

# Oracle Retail Reference Model

The **Oracle Retail Reference Model (RRM)** is a collection of detailed implementation information for our customers and partners. It includes business process models, technical models, and more. It was created to impart valuable information to Oracle Retail's customers and partners to maximize the value derived from our software and accelerate implementations. Not only do our customers get software from us, but they also have a wealth of information to help accelerate their implementations. The three components of the RRM are described further below.



## Key Benefits

- Available at no cost to Oracle Retail customers.
- Supports a vanilla implementation methodology.
- Eases communication between business and IT.
- Helps to identify system dependencies and which activities are done within Oracle Retail solutions.
- Allows retailers to quickly assess the current state and identify potential gaps.
- Educates employees with change management initiatives.
- Serves as a blueprint for future growth, allowing retailers to focus internal energies on creating end-to-end differentiated processes.

## PROCESSES HELP ANSWER “BIG PICTURE” QUESTIONS

The Oracle Retail Business Process Flows (BPF) is a comprehensive collection of established, industry-leading business processes that guide retailers and implementers in using Oracle Retail solutions. The flows are based on the input and experience that Oracle Retail has gained in working with a broad range of retail customers and partners. The processes align with Oracle solutions, leverage industry standards, and help business units communicate with Information Technology (IT). Process flows are created in Microsoft Visio to enable retailer-specific business processes to be managed and maintained.

## DIAGRAMS FOR LEADING FUNCTIONAL DISCUSSIONS

The Oracle Retail Technical Models (TMs) are a collection of process flows that describe Oracle Retail solutions. These views help implementers understand how Oracle Retail solutions fit together. The models include Oracle Retail's Solution Suite overview, as well as integration perspectives by Function and by Solution Domain. Those implementing Oracle Retail's products will find the Technical Models a useful starting point in understanding how Oracle Retail solutions fit together and will work with retailer legacy solutions. The diagrams show the integrations in functional areas (such as transfers and customer journeys) and solution domains, showing how various Oracle Retail solutions work together or with typical third-party solutions.

## GLOSSARY FOR RETAILER TEAMS TO QUICKLY ALIGN

The Retail Glossary (RSG) provides a single source for defining terms, metrics, and measures used by retailers. Users can search for a term to understand its definition, calculation, synonyms, and context, thus helping to align departments and provide consistency. The Glossary is also accessible in a Microsoft Excel format, allowing users to easily customize the glossary by adding, editing, or deleting content.

# ENHANCEMENTS IN THE LATEST RRM RELEASE

The Oracle Retail Reference Model (RRM) has been updated. Release 23.2.402.0 features major updates to content within all three components of the RRM:

The screenshot displays the Oracle Retail Reference Model (RRM) interface. At the top, it says "Oracle Retail" and "Retail Reference Model". Below this, there are three main sections: "Business Process Flows", "Glossary", and "Technical Models". Each section includes a diagram or table and a brief description. The "Business Process Flows" section shows a flowchart with steps like "Check for stock", "Check for price", and "Check for promotion". The "Glossary" section shows a table with columns for "Term", "Definition", and "Category". The "Technical Models" section shows a diagram of integration models. A note at the bottom states: "Note: By design, the reference documentation that is the target of links from within the RRM is technically accurate but may be to previous versions of the software."

## Notable Release Updates

- *New Retail Home Cloud Service content in all 3 RRM components (BPF, TMs, and RSG).*
- *Retail Insights Cloud Service content enrichment with removing old reporting views and adding new strategic reporting views.*
- *New BPF views for eDocument processing within Retail Fiscal Management Cloud Service and Xstore POS.*
- *New BPF view for Collect and Receive Last Mile Delivery within Order Orchestration Cloud Service.*
- *New BPF view for Fresh Order Management within Store Inventory Operations Cloud Service.*
- *Rebranding of the primary application and solution name information in all 3 RRM components (BPF, TMs, and RSG) to align with the Oracle Retail Cloud Services offerings.*
- *New access to the Customer Value Cloud Extensions Portfolio (Doc ID [2978473.1](#)) available on Oracle Support.*

The RRM is available to customers directly via Oracle Retail Home Cloud Service on the Oracle Next Gen Platform.

For local download, visit Oracle Support at <https://support.oracle.com>. Then, once logged in, query KB note 2987942.1, where you will have access to information on what's new with this release and access to download the download patch ID 36037559.

## RRM Questions, Feedback, or Demo Request

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