

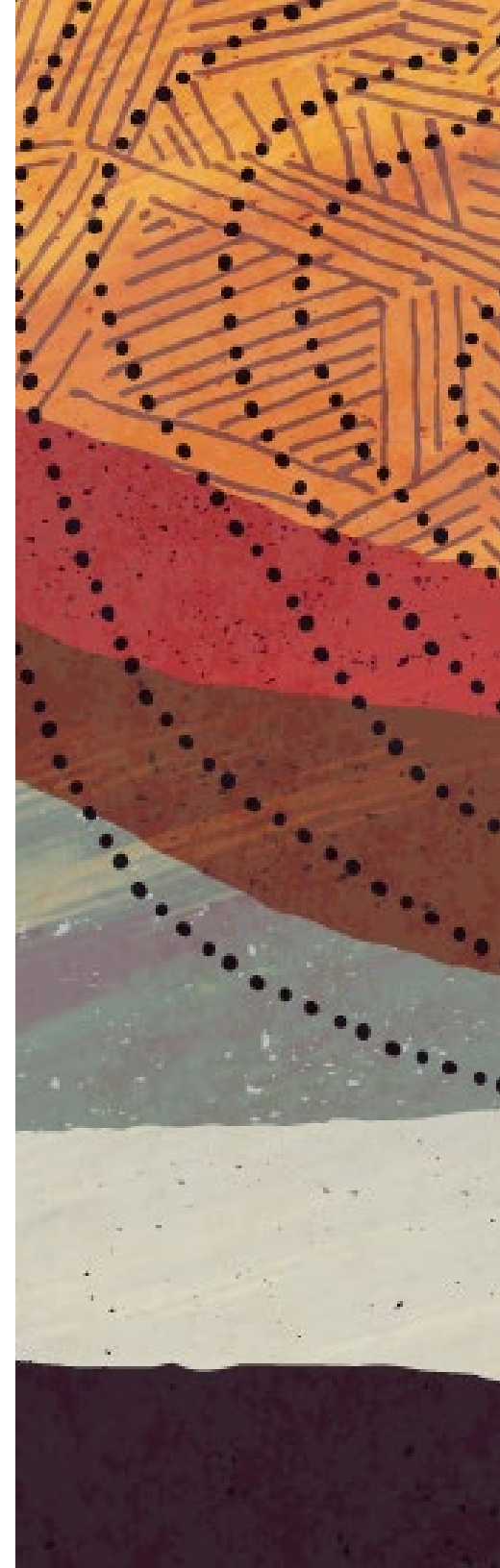
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# Retail Reference Library

**HARNESSING THE POWER OF ORACLE RETAIL:  
FOR RETAILERS, BY RETAILERS**



## HARNESS THE POWER OF THE ORACLE RETAIL ECOSYSTEM





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# RETAIL REFERENCE LIBRARY

HARNESSING THE POWER OF ORACLE RETAIL:  
FOR RETAILERS, BY RETAILERS

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The Oracle Retail Reference Library is a collection of detailed implementation information for our partners and customers including business process models, architectural diagrams, and more. Oracle Retail Reference Library contains deep retail intellectual property that we are sharing in order to help our customers accelerate their implementations and derive maximum value from our software. Not only do our customers get software from us, but also a wealth of information to help accelerate their implementations.

## The Business Value of the Oracle Retail Reference Library

- Accelerate implementations
- Derive maximum value from our software and development investment.
- Help IT and business users better collaborate.
- Invest in your future with best of breed solutions at an enterprise scale.

# INTRODUCTION

## KEY FEATURES

The Retail Reference Library (RRL) is composed of process models, architecture models, and retail term definitions. It was created to impart valuable information to Oracle Retail's customers and partners in an effort to maximize the value derived from our software and accelerates implementations. Many retailers have already benefited from this approach. The RRL is available at no cost to Oracle Retail customers. The three components of the RRL are described further below.

The RRL is meant as a starting point that retailers customize to reflect their particular business. The RRM process models are published in Visio and HTML; HTML for easy navigation and presentation during discussions and Visio for easy editing. These models assist with IT and business collaboration and help accelerate implementations.

Captures and articulates retail business processes using standard business process modeling notation (BPMN)



Records a typical retail architecture using multiple perspectives



Explains standard definitions for terms, metrics, and measures



Applies to both business and technical resources and situations



**Enterprise level context models and end-to-end business processes answer the “big picture” questions of how systems and business units fit together to provide business solutions, for executives and architects.**



# RETAIL REFERENCE MODEL (RRM)

The Retail Reference Model (RRM) is a comprehensive collection of over 800 established, industry leading business processes which guide retailers and implementers on the use of Oracle applications. The RRM is based on the input and experience that Oracle Retail and their partners have gained in working with a broad range of retail customers. The processes align with Oracle applications, leverage industry standards, and help business units communicate with IT.

