



Oracle Retail Reference Model (RRM)

Release Notes for Cloud Extension Update in RRM Release
22.3.302.0

December 2022 | Release [22.3.302.0]
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Purpose Statement

This document provides instructions on accessing the Oracle Retail Reference Model (RRM) translated Business Process Flows.

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Oracle Retail Reference Model Release Notes Overview

Overview

The RRM contains deep retail intellectual property that is intended to help retailers accelerate their implementations and derive maximum value from Oracle Retail software.

The RRM consists of the following components:

- The Oracle Retail Business Process Flows are a comprehensive collection of established, industry leading business processes that guide retailers and implementers on the use of 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.
- 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 both in terms of functional areas (such as transfers, customer journeys) and solution domain, which shows how various Oracle Retail work together or with typical third-party solutions.
- 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 a Microsoft Excel format allowing users to easily customize the glossary by adding, editing, or deleting content.

Hardware and Software Requirements

For information on the hardware and software requirements, see the *Oracle Retail Reference Model Installation Guide*.

Application Release Summary

The RRM 22.3.302.0 Release supports solution documentation released through 2022-08.

Related Documentation

The following set of documentation is available on My Oracle Support for the RRM download process:

- *Oracle Retail Reference Model Installation Guide*
- *Oracle Retail Reference Model User Guide*

Retail Reference Model Access on My Oracle Support

Please visit the Retail Reference Model Information Center on My Oracle Support (<https://support.oracle.com>) for quick and easy access of all released versions of the RRM. Using Knowledge Base ID 2058843.2, registered users may access links to any version of the RRM beginning with version 13.2.x. The 'Available Versions' tab of the RRM Information Center lists all versions available for download.

Information on the RRM 22.3.302.0 release can be viewed on My Oracle Support by querying Oracle Support Document Number 2898283.1. To access the zip file directly, query patch id 34633830.

NOTE: Users who do not have patch download permissions on MOS should reach out to retailprocess_ww@oracle.com.

Check Supported Image Viewer Requirements

The working diagrams of Retail Reference Model can be viewed in the following software/viewers:

- Microsoft Visio Viewer accessible on Microsoft.com
- Microsoft Visio 2019 or later

Business Process Flow Functional Enhancements

Oracle Retail Cloud Extensions

New Business Process Flow content has been added to the Oracle Retail Cloud Extension section of the Business Process Flow component of the RRM. Within the Merchandise Operations Management functional area users now have access to business process flows and documentation supporting the following Supply Chain Hub modules:

1. Procure To Pay Management
2. Returns To Vendor
3. Inventory and Sales

Access to Oracle Retail Cloud Extension content is available from the left navigation panel in the Business Process Flow main user interface.

RRM Business Process Flow Translations

The Visio version of the RRM Business Process Flows have been translated into the following languages:

- French
- Portuguese
- Spanish

The following Business Process Flows have been added new or updated from previous translations:

FUNCTIONAL AREA	SUBGROUP	BUSINESS PROCESS FLOW NAME
01_StrategicPlanning	01_MerchandisingRetailInsights	01.00.00.01_RetailHome.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.01.01.01_DashboardOverview.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.02.01.01_DetermineMarketingAnalysis.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.02.01.02_DetermineMarketBasketAnalysis.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.02.01.03_DetermineMerchandisingAnalysis.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.01_SalesSummary.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.02_PerformanceOverview.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.03_CrossChannelAnalysis.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.04_NewRemodeledStores.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.05_TopBottomReport.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.06_VendorPerformance.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.07_PromotionAnalysis.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.08_CustomerAnalysis.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.09_WholesaleSalesReturns.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.11_DemandInsights.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.12_PricingElasticity.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.13_ProductAffinities.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.14_AttributeAnalysis.vsdX

01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.18_SalesAnalysis.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.19_SalesOverview.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.20_SalesOverviewByLocation.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.21_SalesProfitContribution.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.22_MarkdownAnalysis.vsdX
01_StrategicPlanning	01_MerchandisingRetailInsights	01.03.01.23_InventoryAnalysis.vsdX
02_BusinessPlanningAndForecasting	01_DemandForecasting	02.02.01.01_CreateDemandForecast.vsdX
02_BusinessPlanningAndForecasting	01_DemandForecasting	02.02.01.03_AssessAndTuneForecast.vsdX
02_BusinessPlanningAndForecasting	01_DemandForecasting	02.02.01.04_BusinessRuleEngine.vsdX
02_BusinessPlanningAndForecasting	01_DemandForecasting	02.03.01.01_CreateAndMaintainDemandForecast.vsdX
02_BusinessPlanningAndForecasting	01_DemandForecasting	02.03.01.03_UpdateAlertsAndParameters.vsdX
02_BusinessPlanningAndForecasting	01_DemandForecasting	02.03.01.04_AssessAndTuneForecast.vsdX
03_MerchandisePlanningOptimizationAndFoundation		03.01.00.01_MerchandisePlanningOptimizationAndFoundation.vsdX
03_MerchandisePlanningOptimizationAndFoundation	01_AssortmentItemPlanning	03.01.01.01_CreateMaintainAssortmentItemPlan_CS_FashionSoftlines.vsdX
03_MerchandisePlanningOptimizationAndFoundation	01_AssortmentItemPlanning	03.01.01.03_CreateMaintainItemPlan_CS.vsdX
03_MerchandisePlanningOptimizationAndFoundation	01_AssortmentItemPlanning	03.02.01.01_CreateAssortmentPlan_CS_FashionSoftlines.vsdX
03_MerchandisePlanningOptimizationAndFoundation	01_AssortmentItemPlanning	03.02.01.02_CreateAssortmentPlanPart2_CS_FashionSoftlines.vsdX
03_MerchandisePlanningOptimizationAndFoundation	01_AssortmentItemPlanning	03.02.01.03_CreateItemAssortmentStrategy_CS.vsdX
03_MerchandisePlanningOptimizationAndFoundation	01_AssortmentItemPlanning	03.02.01.04_CreateItemPlan_PreSeason_CS.vsdX

