



# Supplier Portal Instructions

The all-new ANWB portal for consulting bookings, mutations and rooming lists

May 2021 v1



# Logging into the portal

Each user will receive an e-mail to log in with his/her e-mailaddress at:

<https://supplier.anwbreizen.nl/>

Generally, one account per supplier will be created.

The information is confidential, so we assume that sufficient care is taken at all times when handling these details.

## E-mail account log in

You can only log in to the supplier portal with 1 specific e-mail address. For some suppliers, we may have created multiple accounts.

Any further questions? Please mail your questions to: [supplierportal@anwbreizen.nl](mailto:supplierportal@anwbreizen.nl)

Supplier

Login

Username

Password

Login

[Forgot your password?](#)

## Forgotten password or changing a password

If you have forgotten your password, you can request a new password via 'Forgot password' at: <https://supplier.anwbreizen.nl/>

You have the option to change your password. Once you have logged in, please click on your e-mail address at the top right, where you will see the 'change password' option.

Please note that for security reasons, the password must contain at least 8 characters and at least one capital letter, one number, and one symbol.

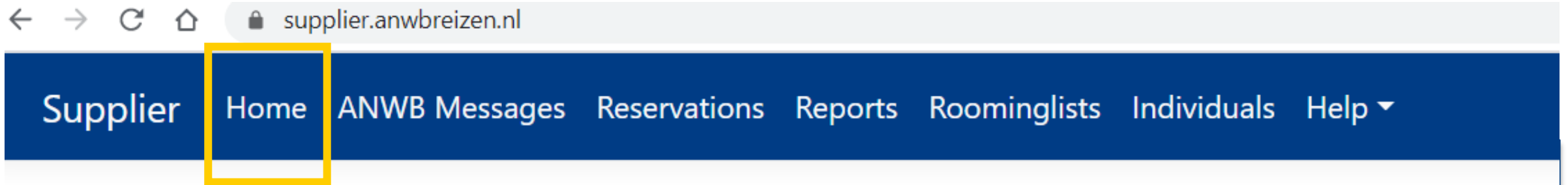
**Supplier**

### Forgot password

Email address

**Request**

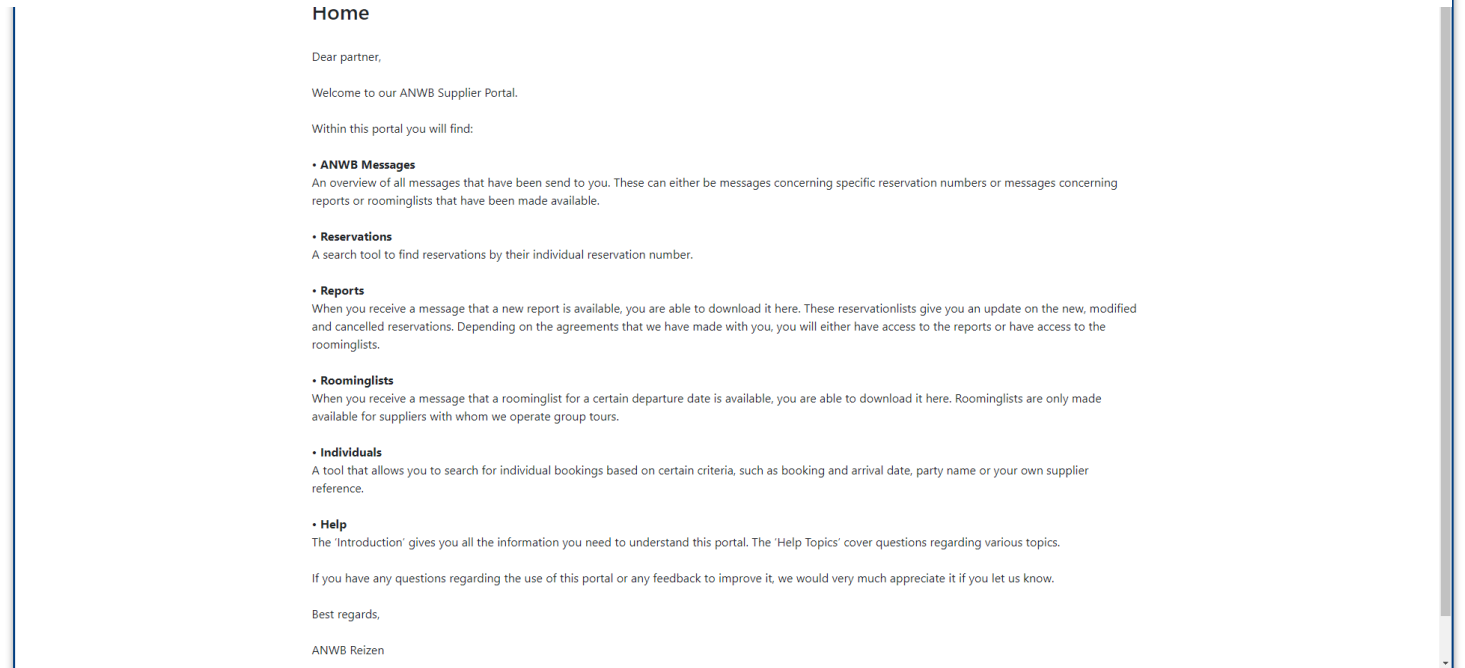
## Logged in - Home



After you have logged in, you will arrive at the first page, the homepage. The entire portal is in English, but the homepage and the help texts are also available in different languages.

