoT

## Getting started: Creating a new order

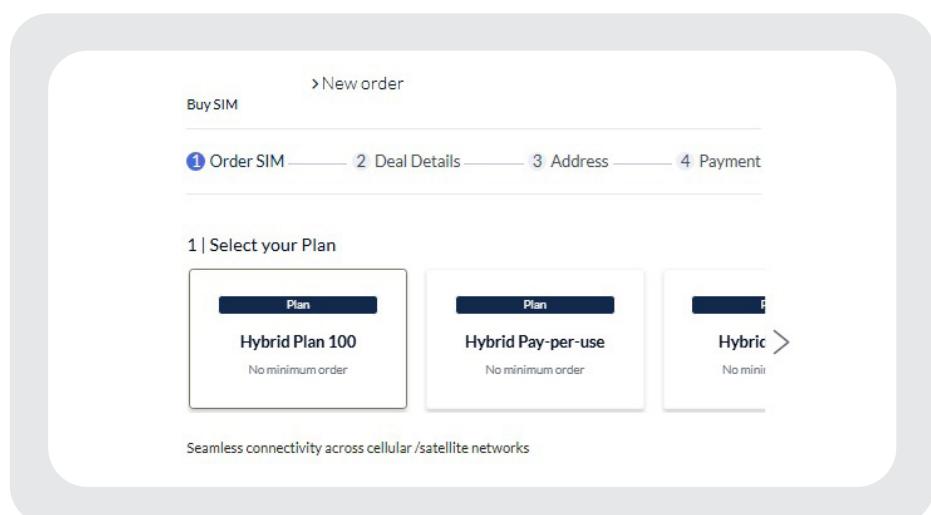
New orders can be generated via the order form.

A user with an **Admin** profile can access the order form via the order page by clicking the **+ Create order** button.



⋮⋮⋮ To create an order, simply complete the following:

1. Select your plan.



1 | Select your Plan

Plan

Hybrid Plan 100

No minimum order

Plan

Hybrid Pay-per-use

No minimum order

Hybrid

No mini

Seamless connectivity across cellular /satellite networks

Terrestar's hybrid connectivity solution provides a unique combination of cellular and satellite connectivity, allowing for reliable and cost-effective data transmission in areas where traditional cellular coverage is limited or non-existent. The solution is designed to be easy to install and manage, with a user-friendly interface and a range of plan options to suit different needs.

Terrestar's hybrid connectivity solution is ideal for a range of applications, including remote monitoring and control, data collection, and emergency response. The solution is designed to be reliable and robust, with a range of features and options to ensure that it meets the specific needs of each user.

Terrestar's hybrid connectivity solution is designed to be easy to install and manage, with a user-friendly interface and a range of plan options to suit different needs. The solution is designed to be reliable and robust, with a range of features and options to ensure that it meets the specific needs of each user.

## Getting started: Creating a new order

2. Select the SIM type.
3. Insert the required number of SIMs and click **Next**

Seamless connectivity across cellular /satellite networks

2 | SIMs Type

-  Regular 3-in-1 SIM (2FF, 3FF, 4FF) for \$1.50  
[View technical document](#)
-  Embedded SIM (MFF2) for \$2.00  
[View technical document](#)
-  eSIM QR code for \$1.00  
[View technical document](#)

3 | Items Quantity

How many SIMs  = **\$ 7.50**  
/SIM excluding shipping

[Contact sales](#)

4 | Monthly fees

- Subscription fee note - \$40.00

**Back** **Next**

If you need any assistance with your order, you can contact our team via the **Contact sales** link in the order form.

4. Next, you'll have access to an order summary page and its associated costs. Click **Next**
5. Insert the shipping details, including the company billing address, if it's different from the shipping address. Click **Next**

Buy SIM [New order](#)

