

An aerial photograph of Heathrow Airport at dusk. The terminal buildings are illuminated from within, and the tarmac is lit by ground lights. Several aircraft are visible, including a large white jet on the right. The sky is a mix of orange and blue.

How to Guide Complete Supplier Registration information using Theo (Oracle Fusion) Link

Heathrow

Introduction

- Theo is the Heathrow internal name for our Oracle Fusion platform
- All Supplier registration details are to be performed on Theo
- This pack describes how to complete the supplier information on the Supplier Portal



Supplier Details – Landing Page

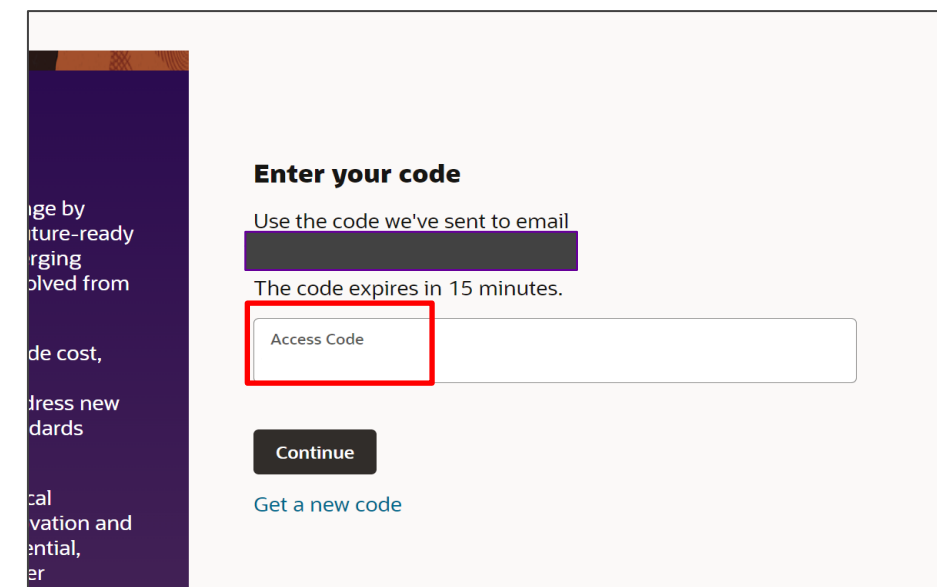
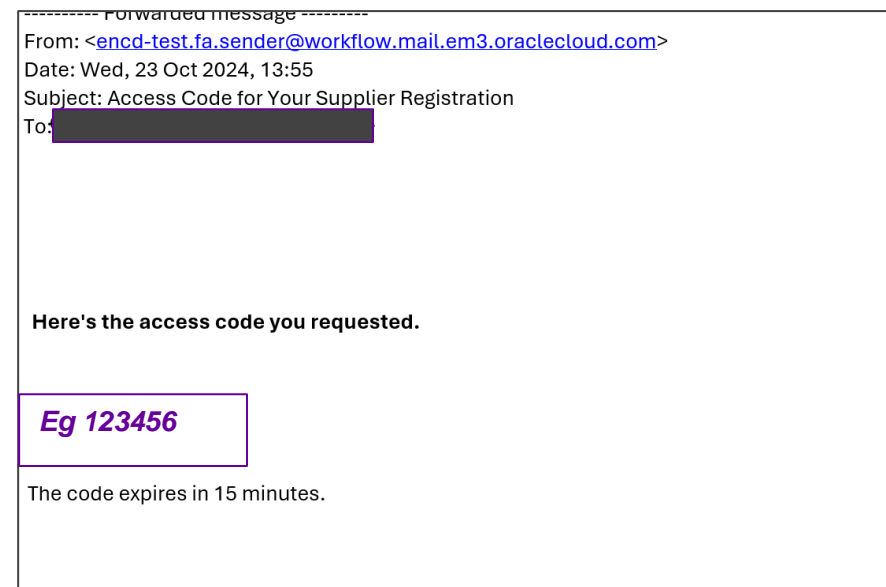
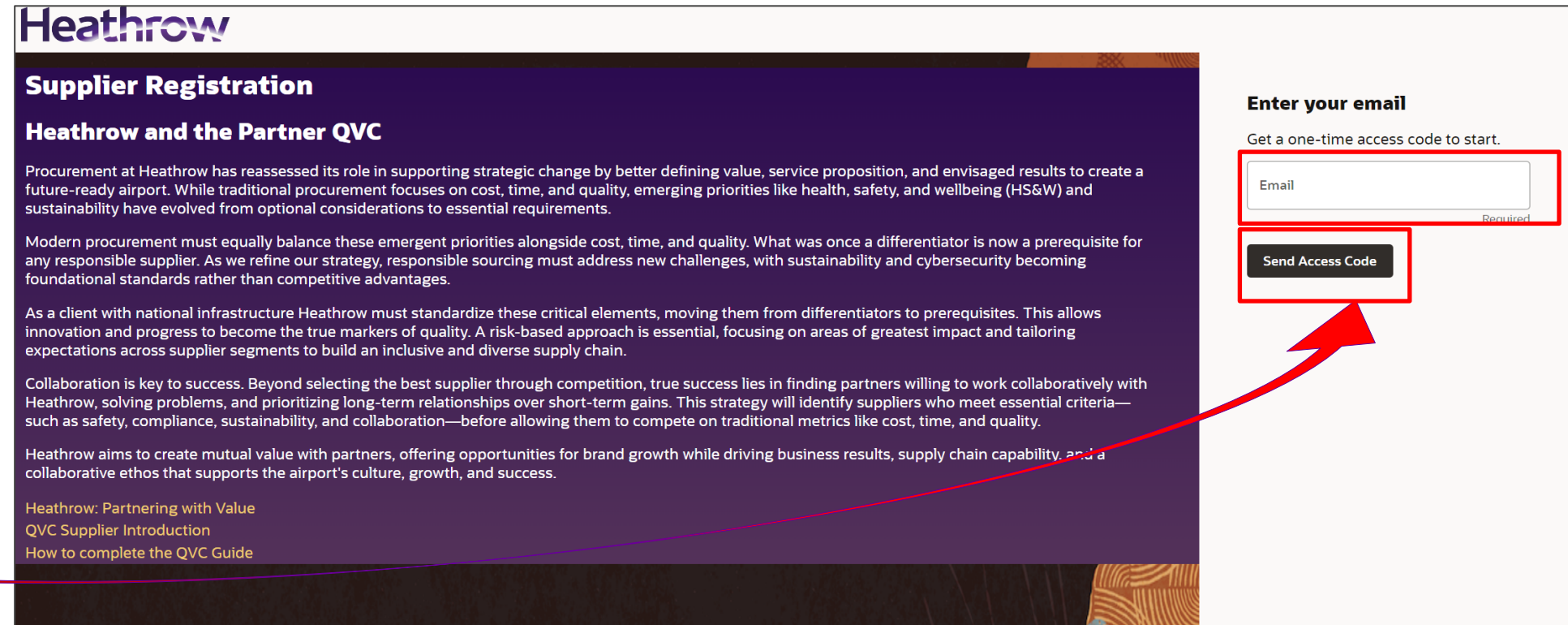
You will receive a link to use to log into the Registration form

