

# CrewMail

## The Maritime Employment Benefit



Because your Ship is **not** in a Bottle.



# Product Description

## CrewMail -- The Maritime Employment Benefit

CrewMail, our latest and most innovative service, is the elected means of seafarers' communication at sea. CrewMail can be offered as an employment benefit that allows seafarers to keep in touch with their family and friends. Purchasing CrewMail, the ship owner and the ship manager increase their company's recruitment and retention rates. CrewMail's advantages include:

- Pre-paid billing with cost selectable denominations
- Automatic reload at sea
- Per minute cost based pricing
- Use of toll free number to transmit data – keeping separate billing from ship's business communications
- Maintenance of the seafarers' privacy with one unique account for each seafarer transferable across the fleet and ashore
- High compression performance to provide the highest value to the user
- The sizing of message that can be reset as per ship's requirement
- Easy account management for all seafarers onboard
- A web interface acting as a mail client and minimizing onboard administration

CrewMail is the most sought after seafarer's employment benefit. Keep the seafarer happy ordering CrewMail. Wherever. Whenever. To include CrewMail in your employment benefits, contact us at [crewmail@wlnet.com](mailto:crewmail@wlnet.com), today.



# How CrewMail Works



shipmail.net

**12345**@shipmail.net

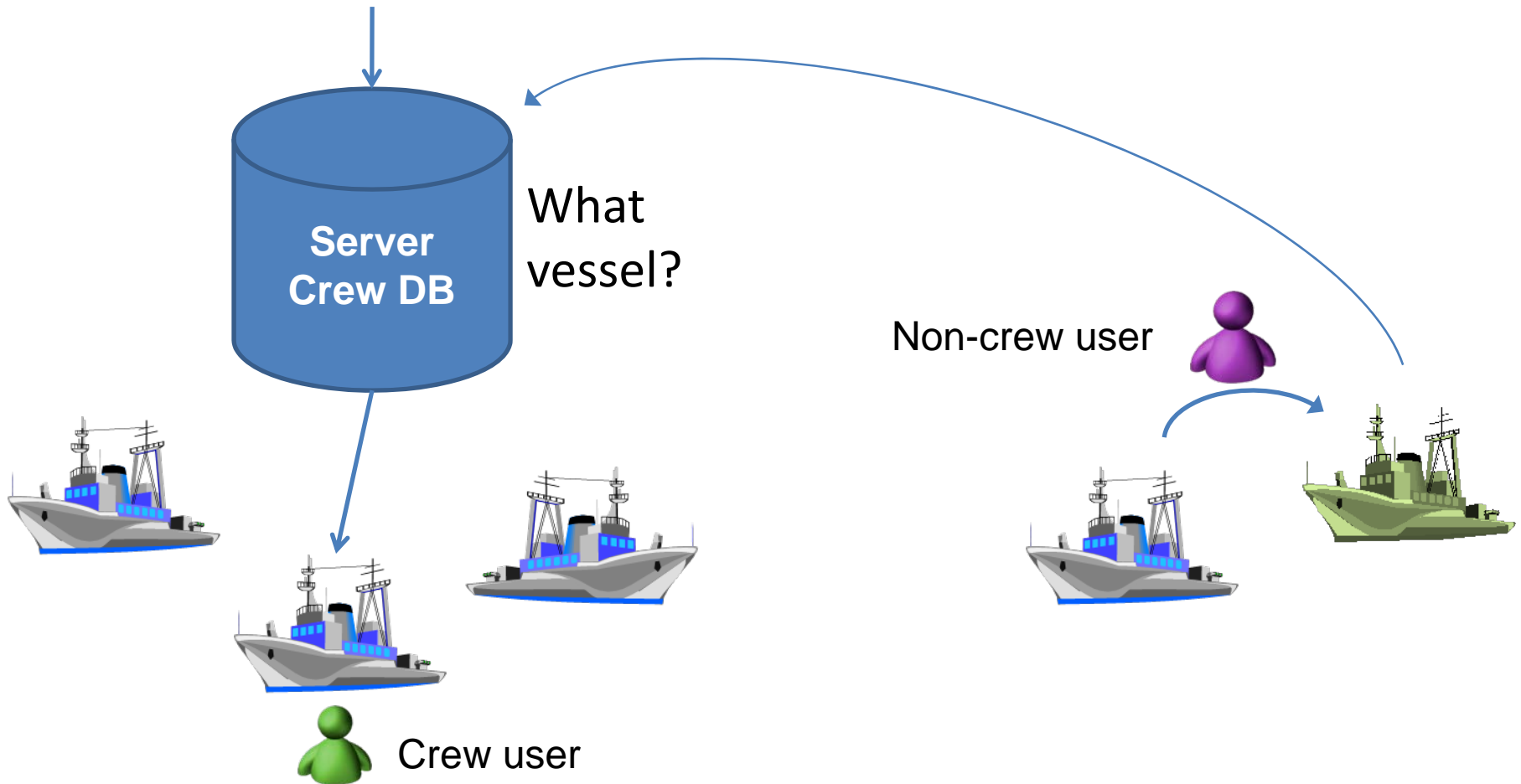


**george**@shipmail.net



# Routing to vessel

anything@shipmail.net



# Webmail User Types



Crew user



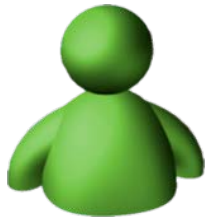
Crew administrator



Non-Crew user

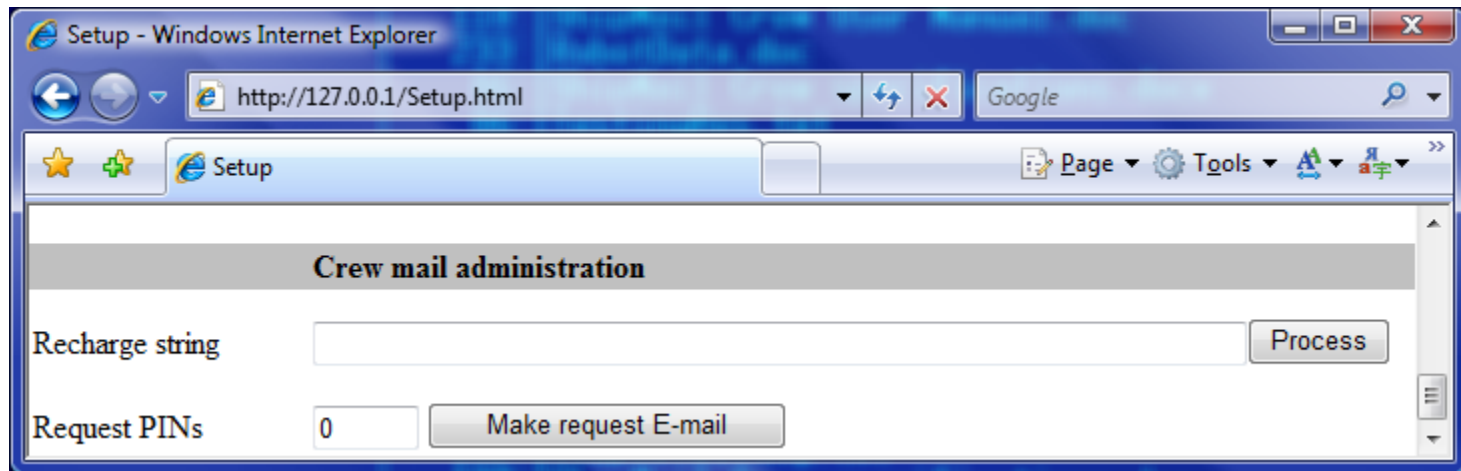
The screenshot shows a web browser window titled "ShipMail Crew login - Windows Internet Explorer". The address bar displays "http://127.0.0.1/". The page content includes the "WORLD - LINK COMMUNICATIONS" logo and "ShipMail Crew" text. Below this is a "Login to your mailbox:" section with two input fields: "PIN or user name" containing "12345" and "Password" with masked characters. An "Enter" button is positioned below the password field. At the bottom left, there are two checkboxes: "Non-crew user" and "User from other vessel". On the right side of the login form, there is a circular graphic featuring a globe and various images related to maritime communication.