Here, you will find a brief explanation of all the different tabs that you will see within the portal. The explanation can be found by scrolling downwards in different languages:

- English
- Dutch
- French
- German



# Logged in - Home

← → ↻ 🏠 🔒 supplier.anwbreizen.nl

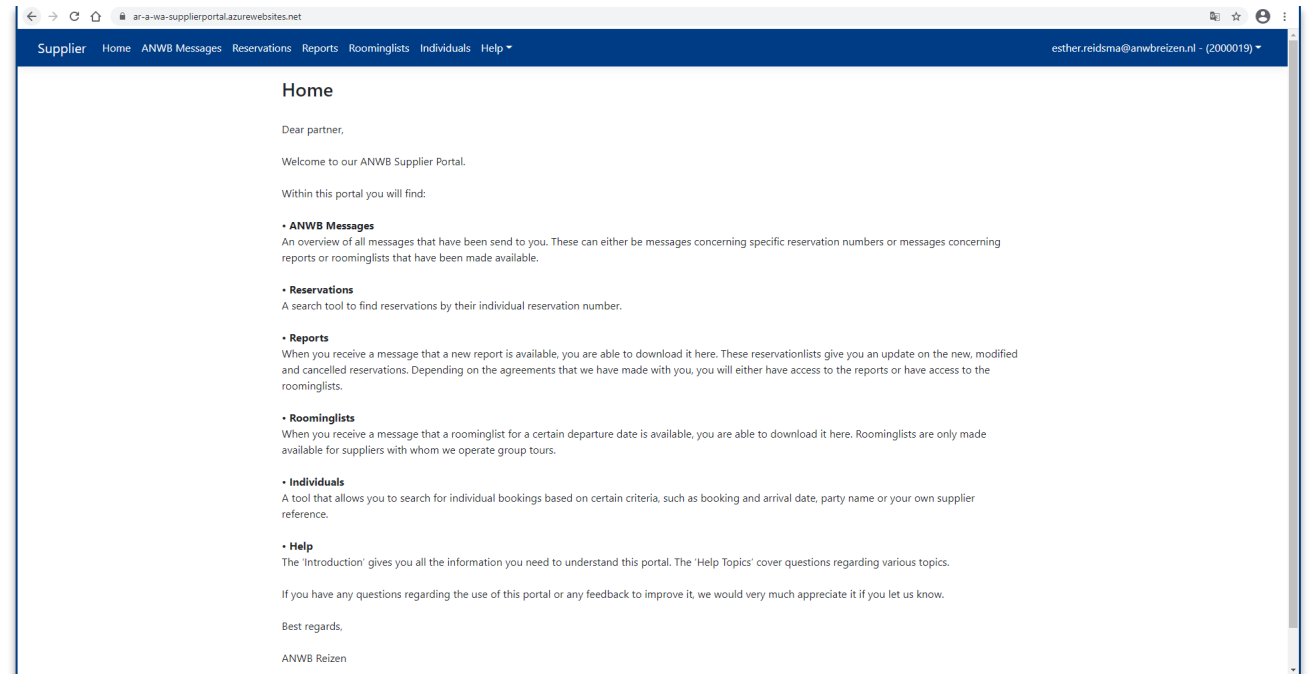
Supplier **Home** ANWB Messages Reservations Reports Roominglists Individuals Help ▼

After the homepage, you will see 5 different tabs that you will find located within the portal:

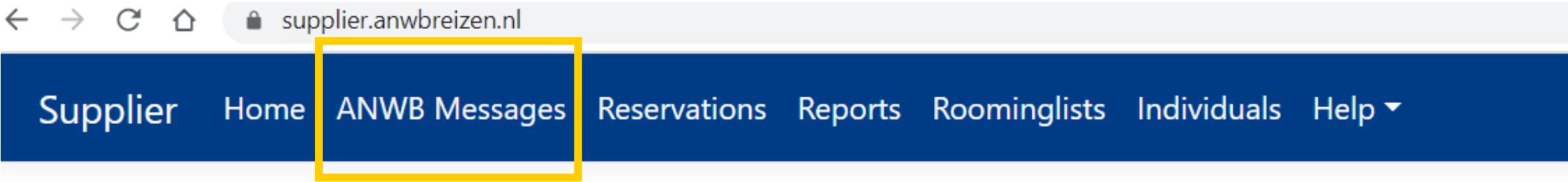
- ANWB messages
- Reservations
- Reports
- Rooming lists
- Individual bookings

If you have any further questions, then click on the last tab:

- Help



# ANWB Messages



This tab provides an overview of all the ANWB e-mail messages that have been sent to you. These may be messages related to specific reservation numbers, messages related to reports, or rooming lists that have been made available.

**You will receive a notification by e-mail in the e-mail box known to us, of every new message within the portal**

There is no further content in the e-mail message itself; you will need to check this on the 'ANWB Messages' page. By clicking on 'Go to', you will be able to view the message. By clicking on the triangle or arrow, you can arrange the message, if required.

Type	⬆	Res. #	⬇
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## Continued ANWB Messages: explanation of the chart