1 Order SIM 2 Deal Details 3 Address 4 Payment

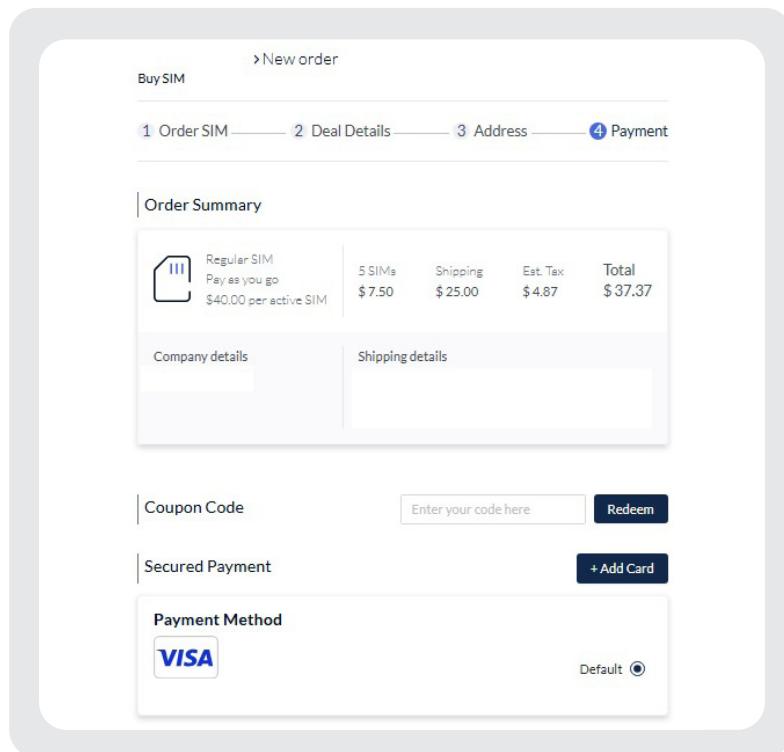
Shipping information

Company name\*   
Country\*   
Recipient / Department   
Notes   
Search address   
Address 1   
State / Region\*  City\*  Zip code\*   
Email\*  Phone\*   
 Use the same address for billing

**Back** **Next**

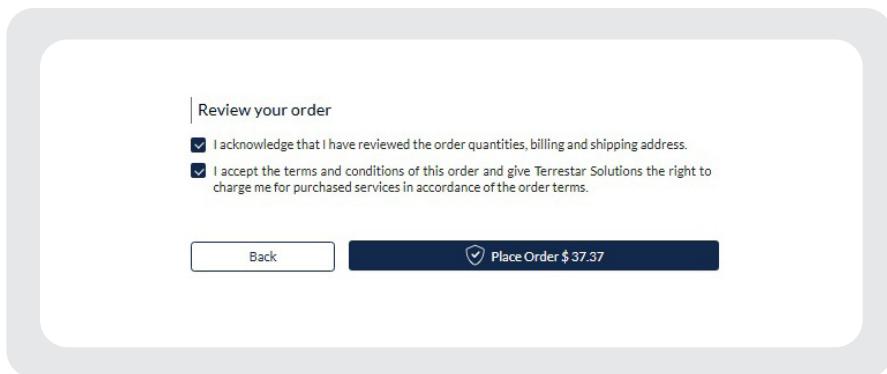
## Getting started: Creating a new order

6. Review the order summary and enter your credit card number (if this info does not already exist).



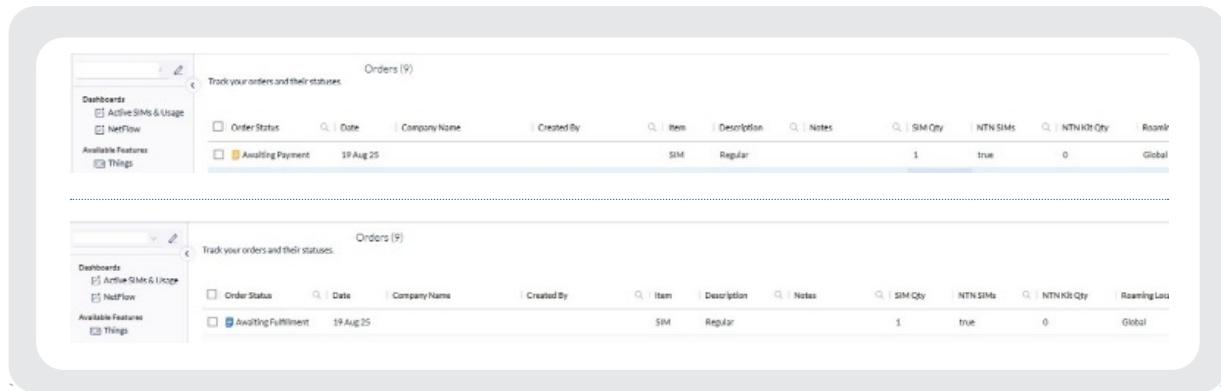
The screenshot shows the 'Buy SIM' order summary page. At the top, there are tabs for '1 Order SIM', '2 Deal Details', '3 Address', and '4 Payment'. The 'Order Summary' section displays a 'Regular SIM' plan with a pay-as-you-go option for \$40.00 per active SIM. It shows 5 SIMs at \$7.50, shipping for \$25.00, and a total of \$37.37. Below this are sections for 'Company details' and 'Shipping details'. Further down are fields for a 'Coupon Code' and a 'Secured Payment' section with a 'VISA' logo and a 'Default' radio button.

