Retail Reference Library:
Retail Reference Models
Retail Reference Architecture
Retail Semantic Glossary

The Oracle Retail Reference Library is a collection of detailed implementation information for our partners and customers (available via My Oracle Support), 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 with their implementations.

KEY FEATURES
• Documents retail business processes using standard business process modeling notation (BPMN)
• Documents a typical retail architecture using multiple perspectives
• Documents standard definitions for terms, metrics, and measures
• Useful for business and technical people alike

KEY BENEFITS
• Helps IT and business users better collaborate
• Maximizes the value derived from Oracle’s products
• Accelerates implementations

Retail Reference Library

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 accelerate 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. We use Microsoft Visio so the models are easily modified, and the models can be published as Web pages for easy navigation. These models not only assist with IT and business collaboration, but can also help accelerate implementations.
The RRL covers the following Oracle Retail products:

- Retail Merchandising System
- Retail Invoice Matching
- Retail Sales Audit
- Retail Price Management
- Retail Trade Management
- Retail Allocation
- Retail Demand Forecasting
- Merchandise Financial Planning
- Store Inventory Management System
- Point-of-Service
- Back Office
- Central Office
- Markdown Optimization
- Size Profile Optimization
- Macro Space Management
- In-Store Space Collaboration
- Warehouse Management System
- Advanced Inventory Planning
- Item Planning/Clearance Optimization
- Returns Management
- Regular Price Optimization
- Assortment Planning
- Replenishment Optimization
- Category Management
- Financial Integration

**Retail Reference Model**

The Retail Reference Model (RRM) is a comprehensive collection of 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. They start with high-level representations that drive 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.

Process 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 help achieve business value with:

- Assisting Retailers by Providing a Baseline Set of Processes to Customize
- Enhancing Speed to Value
- Written for a Business Process Audience

**Retail Reference Models Targeting Levels of Detail by Audience**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Target Audience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail Industry Model (Level 0)</td>
<td>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.</td>
<td>Executives</td>
</tr>
<tr>
<td>Business Process Area Models (Level 1)</td>
<td>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.</td>
<td>Executives; Directors; Senior Managers</td>
</tr>
<tr>
<td>Organizational Business Process Flows (Level 2)</td>
<td>Representation of logical part of a start-to-finish business process, using adaptation of Event-driven Process Chain notation.</td>
<td>Implementers; Team Leads; Users</td>
</tr>
<tr>
<td>Business/System Process Flows (Level 3)</td>
<td>Represent the activities and tasks that are executed by users and system to complete the process. Uses adaptation of Business Process Modeling Notation symbols.</td>
<td>Implementers; Team Leads; Users</td>
</tr>
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Retail Reference Architecture

The Retail Reference Architecture (RRA) is a collection of artifacts that describe the different views of Oracle Retail’s solution offerings, including contextual models, integration models, and deployment models. 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 product implementations. They are technical documents that can be combined with the business processes defined in the Oracle Retail Reference Model. The views provided by the RRA include:

- Context Model View
- Logical Architecture Model View
- Physical Architecture Model View
- Integration Architecture Model View

There are four general audiences for whom the RRA models are written:

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</thead>
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<tr>
<td>Context Model View (Enterprise Level)</td>
<td>Enterprise-level context model – depicts the product domains in Oracle Retail, and the high-level relationships and dependencies between these product domains.</td>
<td>Project Teams Enterprise Architects</td>
</tr>
<tr>
<td>Context Model View (Retail Product Domain)</td>
<td>Retail Product Domain context models – depicts the systems within the product domain, and the inter-system relationships for key processes encapsulated in the product domain.</td>
<td>Project Teams Enterprise Architects</td>
</tr>
<tr>
<td>Logical Architecture Model View</td>
<td>The logical architecture models define how the significant components interact, at a high-level, in order to fulfill key system responsibilities.</td>
<td>Enterprise and Technical Architects</td>
</tr>
<tr>
<td>Physical Architecture Model View</td>
<td>Information on the deployment environments (e.g. high-level hardware configurations, data center VS store VS warehouse) are contained in the physical architecture model.</td>
<td>Technical Architects Database &amp; System Administrators</td>
</tr>
<tr>
<td>Integration Architecture Model View</td>
<td>This document serves as a guide to all the artifacts mentioned above, and puts the artifacts into the context of an integrated retail enterprise. The top-down approach is used wherein the enterprise-level is discussed, and references to the detailed domain-level artifacts are made.</td>
<td>Project Teams System Integrators Enterprise Architects</td>
</tr>
</tbody>
</table>
Retail Semantic Glossary

The Retail Semantic Glossary (RSG) is a Web-based application that facilitates a single source for defining terms, metrics, and measures used by retailers. Users can search for terms in order to understand their definition, calculation, synonyms, and context thus helping to align departments and provide consistency. An underlying Oracle database is required.

Figure 2. Retail Semantic Glossary Search Engine

Offered in Multiple Formats

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 twice annually starting with each product release aligning the RRL components with new product features and capabilities.

To Learn More

The RRL is available for download on My Oracle Support. Check the Oracle Retail Documentation Blog for additional information.
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 business. 20 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.