**Type:** Type of trip: options are FIT and GROUP

**Res. #:** reservation number, if the message relates to one single reservation

**Description:** the name of the trip, rooming list or report.

**Date:** date of arrival of the message.

**Time:** time of arrival of the message.

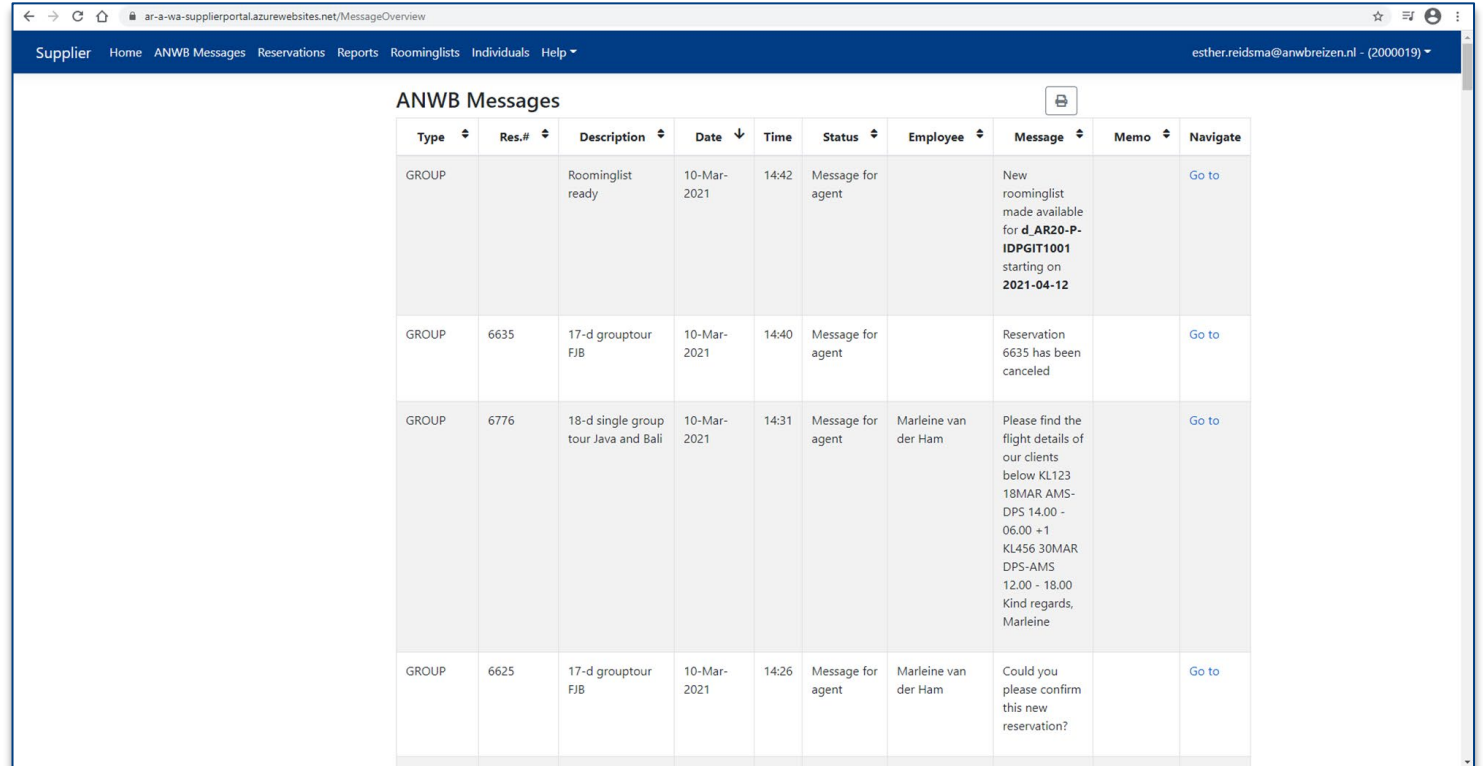
**Status:** the status of the message.

**Employee:** name of the employee who sent the message.

**Message:** The first words of the message.

**Memo:** internal memo, if you added one.

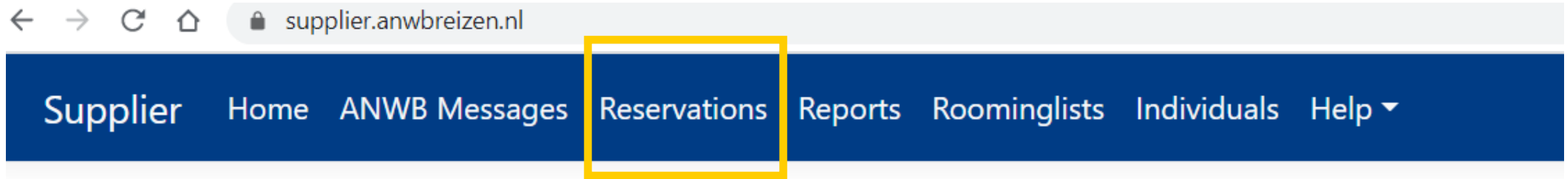
**Navigate:** Click 'Go to' in order to go to the relevant item or page.



The screenshot shows a web application titled "ANWB Messages". The interface includes a navigation bar with links: Supplier, Home, ANWB Messages, Reservations, Reports, Roominglists, Individuals, and Help. The user's email, esther.reidsma@anwbreizen.nl, and a reference number (2000019) are displayed in the top right. The main content area contains a table with the following columns: Type, Res.#, Description, Date, Time, Status, Employee, Message, Memo, and Navigate. The table lists four messages, all of which are "GROUP" type and "Message for agent" status, dated "10-Mar-2021".

Type	Res.#	Description	Date	Time	Status	Employee	Message	Memo	Navigate
GROUP		Roominglist ready	10-Mar-2021	14:42	Message for agent		New roominglist made available for <b>d_AR20-P-IDPGIT1001</b> starting on <b>2021-04-12</b>		<a href="#">Go to</a>
GROUP	6635	17-d grouptour FJB	10-Mar-2021	14:40	Message for agent		Reservation 6635 has been canceled		<a href="#">Go to</a>
GROUP	6776	18-d single group tour Java and Bali	10-Mar-2021	14:31	Message for agent	Marleine van der Ham	Please find the flight details of our clients below KL123 18MAR AMS-DPS 14.00 - 06.00 +1 KL456 30MAR DPS-AMS 12.00 - 18.00 Kind regards, Marleine		<a href="#">Go to</a>
GROUP	6625	17-d grouptour FJB	10-Mar-2021	14:26	Message for agent	Marleine van der Ham	Could you please confirm this new reservation?		<a href="#">Go to</a>