When you first click on the link you will see a screen link this

Enter your Email Address in the box marked **Email**
Then Click on **Send Access Code**

An Email will be automatically sent from email address *encd-test.fa.sender@workflow.mail.em3.oraclecloud.com* to the email address you provided with an Access Code

Enter the access code provided via this email to the box **Access Code**
Then Click **Continue**



Supplier Details – Company Details

You will then see this a screen like this

Fill in the various sections

- Company (your organisation's legal name)
- Country,
- Organization type and
- Supplier type.
- Add any notes you may want to complete that an Approver in Heathrow may want to know
- At this stage there is no need to add any attachments so please skip this step.
- Then click on **Continue** once information is populated

Supplier Registration

Company Details

Company: Joe LTD

Country: United Kingdom

Organization Type: Corporation

Supplier Type: Supplier

Note to Approver: any notes can go here

Attach tax, insurance, and other relevant documents

Drag and Drop
Select or drop files here.

URL: Add URL

No items to display.

Cancel Save **Continue**

1 | 5

Company Details

Contacts

Addresses

Products and Services

Questionnaire

For "Supplier Type" choose the correct type for you as a supplier. Most suppliers will be 'Supplier' but choose the appropriate one for your organisation.

For "Organisation type" choose the correct type for you as a supplier. Most suppliers will be 'Corporation' but if you are a CIS company then choose 'CIS supplier'. Or choose the appropriate one for your organisation

Supplier Details – Contacts

Enter in the Required Information;

- First Name
- Last Name
- Job Title
- *The email address will automatically populate from the email address you input at the very beginning*
- Add in Telephone numbers
- Ensure for the first Contact you choose 'Yes' for the administrative contact.
- Ensure you choose 'Yes' for a User account (this will allow you to receive information through the portal)
- Click on **Save**
- If you want to add a new user contact click on **Add Another Contact** and complete the appropriate information
- Once complete then Click **Continue**

Supplier Registration

Contacts

Contact 1
Enter contact details. Registration communications will be sent to this contact.

<input type="text" value="First Name"/> <small>Required</small>	<input type="text" value="Last Name"/> <small>Required</small>	<input type="text" value="Email"/>
<input type="text" value="Job Title"/> <small>Required</small>	<input type="text" value="Country GB"/>	<input type="text" value="Mobile +44"/>
<input type="text" value="Country GB"/>	<input type="text" value="Phone +44"/>	<input type="text" value="Ext"/>

Is this an administrative contact?
Administrative contact will receive general communications from us. Yes No

Does this contact need a user account?
User accounts will provide online access to supplier transactions and self-service tasks. Yes No

[+ Add Another Contact](#)

Updated just now

[Cancel](#) [Save](#) Continue

2 | 5

- Company Details
- Contacts
- Addresses
- Products and Services
- Questionnaire

Supplier Details – Addresses

- Enter your address information.
- Our suggestion is to put in **Post code** first which will pre-populate some of the address. *(please make sure that you click on the correct post code and double check that the post code is correct before proceeding)*
- If applicable Add any phone numbers and other email addresses of the organisation
- Tick the box next to contact if associated with the Address.
- If you would like to add any other addresses, click on **Add Another Address** and repeat the process
- Once you are complete click **Continue**

Supplier Registration

Addresses

Address 1

Address Name
LONDON

What's this address used for? Select at least 1

Receive Purchase Orders Receive Invoices

Country/Region
United Kingdom

Address Line 1
Compass Centre

Address Line 2
Middlesex

City or Town
Hounslow

County
Middlesex

Postcode
TW6 2GW

Email

Country
GB

Phone
+44

Country
GB

Fax
+44

Last updated 17 minutes ago

Cancel Save

TW3 1AA
Hounslow, Middlesex

TW3 1AE
Hounslow, Middlesex

TW3 1AG
Hounslow, Middlesex

TW3 1AH
Hounslow, Middlesex

TW3 1AJ
Hounslow, Middlesex

TW3 1AL
Hounslow, Middlesex

3 | 5

Comp

Conta

Addre

Produ

Quest

Start entering the Postcode. The combinations will start appearing. Keep entering the Postcode until the relevant one appears, then select. Other parts of the address will then pre-populate so please edit as necessary

Which contacts are associated to this address?

Jerry King
CFO

Add Another Address

Last updated 28 minutes ago

Cancel Save **Continue**

Addresses

Products and S

Questionnaire

Supplier Details – Products and Services

- To ensure that we manage your organisation in the correct category, we need you to choose what type of products or services you will be providing. Your Heathrow contact or buyer would be able to guide you as to the correct category to choose. *(if you have no such guidance, please save your registration progress and reach out to your Heathrow contact for further guidance)*
- Either choose the **high level category, or**
- Choose a **sub category** by clicking on the small triangle next to a High level category which will then show more categories to choose from (more than one category can be selected but please make sure to choose the categories which are appropriate to the service or products you provide)
- Click **Continue**

Supplier Registration

Products and Services

Enter at least one products and services category.

1 selected View Selected Clear Selected

	Category	Description
<input type="checkbox"/>	▶ Asset Maintenance and Service	Asset Maintenance and Service
<input type="checkbox"/>	▶ Asset Professional Services	Asset Professional Services
<input checked="" type="checkbox"/>	▶ Business Professional Services	Business Professional Services
<input type="checkbox"/>	▶ Capital Assets	Capital Assets
<input type="checkbox"/>	▶ Car Parking and Transportation	Car Parking and Transportation
<input type="checkbox"/>	▶ Construction	Construction
<input type="checkbox"/>	▶ HR Services	HR Services
<input type="checkbox"/>	▶ IT and Telecoms	IT and Telecoms