# Crew Administrator

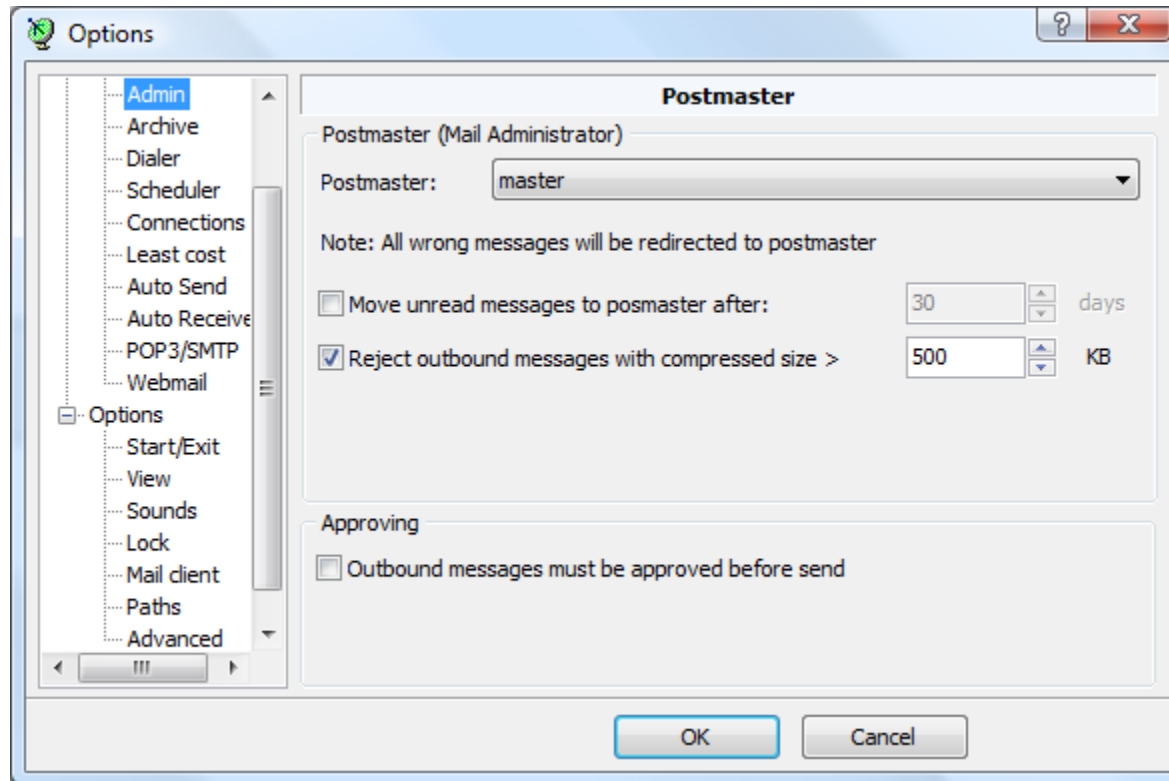
- Account always works independently of units balance
- Can send mails only to [\\*@wlnet.com](mailto:*@wlnet.com)
- Receives all notifications (new PIN, problems and so on)
- Has “Crew mail administration” section:
  - Can Request new PINs
  - Can enter Recharge strings





# Crew User

- Cannot send or receive mail when there are no Units
- Outbound size restricted by same filter as usual users
- Approving process is the same as for usual users





# Obtaining New PINs

Crew administrator requesting new PIN(s) on Administration page

Automatic message goes to [support@wlnet.com](mailto:support@wlnet.com)