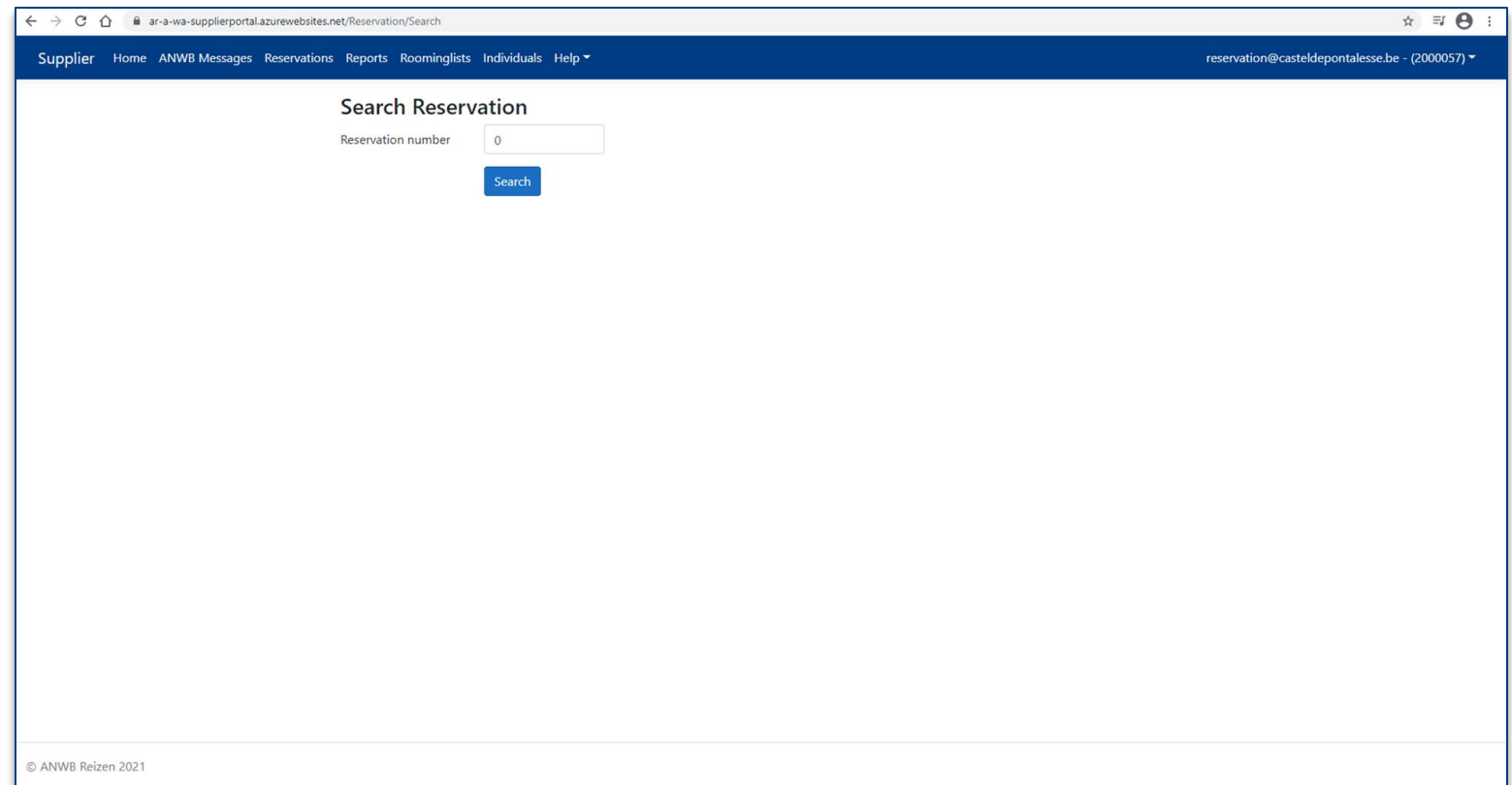
## Reservations (overview of reservations)



On this tab, you will find a convenient way to look up reservation numbers of bookings.

You will need to enter the number here and click on the 'Search' button.

Each supplier has access to its own reservations, not to those of other suppliers.





## Reports (overview of mutations)

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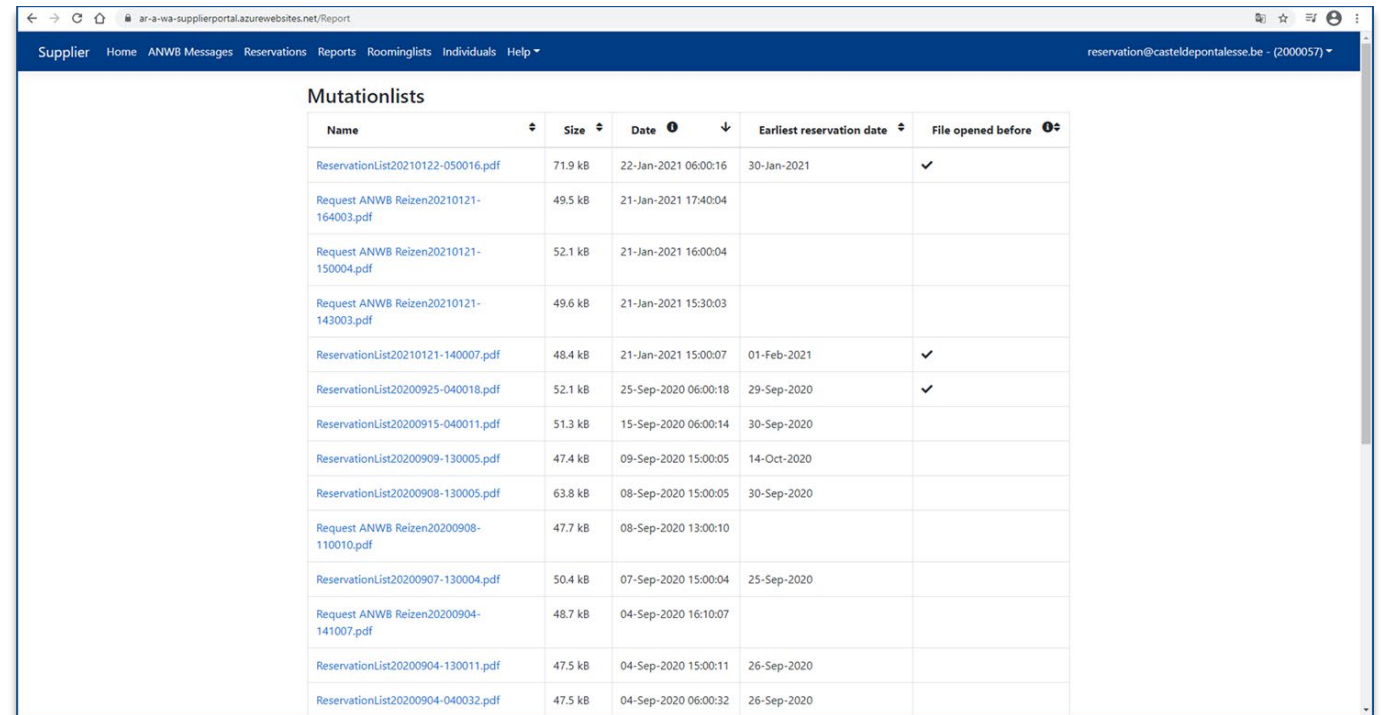
Supplier Home ANWB Messages Reservations **Reports** Roominglists Individuals Help ▾

