

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 are a comprehensive collection of established, industry-leading business processes that guide retailers and implementers on 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 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 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 Microsoft Excel format, allowing users to customize it easily by adding, editing, or deleting content.

ENHANCEMENTS IN THE LATEST RRM RELEASE

The Oracle Retail Reference Model (RRM) has been updated. Release 26.1.202.0 features updates to content within all three components of the RRM:

Business Process Flows
Established, industry leading business processes which guide retailers and implementers on the use of Oracle Retail solutions.

Glossary
Definitions for retail terminology and key performance indicators (KPIs), to align across solution areas, benefit implementations, and make translation more efficient.

Technical Models
Integration models by function or solution domain to help understand how Oracle Retail solutions fit together.

Notable Release Updates

- Added 7 new Business Process Flows for Oracle CrowdTwist Loyalty and Engagement, extending existing Customer Engagement and Reward views currently represented in the RRM.
- Updated select Inventory Planning Optimization Cloud Service/Supply Chain Planning process flows to incorporate Allocation functionality, aligning planning processes with enhanced allocation capabilities.
- Updated select Retail Supply Chain Collaboration process flows to incorporate new functionality, extending existing flows to support enhanced partner collaboration scenarios.
- Added 10 new Oracle Retail Cloud Extension Business Process Flows, introducing MRP production workflows and enhancing existing CrowdTwist plugin capabilities.
- Translated Business Process Flow content into three languages (Spanish, French, and Brazilian Portuguese) to support global accessibility and usability.
- Added 18 Oracle CrowdTwist Loyalty and Engagement terms to the Retail Glossary.

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 **KB899450**, where you will have access to information on what's new with this release and access to download the download **patch ID 39209017**.

[Click Here to send RRM Questions, Feedback or Request a Demo.](#)

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