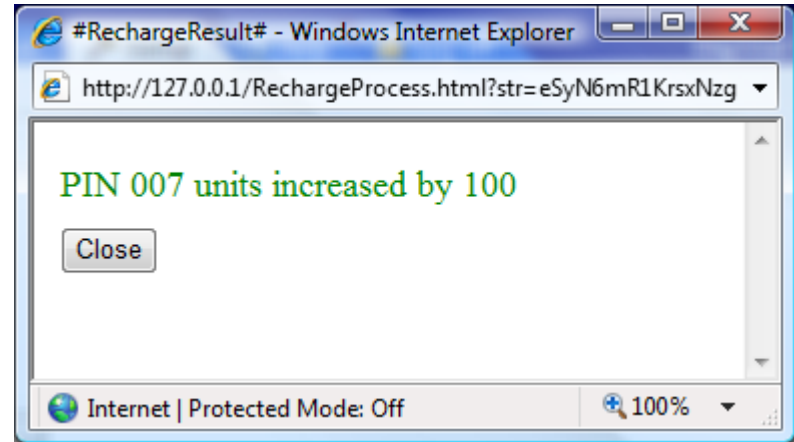




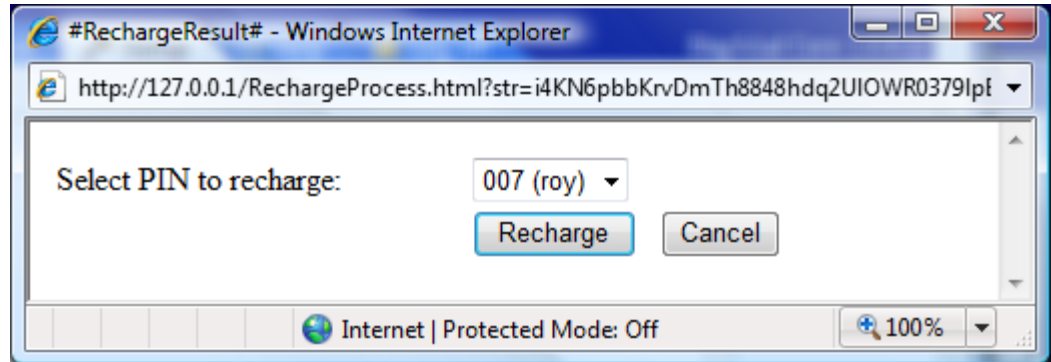
# Two Types of Recharge Strings



For specific PIN



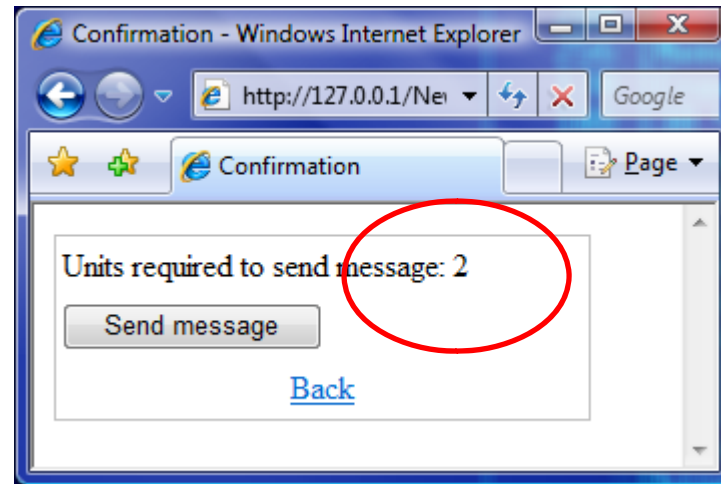
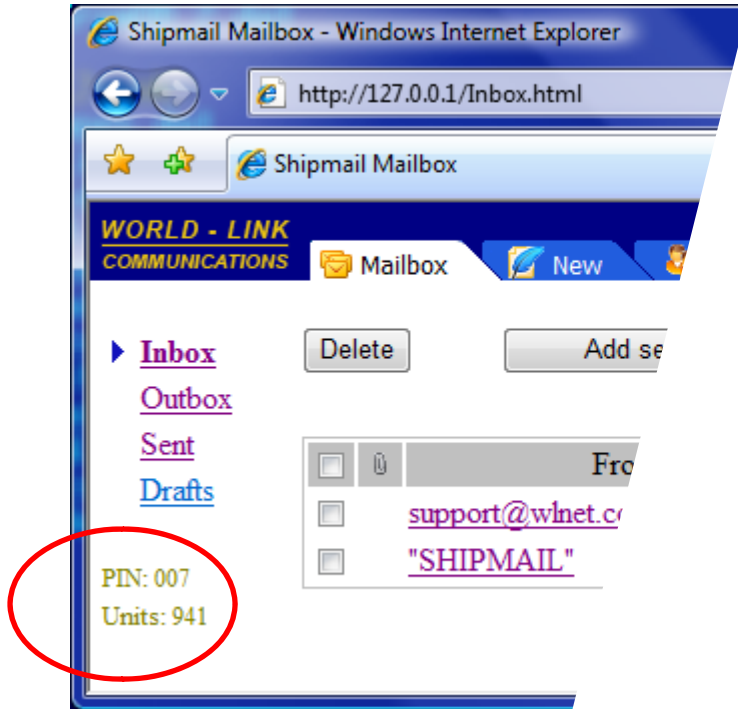
For vessel. Crew administrator can choose PIN before applying recharge string:





# Monitoring Units by User

1. On mailbox page after login
2. Before sending message

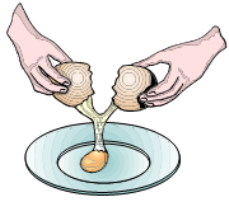




# Security

- Any recharge string can be used only once
- When Crew DB onboard is broken or modified, vessel blocks Crew mail login and automatically requests new DB from server
- Crew mail transferred only in special Dialer sessions using Special Access Code
- Crew users cannot be added/deleted/modified by vessel master or Crew administrator, it can be done only remotely
- Crew users and their inbound messages are not displayed in SMC3 main window





# Separating Non-Crew and Crew Mail

- Different SACs
- Different Dialer sessions
- Same SMC3 server for processing
- Crew messages and sessions are not added to Cost allocation report of SMC3