This tab provides an overview of various reports, and mutation lists for those concerned. Would you like to know more about this? If so, please contact the Operations Department of the ANWB.

There are 2 different types of files:

**Request:** will be sent immediately after booking on the website [anwb.nl/vakantie/](https://anwb.nl/vakantie/), element upon request via supplier

**Reservation list:** is dispatched twice a day (at 6AM and 3PM), featuring an overview of new bookings that have been agreed from allotment, as well as modified and cancelled bookings.



Name	Size	Date	Earliest reservation date	File opened before
ReservationList20210122-050016.pdf	71.9 kB	22-Jan-2021 06:00:16	30-Jan-2021	✓
Request ANWB Reizen20210121-164003.pdf	49.5 kB	21-Jan-2021 17:40:04		
Request ANWB Reizen20210121-150004.pdf	52.1 kB	21-Jan-2021 16:00:04		
Request ANWB Reizen20210121-143003.pdf	49.6 kB	21-Jan-2021 15:30:03		
ReservationList20210121-140007.pdf	48.4 kB	21-Jan-2021 15:00:07	01-Feb-2021	✓
ReservationList20200925-040018.pdf	52.1 kB	25-Sep-2020 06:00:18	29-Sep-2020	✓
ReservationList20200915-040011.pdf	51.3 kB	15-Sep-2020 06:00:14	30-Sep-2020	
ReservationList20200909-130005.pdf	47.4 kB	09-Sep-2020 15:00:05	14-Oct-2020	
ReservationList20200908-130005.pdf	63.8 kB	08-Sep-2020 15:00:05	30-Sep-2020	
Request ANWB Reizen20200908-110010.pdf	47.7 kB	08-Sep-2020 13:00:10		
ReservationList20200907-130004.pdf	50.4 kB	07-Sep-2020 15:00:04	25-Sep-2020	
Request ANWB Reizen20200904-141007.pdf	48.7 kB	04-Sep-2020 16:10:07		
ReservationList20200904-130011.pdf	47.5 kB	04-Sep-2020 15:00:11	26-Sep-2020	
ReservationList20200904-040032.pdf	47.5 kB	04-Sep-2020 06:00:32	26-Sep-2020	

# Reservation List example

- 1. Cover page with standard ANWB message asking to check the bookings.
- 2. Overview of new bookings (so when there is an element on request, a 'request' is sent, which is the same in terms of layout)
- 3. Overview of modified and cancelled bookings

1.



Hotel Castel de Pont-à-Lesse

Rue de Pont-à-Lesse 36

5500 Dinant

BE

Tel.: +32 (0) 82 22 28 44

E-mail: [reservations@casteldepontallesse.be](mailto:reservations@casteldepontallesse.be)

22-01-2021, 14:00:00

ANWB Rondreien

Tourneveste 18

2132 L.S. Hooftdorp

Nederland

Dear partner,

According to the contract you hereby receive a mutation list regarding the reservations made so far. This list includes all modifications (new reservations, modified reservations, cancelled reservations) stated, since we sent the last survey. We ask you to adjust these modifications in your reservation system.

Furthermore, we ask you to check the prices. If you think these prices do not match the contract we would like to be informed as soon as possible. Please note that payment differences observed 3 months after sending this document will no longer be taken into consideration.

Once new changes occur in the reservations, we will send you a new mutation list.

The participants of the tour group are numbered in the list. If reference is made in an amendment to a specific participant, the corresponding number will be used.

Kind regards,  
ANWB Reizen,

3.

Modified reservations

No modified reservations

Cancelled reservations

No cancelled reservations

2.

New reservations

BOOKING NUMBER: 6564

PARTY: TEST

BOOKING DATE: 21-01-2021

HOLIDAY DINANT

STATE: FINAL

Participants

#	Name	Initials	Firstname	Lastnames	Gender	Date of birth	Nationality	Passport issue place
1	Tout	T			MR	12-04-1996		
2	Person	T			MS	04-05-1996		
3	Dede	D			MR	07-07-1997		
4	Vivide	V			MS	04-04-1944		

Elements

Package Holiday Dinant

Quantity	Service type	Boarding	Participants	Arrival	Departure	Rate	State
2	Dinant / Hotel Castel de Pont-à-Lesse: Double room	Breakfast	1,2,3,4	13-02-2021	16-02-2021	€ 508,00	FINAL
4	Silver: Welcome drink: Silver: Welcome drink		1,2,3,4	13-02-2021	16-02-2021		FINAL
1	Blue: late check out		1,2,3,4	16-02-2021	16-02-2021		FINAL
1	Bronze: Pudding (1 per month)		1,2,3,4	13-02-2021	16-02-2021		FINAL
1	Bronze: Pudding (1 per month)		1,2,3,4	13-02-2021	16-02-2021		FINAL
1	Gold: Railbike to station Marchoux (1 per booking)		1,2,3,4	13-02-2021	16-02-2021		FINAL
4	Platin: Marchoux beer and cheese selection at abbey Marchoux (1 pp)		1,2,3,4	13-02-2021	16-02-2021		FINAL