Last updated 30 minutes ago

Cancel Save Continue

4 | 5

- Company Details
- Contacts
- Addresses
- Products and Services
- Questionnaire

Supplier Details – Questionnaire

- Your Procurement Contact will advise the appropriate questionnaire to be completed.
- Select the Question Set you have been guided to answer
- Answer all questions.
- Add any required attachments
- Once Complete, Click **Save**
- If you wish you can go back over the registration by clicking on any of the sections
- Once you are okay with the registration click **Submit**

An aerial photograph of Heathrow Airport at dusk. The main terminal building is illuminated from within, and its lights reflect on the glass facade. The tarmac is filled with aircraft, ground support equipment, and service vehicles. A semi-transparent dark rectangular box is overlaid in the center of the image, containing the text "If Registration is Approved" in white. The sky is a mix of orange, pink, and blue, indicating the time is either dawn or dusk. The overall scene is a busy airport environment.

If Registration is Approved




Heathrow

Supplier Details - Approval

Once your request has been approved, an email will be sent advising this.


- Again, the email will come from
- encd-test.fa.sender@workflow.mail.em3.oraclecloud.com


Supplier Registration Request 1054006 Was Approved

 encd-dev5.fa.sender@workflow.mail.em3.oraclecloud.com
To  contact.one@heathrow.com;  David Ojo

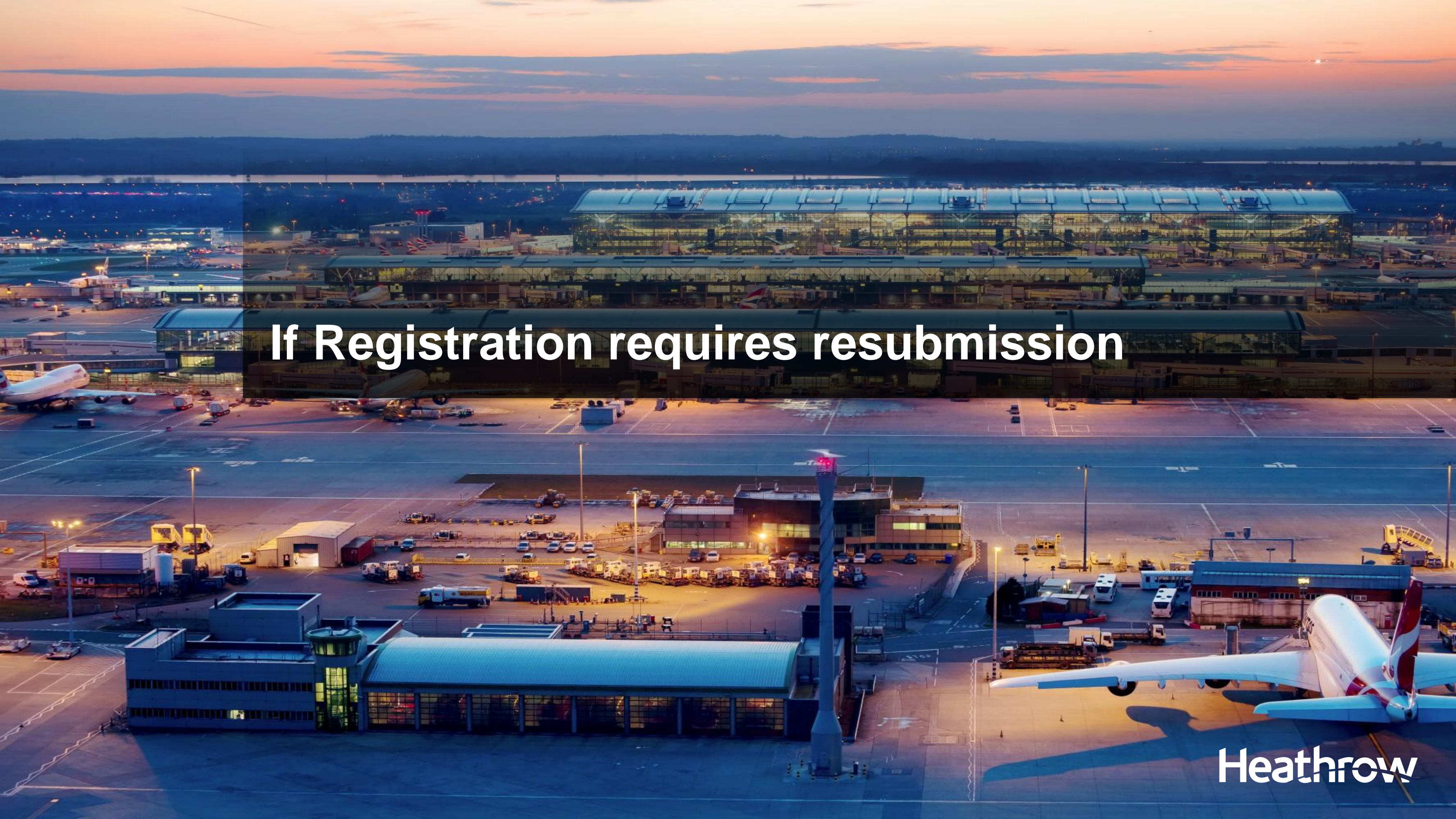
Caution: external email. Unless you recognise the sender and know the content is safe, do not click links or open attachments.

