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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:

12,500
Business Partners

+

5,750+
Retail Customers

+

96
Countries

=

787
Detailed Retail Process Flows

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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

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.

KEY FEATURES

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

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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.

CHAPTER 1:

RETAIL REFERENCE MODEL (RRM)

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.

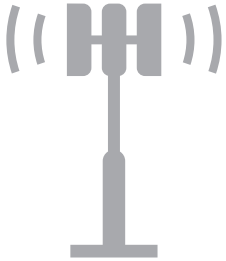
How It Works

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

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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.

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 PRODUCTS:

BRAND COMPLIANCE

- Oracle Retail Brand Compliance Cloud Service

INSIGHTS

- Oracle Retail Customer Retail Insights
- Oracle Retail Merchandise Retail Insights

LOSS PREVENTION

- Oracle Retail XBRi Loss Prevention

MERCHANDISE OPERATIONS MANAGEMENT

- Oracle Retail Allocation
- Oracle Retail Fiscal Management
- Oracle Retail Invoice Matching
- Oracle Retail Merchandising System
- Oracle Retail Price Management
- Oracle Retail Sales Audit
- Oracle Retail Trade Management

OMNICHANNEL

- Oracle Commerce*
- Oracle Retail Customer Engagement Cloud Service
- Oracle Retail Open Commerce Platform
- Oracle Retail Order Broker Cloud Service
- Oracle Retail Order Management Cloud Service

PLANNING & OPTIMIZATION

- Oracle Retail Assortment Planning
- Oracle Retail Category Management
- Oracle Retail In-Store Space Collaboration
- Oracle Retail Item Planning/Clearance Optimization
- Oracle Retail Macro Space Management
- Oracle Retail Merchandise Financial Planning
- Oracle Retail Regular Price Optimization
- Oracle Retail Size Profile Optimization

PLANNING & OPTIMIZATION CLOUD SERVICES

- Oracle Retail Assortment Planning & Optimization for Grocery / Hardlines Cloud Service
- Oracle Retail Item Planning Cloud Service
- Oracle Retail Merchandise Financial Planning Cloud Service

STORES

- Oracle Retail Store Inventory Management System
- Oracle Retail Xstore Point-of-Service
- Oracle Retail Xstore for Grocery

SUPPLY CHAIN

- Oracle Retail Advanced Inventory Planning
- Oracle Retail Demand Forecasting
- Oracle Retail Replenishment Optimization
- Oracle Retail Warehouse Management System

* Oracle Commerce is supported with product documentation on the Oracle Technology Network (OTN)

CHAPTER 2:

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.

Reference Architecture Model includes

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

Four Audiences for the Retail Reference Architecture:

NAME	DESCRIPTION	TARGET AUDIENCE
Enterprise Level: Context Model View	Enterprise level context model depicts the product domains in Oracle Retail, and the high-level relationships and dependencies between these product domains.	Project Teams Enterprise Architects
Retail Domain Product: Context Model View	Retail Product Domain context models depict the systems within the product domain, and the inter-system relationships for key processes encapsulated in the product domain.	Project Teams Enterprise Architects
Logical Architecture View	The logical architecture models define how the significant components interact, at a high-level, in order to fulfill key system responsibilities.	Enterprise Architects Technical Architects
Physical Architecture Model View	Information on the deployment environments (e.g. high-level hardware configurations, data center VS store VS warehouse) are contained in the physical architecture model.	Technical Architects Database Administrators System Administrators
Integration Architecture Model View	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.	Project Teams System Integrators Enterprise Architects

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CHAPTER 3:

RETAIL SEMANTIC GLOSSARY

The Retail Semantic Glossary (RSG) 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. Provided in HTML and Excel so retailers can quickly access content, easily update per release, and customize based on retailer specific requirements.

Search: Cost Search

Short Name	Long Name	Term Type	Definition	Alias	Source	Calculation
Gross Profit to Sales Amount	Gross Profit to Sales Amount	Retail Metric	Ratio of profit achieved on total sales. The ratio reflects a company's ability to balance its costs with sales. It is a key performance indicator of a company's efficiency and performance.	-	Retail Analytics	SUM Components Gross Profit/ Gross Sales Amt
Net Net Cost	Net Net Cost	Retail Metric	Bottom line cost of an item after all discounts, fees, and charges have been calculated. It is net cost less any bill-back amounts for an item/location.	-	Retail Analytics	AVG W_RTL_NCOST_IT_LC_DY_F.NET_COST_AMT_LCL
Base Cost	Base Cost	Retail Metric	Initial cost without additional charges added, such as handling or shipping charges, sales tax, or deals or discounts for an item/location.	-	Retail Analytics	AVG W_RTL_NCOST_IT_LC_DY_F.BASE_COST_AMT_LCL
Beginning Inventory	Beginning Inventory	Retail Business Term	The retail or cost value of the stock on hand at the beginning of time period.	-	Retail Merchandising System	-
Ending Inventory	Ending Inventory	Retail Business Term	The retail or cost value of the stock on hand at the end of period.	-	Retail Merchandising System	-
Acquisition Cost	Acquistion 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	-
Average Cost	Average Cost	Retail Business Term	The total cost of all units of all items, divided by the total number of units. The UOM is determined by the Average Cost Selling UOM. See also: Average Cost Selling Unit of Measure	-	Retail Merchandising System	-
Back Order	Back Order	Retail Business Term	An unfilled costumer order or commitment. It is an immediate or past due demand against an item whose inventory is insufficient to satisfy the demand.	-	Retail Merchandising System	-
Base Cost	Base Cost	Retail Business Term	The cost that item/locations with in the same cost zone group base their costs on.	-	Retail Merchandising System	-
Bill Back	Bill Back	Retail Business Term	For deals, indicates that the deal component is not reflected in the unit cost of the item on the purchase order. The deal component is calculated at a later date.	-	Retail Merchandising System	-
Bracket Costing	Bracket Costing	Retail Business Term	Bracket costing occurs when your organization receives a certain price on an order depending on the size of the order. Different types of brackets can be established, based on mass, volume, pallet, case, each, or stat case.	-	Retail Merchandising System	-
Gross Profit	Gross Profit	Retail Metric	Difference between sales revenue and the cost of units sold. It indicates the retailer's ability to mark up merchandise for sale.	-	Retail Analytics	SUM SLS_PROF_AMT_LCL
Return Profit	Return Profit	Retail Metric	Difference between the returns amount and the cost of units returned. The cost of units returned is the product of return quantity times average cost. It indicates the profit lost because of returns.	-	Retail Analytics	SUM RET_PROF_AMT_LCL
Net Profit	Net Profit	Retail Metric	Bottom line profit, calculated from money left over after paying all expenses and taxes. This is calculated from the primary supplier's net cost for an item/location.	-	Retail Analytics	SUM Components SLS_PROF_AMT_LCL - RET_PROF_AMT_LCL

CHAPTER 4:

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 5,750+ 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.

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BREADTH AND DEPTH OF ENTERPRISE LEVEL CONTEXT 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.

DEPTH OF DETAIL WITH CONTEXT AND LOGICAL ARCHITECTURE MODELS

Leverage domain context models, logical architecture models, physical architecture models, and integration architecture model 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.

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.

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 twice annually starting with each product release 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.

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

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

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