Essences and preferences

Binding essences	For participant	Preferences	For participant
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Extra information

ParticipantNumber: A (Participant: 1)  
ParticipantNumber: B (Participant: 2)  
ParticipantNumber: C (Participant: 3)  
ParticipantNumber: D (Participant: 4)  
ParticipantIssueDate: 2019-02-01 (Participant: 1)  
ParticipantIssueDate: 2019-02-01 (Participant: 2)  
ParticipantIssueDate: 2019-02-01 (Participant: 3)  
ParticipantIssueDate: 2019-02-01 (Participant: 4)



# Roominglists

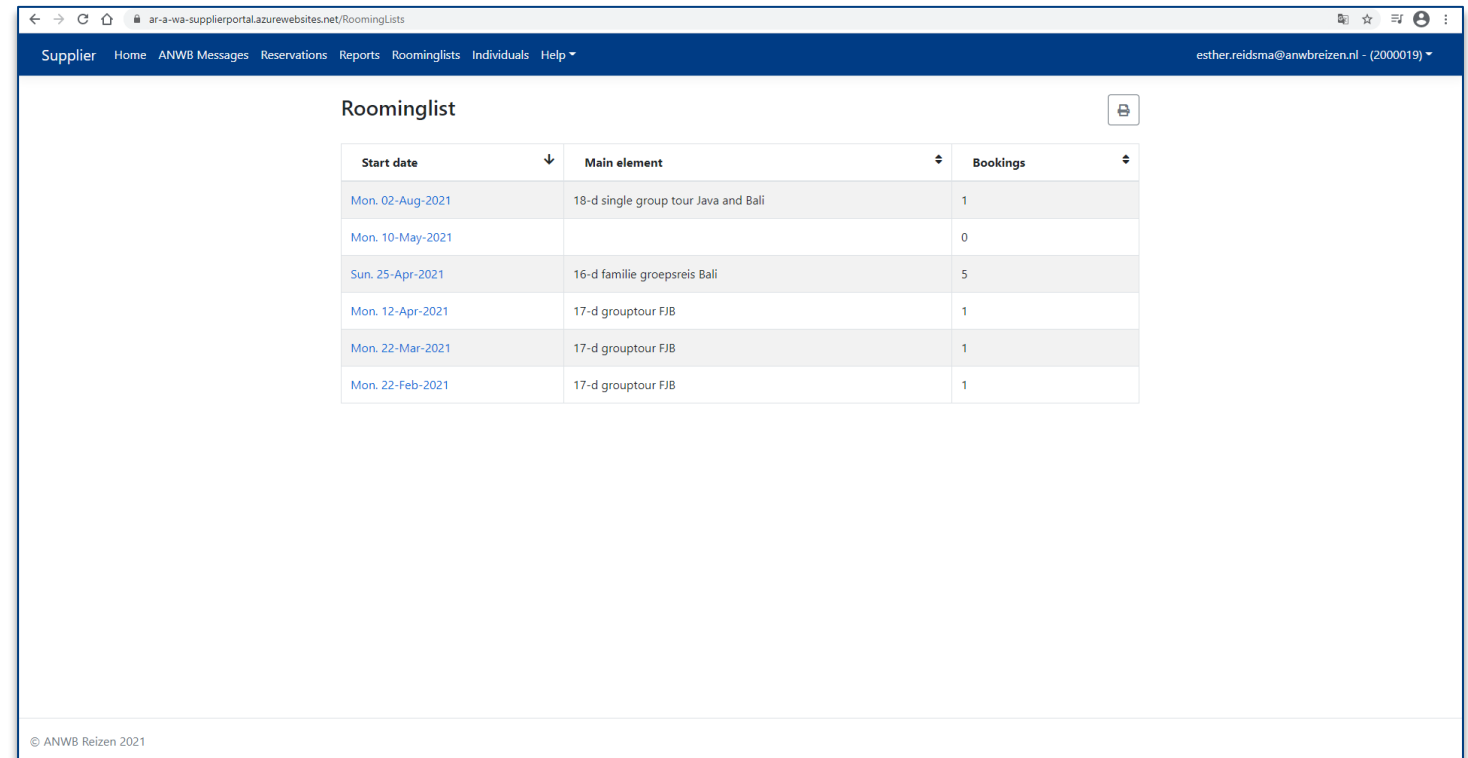


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Supplier Home ANWB Messages Reservations Reports **Roominglists** Individuals Help ▾

Using this tab, you can consult the 'Rooming list' when it is activated. Normally, the list is made available to view one month before the departure date. The list can be arranged by departure date.