FGP TopCo Ltd (Heathrow Airport Limited)
Your Supplier Registration Request was Approved

Request Number	1054006
Request Date	18 November 2024
Requested By	
Company	Joe LTD

 User account information will be sent in a separate email.

Further information will be provided about how to log onto the platform with further guides about how to use the portal This will be highlighted in a separate guide

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If Registration requires resubmission

Heathrow

Supplier Details – Request to Resubmit

On Occasions, the Procurement Contact may need further information

- An Email Notification will be sent providing a reason for re-submission. Again, the email will come from
- *encd-test.fa.sender@workflow.mail.em3.oraclecloud.com*
- Click on the link **Update your Supplier Registration Request**



encd-dev5.fa.sender@workflow.mail.em3.oraclecloud.com

To [Redacted]

Reply Reply All Forward

Caution: external email. Unless you recognise the sender and know the content is safe, do not click links or open attachments.

FGP TopCo Ltd (Heathrow Airport Limited)

Your supplier registration request requires additional information. Resubmit your registration request using the link provided.

Reason please resubmit your request with the correct information

Request Number 1054007

Request Date 19 November 2024

Requested By [Redacted]

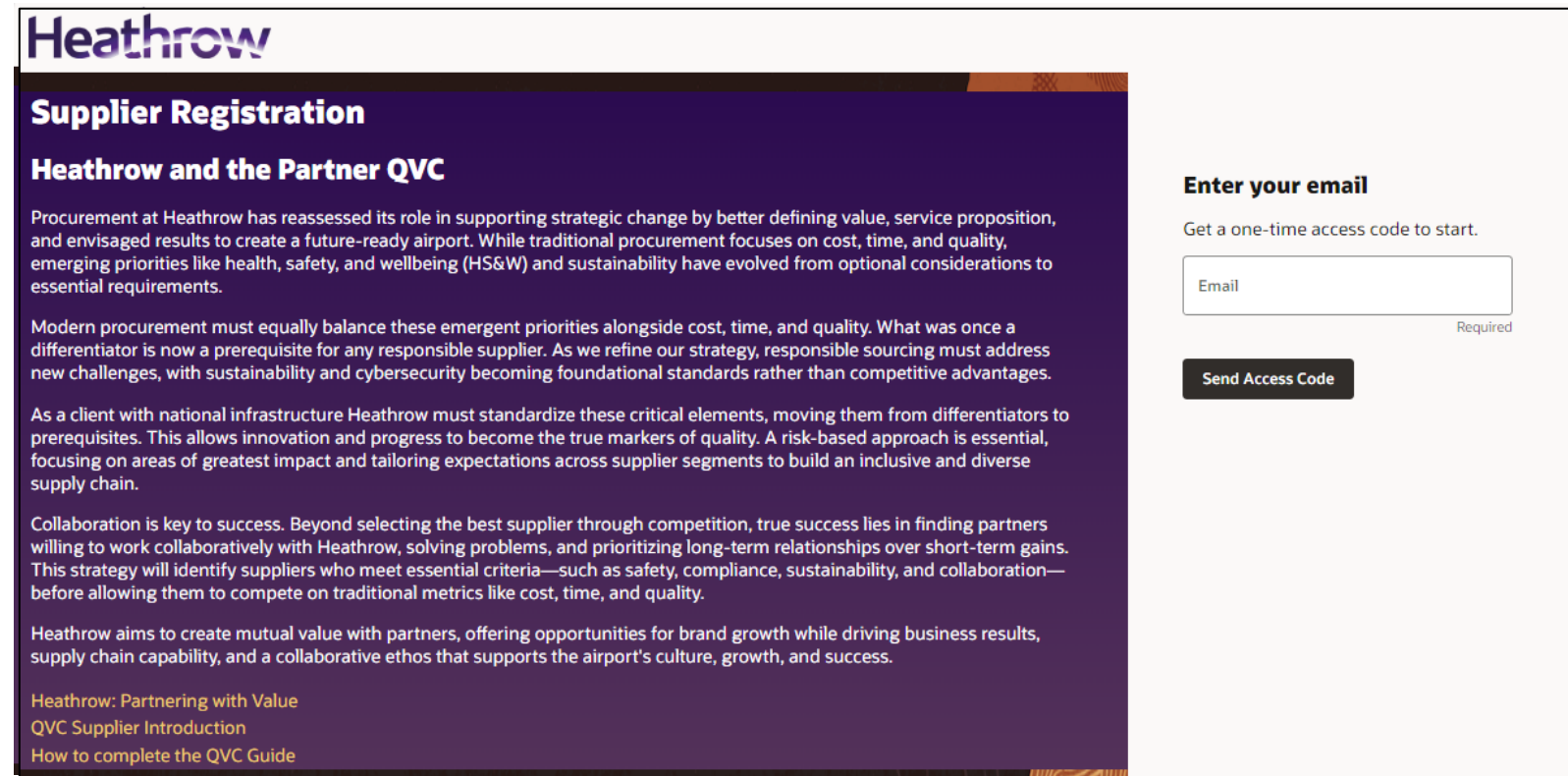
Company Donald Duck Ltd

Recommended Action

[Update your supplier registration request.](#)

Supplier Details – Request to Resubmit Cont.

- You will be taken to the initial registration site again.
- Input your email address you used for the original application
- Repeat the original process of clicking on **Send Access Code**
- Enter the access code you will be sent by email.