## How It Works

They start with high level representations that dive into more detail at lower levels. The models are built and maintained in Microsoft Visio but can be imported to other modeling tools that can read a Visio file format. To achieve greater business value, the Retail Reference business processes support an implementation of merchandising, stores, planning, and supply chain products, and act as a guide for both the business and implementation teams. The designs are created for a generic retailer, but with inherent considerations for Hardlines, Fashion, Grocery, and Telecommunications.



[Hardlines](#)



[Fashion](#)



[Grocery](#)



[Telecommunications](#)

## How To Access

The RRM content is complimentary to customers who have licensed any Oracle Retail application. Ongoing updates and additions based on feedback, recent Oracle Retail releases, and new applications, ensure that the retailer always has updated, comprehensive, field proven processes for retail operations. The process models are designed to provide a baseline set of processes to customize and are written for a business process audience. The RRM is a component of the RRL which is downloadable from My Oracle Support (<https://support.oracle.com>).

NAME	DESCRIPTION	TARGET AUDIENCE
Retail Industry Model (Level 0)	A collection of functional areas to describe the retail enterprise as a whole, using Value Added Chain notation arranged according to Plan and Market, Make, Buy, Move and Fulfill, Sell and Service, and Enterprise Operations	Executives
Business Process Area Models (Level 1)	Conceptual representation of one major business process area, using adaptation of Event-driven Process Chain notation. May be connected in a start-to-finish flow, organized as unconnected process areas, or any appropriate combination thereof.	Executives Directors Senior Managers
Organizational Business Process Flows (Level 2)	Representation of logical part of a start-to-finish business process, using adaptation of Event-driven Process Chain notation.	Executives Directors Senior Managers
Business/ Systems Process Flows (Level 3)	Represent the activities and tasks that are executed by users and system to complete the process. Uses adaptation of Business Process Modeling Notation symbols.	Implementers Team Leads User

# THE RETAIL REFERENCE LIBRARY COVERS THE FOLLOWING ORACLE RETAIL SOLUTIONS:



## **MERCHANDISE PLANNING AND OPTIMIZATION**

- Assortment & Item Planning FSL
- Assortment & Item Planning for GHF
- Merchandise Financial Planning

## **MERCHANDISE OPERATIONS MANAGEMENT**

- Allocation
- Retail Invoice Match
- Retail Merchandising Foundation
- Retail Pricing
- Retail Sales Audit
- Retail Trade Management
- Financial Integration\*

## **SUPPLY CHAIN**

- Brand Compliance Management
- Retail Demand Forecasting
- Warehouse Management\*

## **OMNICHANNEL**

- Customer Engagement
- Order Broker
- Order Management System

## **STORE OPERATIONS**

- Store Inventory Operations
- XstoreOffice Cloud Services
- Xstore Suite

## **SCIENCE AND ANALYTICS**

- Inventory Optimization
- Offer Optimization
- Retail Insights Suite
- Retail Science Platform

## **RETAIL TECHNOLOGY GROUP**

- Retail Integration Cloud Service

\*The Retail Reference Library covers Oracle Retail Specific Applications.



# RETAIL REFERENCE ARCHITECTURE



The Retail Reference Architecture (RRA) is a collection of artifacts that describe the different views of Oracle Retail's solution offerings. Those implementing Oracle Retail's products will find the RRA a useful starting point in understanding how enterprise systems fit together. It is meant to convey information to a broad audience, from C-level executives to development staff. The ability to have context around a particular component in a system and where the system plays a part are essential in understanding the impacts a customization may make, and what is required for successful deployment.

The RRA targets retail IT groups and implementation partners working on Oracle Retail implementations. They are technical documents that can be combined with the business processes defined in the Oracle Retail Reference Model.

## Reference Architecture Model includes

- Retail Solution Suite Overview
- Integration Perspectives by Function
- Integration Perspectives by Solution Domain



**Four Audiences for the Retail Reference Architecture:**

NAME	DESCRIPTION	TARGET AUDIENCE
Retail Solution Suite Overview	A high-level context view depicting the Oracle Retail product domains, and the high-level relationships and dependencies between these product domains.	<ul style="list-style-type: none"><li>• Enterprise Architects</li><li>• System Integrators</li></ul>
Integration by Function	Narratives and functional models designed to show integrations involved in executing common retail business functions.	<ul style="list-style-type: none"><li>• Enterprise Architects</li><li>• Application Architects</li><li>• Integration Architects</li><li>• System Integrators</li></ul>
Integration by Solution Domain	Diagrams showing the key integration points between Oracle Retail solution areas, including other Oracle or 3rd Party solutions, as appropriate.	<ul style="list-style-type: none"><li>• Enterprise Architects</li><li>• Application Architects</li><li>• Integration Architects</li><li>• System Integrators</li></ul>

# RETAIL SEMANTIC GLOSSARY

The Retail Semantic Glossary (RSG) facilitates a single source for defining terms, metrics, and measures used by retailers. Users can search over 1,100 terms in order to understand their definition, calculation, synonyms, and context thus helping to align departments and provide consistency. Provided in HTML and Excel so retailers can quickly access content, easily update per release, and customize based on retailer specific requirements.