=> For a Roominglist example, see the next page



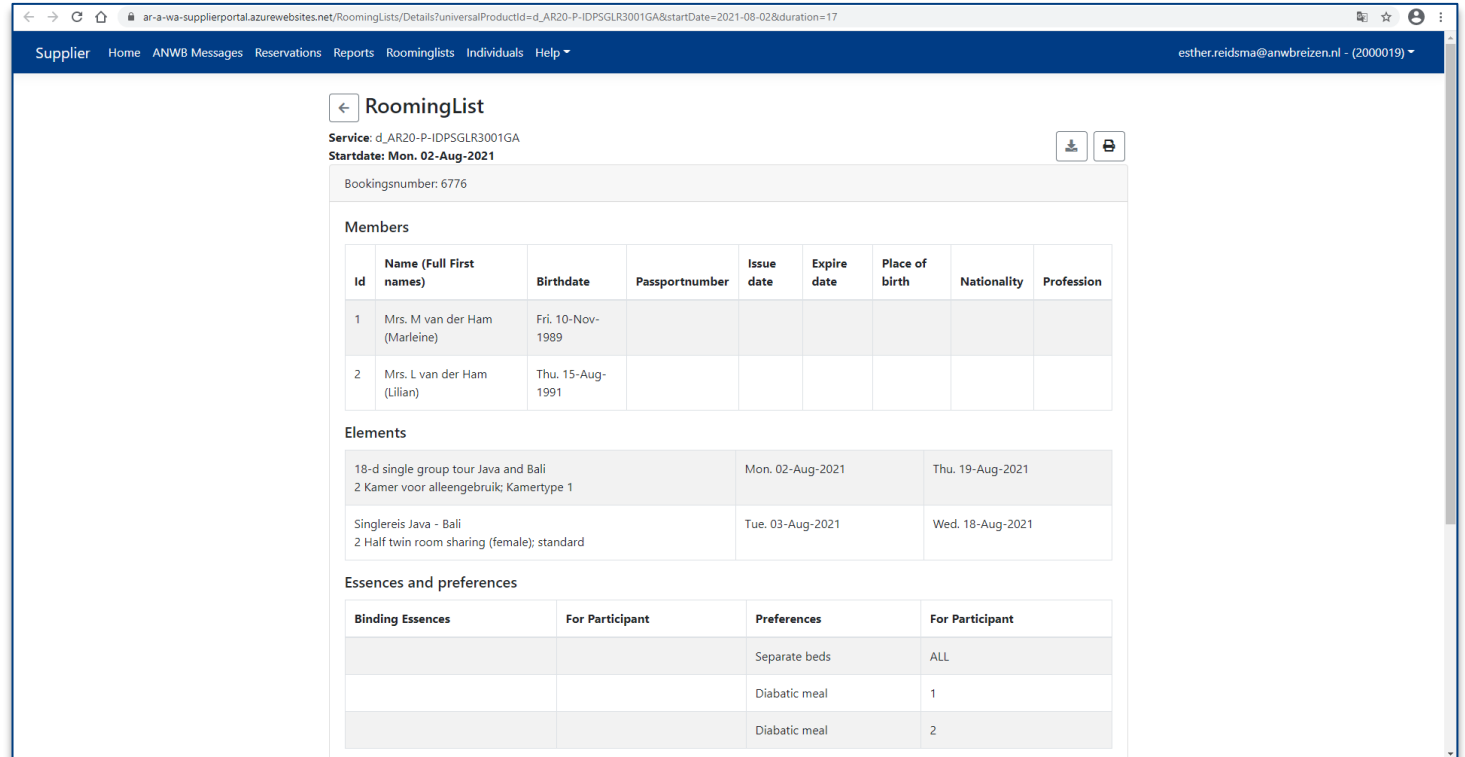
Start date	Main element	Bookings
Mon. 02-Aug-2021	18-d single group tour Java and Bali	1
Mon. 10-May-2021		0
Sun. 25-Apr-2021	16-d familie groepsreis Bali	5
Mon. 12-Apr-2021	17-d grouptour FJB	1
Mon. 22-Mar-2021	17-d grouptour FJB	1
Mon. 22-Feb-2021	17-d grouptour FJB	1

## Example of Roominglist

The 'Roominglist' shows an overview of all bookings within a group tour on a certain departure date.

This overview shows the booked elements and extras. It also indicates the essential and desired preferences of the customer in question.

At the bottom of the overview of the Rooming List is the total number of people per booking and the number of people per room type.



The screenshot shows a web application interface for a 'RoomingList'. The browser address bar displays a URL from 'ar-a-wa-supplierportal.azurewebsites.net'. The application has a dark blue header with navigation links: 'Supplier', 'Home', 'ANWB Messages', 'Reservations', 'Reports', 'Roominglists', 'Individuals', and 'Help'. The user is logged in as 'esther.reidsma@anwbreizen.nl - (2000019)'. The main content area is titled 'RoomingList' and includes a back arrow icon. Below the title, it shows 'Service: d\_AR20-P-IDPSGLR3001GA' and 'Startdate: Mon. 02-Aug-2021'. There are download and print icons. The 'Bookingsnumber' is 6776. The 'Members' section contains a table with 9 columns: Id, Name (Full First names), Birthdate, Passportnumber, Issue date, Expire date, Place of birth, Nationality, and Profession. It lists two members: Mrs. M van der Ham (Marleine) and Mrs. L van der Ham (Lilian). The 'Elements' section shows two rows of booking details, including tour names like '18-d single group tour Java and Bali' and 'Singlereis Java - Bali', along with dates and room types. The 'Essences and preferences' section at the bottom has a table with 4 columns: Binding Essences, For Participant, Preferences, and For Participant. It lists preferences such as 'Separate beds', 'Diabatic meal', and 'ALL'.

RoomingList								
Service: d_AR20-P-IDPSGLR3001GA								
Startdate: Mon. 02-Aug-2021								
Bookingsnumber: 6776								
Members								
Id	Name (Full First names)	Birthdate	Passportnumber	Issue date	Expire date	Place of birth	Nationality	Profession
1	Mrs. M van der Ham (Marleine)	Fri. 10-Nov-1989						
2	Mrs. L van der Ham (Lilian)	Thu. 15-Aug-1991						

Elements			
18-d single group tour Java and Bali 2 Kamer voor alleengebruik; Kamertype 1	Mon. 02-Aug-2021	Thu. 19-Aug-2021	
Singlereis Java - Bali 2 Half twin room sharing (female); standard	Tue. 03-Aug-2021	Wed. 18-Aug-2021	

Essences and preferences			
Binding Essences	For Participant	Preferences	For Participant
		Separate beds	ALL
		Diabatic meal	1
		Diabatic meal	2

## Individuals (overview of individual bookings)

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Supplier Home ANWB Messages Reservations Reports Roominglists **Individuals** Help ▾

You can use this tab to search for multiple bookings at the same time. You can search by a booking number by entering the booking number in an individual booking.