- Then go through the details you have already provided, and update based on the information requested by our Procurement Contact.
- Once completed your update click on Submit after the Questionnaire page of the registration



Heathrow

Supplier Registration

Heathrow and the Partner QVC

Procurement at Heathrow has reassessed its role in supporting strategic change by better defining value, service proposition, and envisaged results to create a future-ready airport. While traditional procurement focuses on cost, time, and quality, emerging priorities like health, safety, and wellbeing (HS&W) and sustainability have evolved from optional considerations to essential requirements.

Modern procurement must equally balance these emergent priorities alongside cost, time, and quality. What was once a differentiator is now a prerequisite for any responsible supplier. As we refine our strategy, responsible sourcing must address new challenges, with sustainability and cybersecurity becoming foundational standards rather than competitive advantages.

As a client with national infrastructure Heathrow must standardize these critical elements, moving them from differentiators to prerequisites. This allows innovation and progress to become the true markers of quality. A risk-based approach is essential, focusing on areas of greatest impact and tailoring expectations across supplier segments to build an inclusive and diverse supply chain.

Collaboration is key to success. Beyond selecting the best supplier through competition, true success lies in finding partners willing to work collaboratively with Heathrow, solving problems, and prioritizing long-term relationships over short-term gains. This strategy will identify suppliers who meet essential criteria—such as safety, compliance, sustainability, and collaboration—before allowing them to compete on traditional metrics like cost, time, and quality.