Oracle Retail

**Oracle Retail Reference Glossary - HTML**  
Part Number: F45450-01

**2021 Release 1** [Download Excel File](#)

Short Name	Long Name	Term Name	Definition	Alias	Source
80/20 Rule	80/20 Rule	Retail Business Term	A phrase or rule of thumb used by retailers that typically 20 percent of SKUs typically perform 80 percent of the volume.	-	Category Management
A/R Types	Accounts Receivable Types	Retail Business Term	A/R Types are codes that identify various Accounts Receivable (A/R) transactions.	A/R	Order Management System Cloud Service
Account Number	Account Number	Retail Business Term	The number that identifies your holdings at a bank.	-	Retail Merchandising System
Account Segment	Account Segment	Retail Business Term	Account Segments are parts of the G/L Account Number. They are assigned in the Financial system to provide a way to report financial results by business segment.		Invoice Matching Cloud Service
Acquisition Cost	Acquisition Cost	Retail Business Term	The cost that the retailer acquired the item on this record at, from the supplier. This cost includes any applicable deals (using deal pass through logic) and ELC (if ELC is on for the system and included for wholesale/franchise stores).	-	Retail Merchandising System
Active Member Count	Active Member Count	Retail Business Metric	Number of members enrolled in a loyalty program with activity in the current reporting period.		Retail Insights
Active Participation Rate	Active Participation Rate	Retail Business Metric	Ratio of active members enrolled in loyalty programs to total customer count in the current reporting period.		Retail Insights



# CONCLUSION

The Oracle Retail portfolio of solutions offers complete features and functionalities, from planning through execution combining the breadth of offers with the depth of functionality required for a retail enterprise. **The Retail Reference Library** provides retailers with an opportunity to accelerate their speed to value and implement best practices based on the experience of over 5,000+ retail customers across 96 countries.

Oracle enables more than 12,000 partner consultants as well as its own professional services teams, serving retailers globally whether they choose on-premise, software-as-a-service, infrastructure-as-a-service, or managed cloud service solutions.



### **BREADTH AND DEPTH OF BUSINESS PROCESS MODELS**

Enterprise level context models and end-to-end business processes answer the “big picture” questions of how systems and business units fit together to provide business solutions, for executives and architects.

### **DOCUMENTED RETAIL EXPERIENCE ACROSS THE ENTERPRISE SUITE OF SOLUTIONS**


Only Oracle Retail can provide retailers with as much comprehensive, documented retail experience, across merchandising, supply chain, planning, and commerce.

### **DEPTH OF DETAIL WITH FUNCTIONAL MODELS**

Leverage functional domain models from the Oracle Retail ecosystem. Tap into the start-to-finish Event-driven Process Chain (EPC) and Business Process Modeling Notation (BPMN) models to deliver domain and day-to-day detail to architects, analysts, and implementers.

### **BEST PRACTICES INCLUDED WITH PURCHASE OF ORACLE RETAIL**

The Retail Reference Library is offered at no cost to Oracle Retail customers current on maintenance in downloadable, read-only browser based viewer, for offline review. It is updated with product releases aligning the Retail Reference Library components with new product features and capabilities. Other solution providers typically charge a separate license for this level of documentation. The entire collections, covering all of our Oracle Retail applications, are complementary with license of any single retail product.



**For questions or general inquiries on the Retail Reference Library please email [retailprocess\\_ww@oracle.com](mailto:retailprocess_ww@oracle.com).**

# ABOUT ORACLE RETAIL



Oracle provides retailers with a complete, open and integrated suite of business applications, server and storage solutions that are engineered to work together to optimize every aspect of their businesses. Twenty of the top 20 retailers worldwide—including fashion, hardlines, grocery and specialty retailers—use Oracle solutions to drive performance, deliver critical insights and fuel growth across traditional, mobile and commerce channels. For more information, visit <http://www.oracle.com/goto/retail>.



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<http://www.oracle.com/us/corporate/contact/global-070511.html>

[Oracle.com/Retail](http://Oracle.com/Retail)



Oracle is committed to developing practices and products that help protect the environment

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