You can tick one or more items you wish to select. Choose from the following:

- - confirmed/definitive reservations,
- - requests and
- - cancellations.

By entering the box featuring the date, you can display the period. Afterwards, you can then click on 'Filter'.

### Individuals

Filter

#### Type

- ☒ Show confirmed reservations
- ☒ Show definitive reservations
- ☐ Show requests
- ☐ Show cancellations

#### Status

- ☒ Hide past arrivals
- ☐ Hide with supplier reference

Filter

Reset

#### Booking date

📅

until

📅

#### Arrival date

📅

until

📅

#### Party name

#### Supplier reference

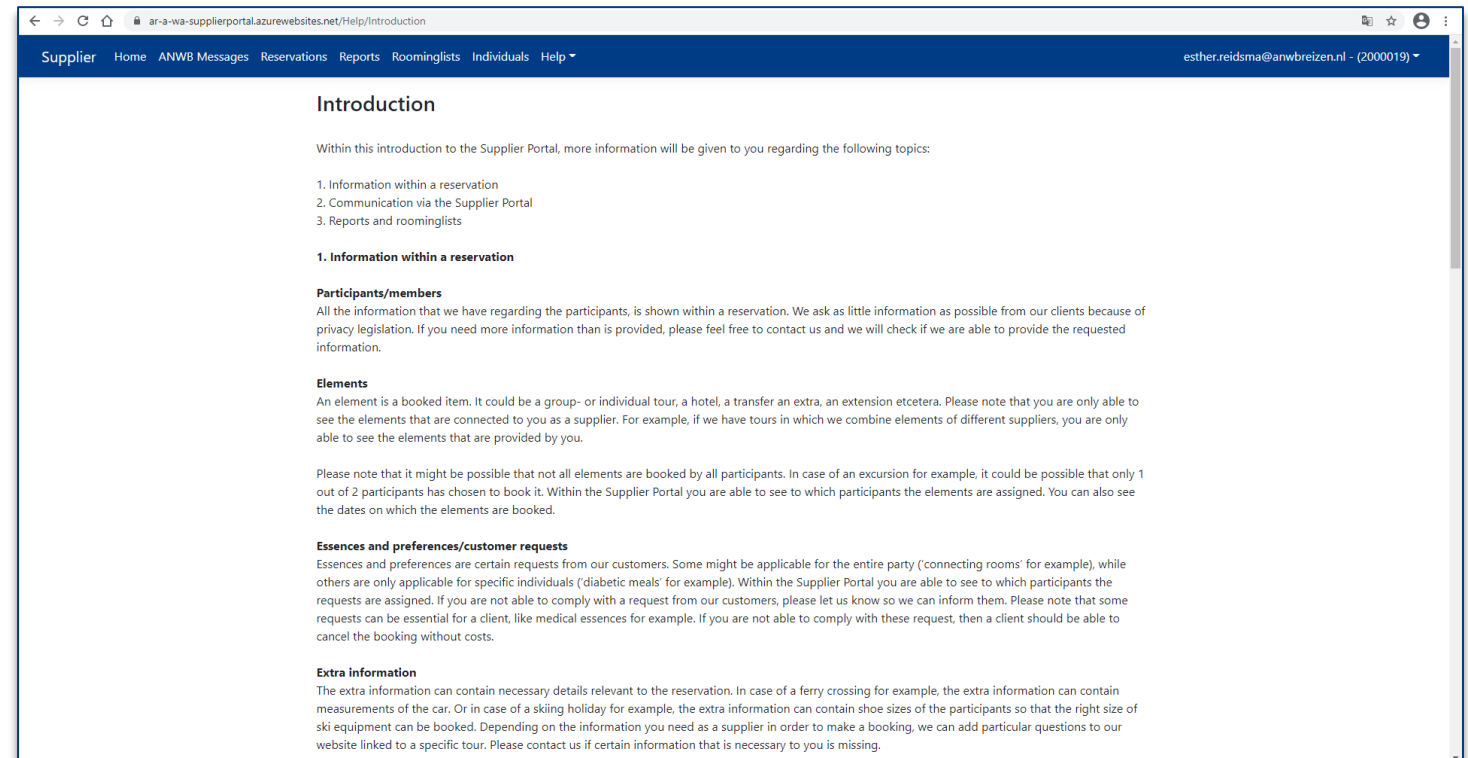
# Help text introduction

← → ↻ 🏠 🔒 supplier.anwbreizen.nl

Supplier Home ANWB Messages Reservations Reports Roominglists Individuals Help ▾

This tab provides all the necessary practical information about the use of the Supplier Portal on three matters

1. Information within a reservation
2. Communication via the supplier portal
3. Reports and rooming lists





## Good to know...

At the moment, we are still in a transitional period; the reservations made so far have been sent to you via our 'old' supplier portal (Lanterna or Extranet) or on mutation lists.

The communication regarding new reservations for the tour(s) that are on our new ANWB website will be sent to you via this new Supplier Portal.

It is therefore very important that during this transition time (i.e. until the last reservation made on our 'old' website arrives at your accommodation and/or until all tours you offer through us are published on our new website), you continue to monitor both the old and the new supplier portal.

If there are any changes in an 'old' reservation, then this will be changed in the 'old' supplier portal or you will receive an amended mutation list.

But to reiterate, all communication concerning new reservations, made via our new ANWB website, will be uploaded to this new Supplier Portal.



# Any other questions?

## Missing information

If your questions are not answered in these help topics or the introduction, please feel free to contact us. If we receive similar questions from different suppliers, we will upload them to the Help page.

## Do you have any other questions about the operation of the Supplier Portal?

If so, please send an e-mail to:  
[supplierportal@anwbreizen.nl](mailto:supplierportal@anwbreizen.nl)

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