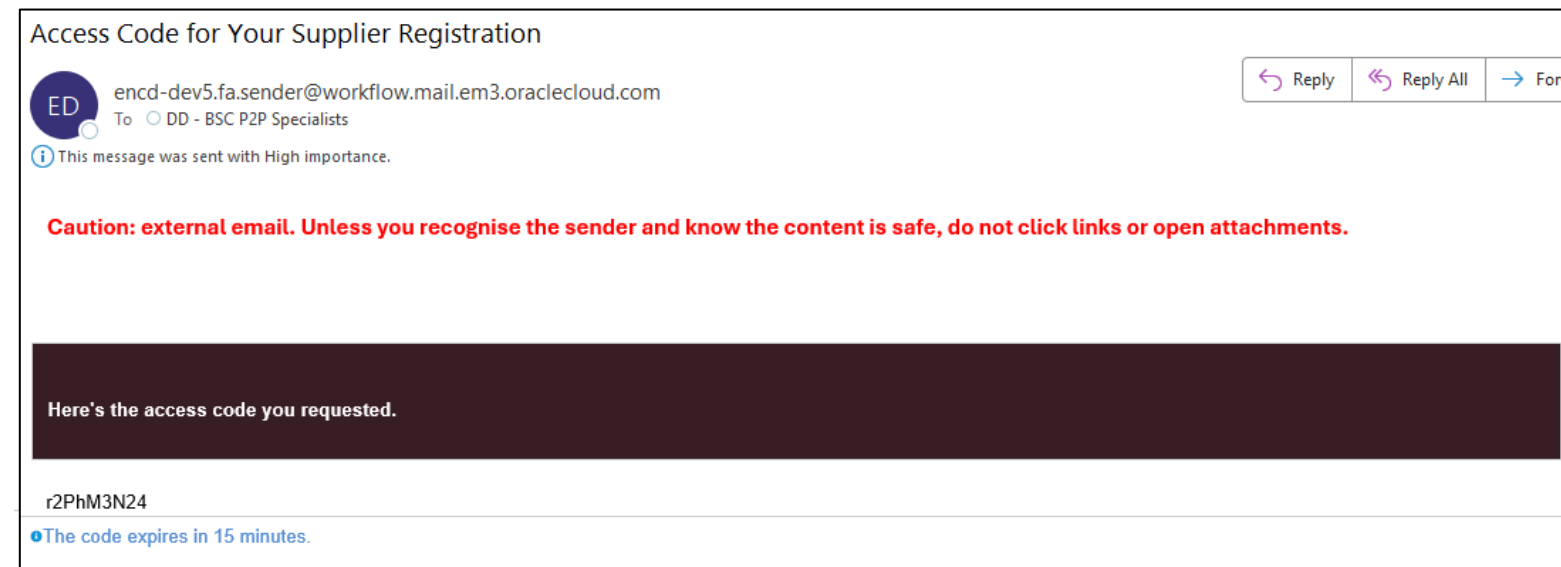
Heathrow aims to create mutual value with partners, offering opportunities for brand growth while driving business results, supply chain capability, and a collaborative ethos that supports the airport's culture, growth, and success.

[Heathrow: Partnering with Value](#)
[QVC Supplier Introduction](#)
[How to complete the QVC Guide](#)

Enter your email
 Get a one-time access code to start.

Email Required

Send Access Code



Access Code for Your Supplier Registration

ED encd-dev5.fa.sender@workflow.mail.em3.oraclecloud.com
 To DD - BSC P2P Specialists

This message was sent with High importance.

Caution: external email. Unless you recognise the sender and know the content is safe, do not click links or open attachments.

Here's the access code you requested.

r2PhM3N24

The code expires in 15 minutes.

Supplier Details – Request to Resubmit Cont.

- Then go through the details you have already provided, and update based on the information requested by our Procurement Contact.
- Once completed your update click on Submit after the Questionnaire page of the registration

The screenshot shows a web form titled "Supplier Registration" with a sub-section "Company Details". The form includes the following fields and elements:

- Company:** Text input field containing "Donald Duck Ltd".
- Country:** Dropdown menu with "United Kingdom" selected.
- Organization Type:** Dropdown menu with "Corporation" selected.
- Supplier Type:** Dropdown menu with "Supplier" selected.
- Note to Approver:** Text area containing "Note to approver".
- Attachments:** A section titled "Attach tax, insurance, and other relevant documents" containing a "Drag and Drop" area with the text "Select or drop files here.", a "URL" input field, and an "Add URL" button. Below this, it says "No items to display."
- Navigation:** At the bottom right, there are "Cancel", "Save", and "Continue" buttons.
- Side Panel:** On the right side, there is a dark sidebar with a breadcrumb "1 | 5" at the top and a list of menu items: "Company Details", "Contacts", "Addresses", "Products and Services", and "Questionnaire".

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If Registration is rejected

Heathrow

Supplier Details – Rejection

- If your registration has been rejected you will receive an email with the Rejected Reason and the Rejected Comments
- If you need further information on this then please contact the contact that you originally dealt with.

Supplier Registration Request 1054007 Was Rejected


encl-dev5.fa.sender@workflow.mail.em3.oraclecloud.com
 To [REDACTED]

↩ Reply ↩ Reply All → Forward

Tue 19

Caution: external email. Unless you recognise the sender and know the content is safe, do not click links or open attachments.

FGP TopCo Ltd (Heathrow Airport Limited)
 Your Supplier Registration Request was Rejected

Request Number	1054007
Request Date	19 November 2024
Requested By	[REDACTED]
Company	Donald Duck Ltd
Reject Reason	Criteria not met
Reject Comments	rejected