7. Confirm that you have reviewed the order and click the  button.



The screenshot shows the 'Review your order' confirmation page. It contains two checkboxes: 'I acknowledge that I have reviewed the order quantities, billing and shipping address.' and 'I accept the terms and conditions of this order and give Terrestar Solutions the right to charge me for purchased services in accordance of the order terms.' Below the checkboxes are 'Back' and 'Place Order \$ 37.37' buttons.

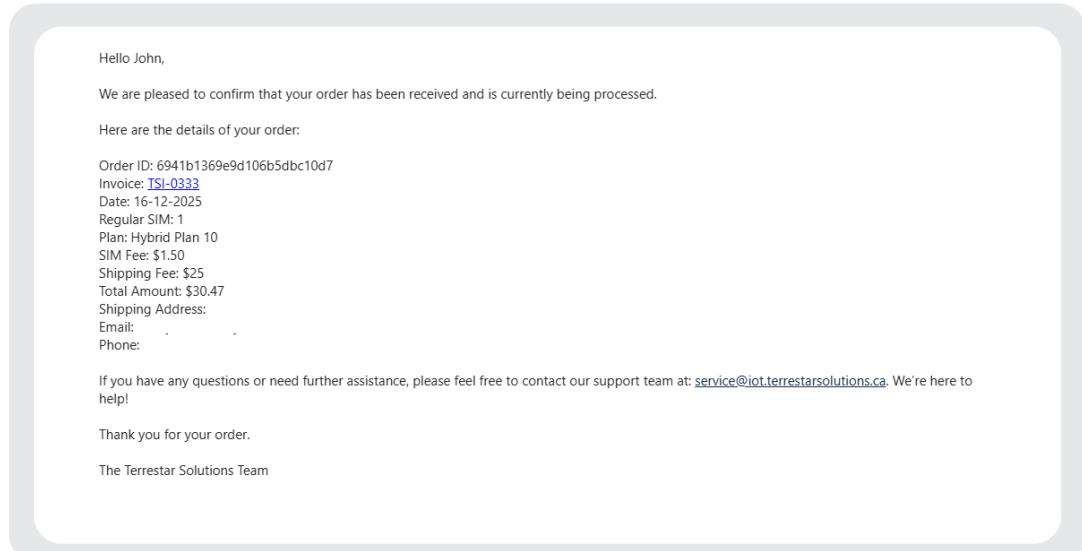
8. When moving to the order page, you'll notice that the order creation is still in process. Wait a few moments and you'll see the order status change to the **Awaiting Fulfillment**.



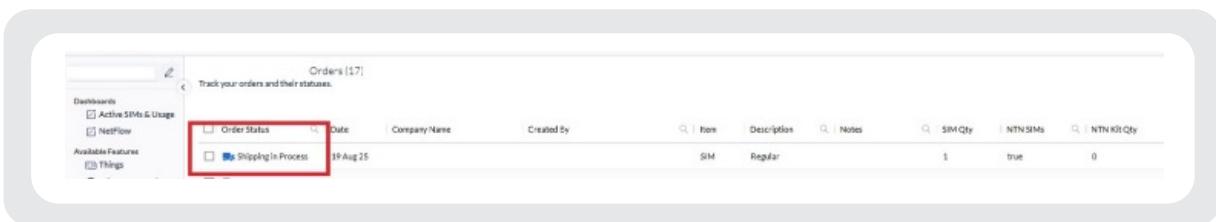
The screenshot shows the 'Orders' page with two tabs: 'Awaiting Payment' and 'Awaiting Fulfillment'. The 'Awaiting Fulfillment' tab is selected, showing an order for 1 SIM Regular with a quantity of 1 and roaming set to Global. The 'Awaiting Payment' tab shows an order for 1 SIM Regular with a quantity of 1 and roaming set to Global.

## Getting started: Creating a new order

- Once the order has been confirmed, you'll receive an order confirmation email.



- When the order is ready for shipping, your order status will change to **Shipping in Progress**.



- Next, you'll receive an email from our team with the shipping information **Tracking number**.
- When the last status of the order has been completed and your delivery has shipped, your SIM cards will be visible on the **Things** page.