03_MerchandisePlanningOptimizationAndFoundation	01_AssortmentItemPlanning	03.02.01.05_AdjustItemPlan_InSeason_CS.vsd x
03_MerchandisePlanningOptimizationAndFoundation	01_AssortmentItemPlanning	03.03.01.01_CreateAssortmentPlan_CS_Fash ionSoftlines.vsd x
03_MerchandisePlanningOptimizationAndFoundation	01_AssortmentItemPlanning	03.03.01.04_CreateItemPlan_PreSeason_CS. vsd x
03_MerchandisePlanningOptimizationAndFoundation	01_AssortmentItemPlanning	03.03.01.05_AdjustItemPlan_InSeason_CS.v sd x
03_MerchandisePlanningOptimizationAndFoundation	03_Pricing	03.01.03.01_Pricing.vsd x
03_MerchandisePlanningOptimizationAndFoundation	09_SpacePlanning	03.01.09.01_PlanSpace.vsd x
03_MerchandisePlanningOptimizationAndFoundation	09_SpacePlanning	03.02.09.01_PlanSpace.vsd x
03_MerchandisePlanningOptimizationAndFoundation	09_SpacePlanning	03.03.09.01_PlanSpace.vsd x
03_MerchandisePlanningOptimizationAndFoundation	10_SizeProfileOptimization	03.01.10.01_CreateAndMaintainSizeProfiles. vsd x
03_MerchandisePlanningOptimizationAndFoundation	10_SizeProfileOptimization	03.03.10.01_CreateAndMaintainSizeProfiles. vsd x
03_MerchandisePlanningOptimizationAndFoundation	11_ManageFoundationData	03.03.11.05_ManageTaxFoundationData.vs d x
03_MerchandisePlanningOptimizationAndFoundation	14_SuppliersAndFinishers	03.03.14.01_CreateSupplier.vsd x
03_MerchandisePlanningOptimizationAndFoundation	16_ItemCreationAndMaintenance	03.03.16.10_NewItemViaInduction.vsd x
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.01.02.01_ProductLifecycleManagement.v sd x
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.02.02.01_ProjectPlanningAndManagemen t.vsd x
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.02.02.02_NewSupplierAssessment.vsd x
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.02.02.03_ProductInvention.vsd x
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.02.02.04_VendorCompliance.vsd x
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.02.02.05_ProductCompliance.vsd x

06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.02.02.06_IncidentManagement.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.01_ProspectiveVendorEvaluation.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.02_CollectProvideMasterVendorAgreement.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.03_AssessNewLineImpact.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.04_ExecuteInternalAuditManualNC.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.05_ExecuteInternalAuditChecklistNC.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.06_PlantCertification.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.07_PolicySharingObservation.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.08_ProjectPlanningAndManagement.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.09_RiskAssessmentCommunicateConcern.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.10_ReviewSupplierBase.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.11_TrackActivities.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.12_EvaluateAlternativeVendors.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.13_DevelopProductBriefEstablishProductCommercials.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.14_SubmitProductAndDataSheet.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.15_SampleEvaluationsAndApproval.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.16_CollectSubmitProductTechnicalSpecification.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.17_LabelCopyAndDesignManagement.vsd
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.18_LaunchToMarket.vsd

06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.19_ReDevelopOffRangeDeList.vsdX
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.20_PublishConsumerInfo.vsdX
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.21_ProductQualityTestingAndSurveillance.vsdX
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.22_IssueTemporaryProductSpecifications.vsdX
06_SourcingAndProductDevelopment	02_BrandComplianceManagement	06.03.02.24_CollectSubmitProductTechnicalSpecificationInStoreProducts.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.01.03.01_SupplierEvaluationManagement.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.02.03.01_ProcessPlanningAndManagement.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.02.03.02_SupplierOnboarding.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.02.03.03_SupplierRegistration.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.02.03.04_SiteAssessments.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.02.03.05_SiteInspectionAndVerification.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.02.03.06_VendorCompliance.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.02.03.07_IncidentManagement.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.01_ProcessPlanningAndManagement.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.02_SiteCreationAndSynchronisation.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.03_CollectProvideMasterVendorAgreement.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.04_3rdPartyCertification.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.05_PolicySharingObservation.vsdX
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.06_SupplierSiteAssessmentAndReview.vsdX

06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.07_SiteScoring.vsd
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.08_SiteInspectionNonChecklist.vsd
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.09_SiteInspectionChecklisted.vsd
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.10_RiskAssessmentCommunicateConcern.vsd
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.11_ReviewSupplierBase.vsd
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.12_TrackActivities.vsd
06_SourcingAndProductDevelopment	03_SupplierEvaluation	06.03.03.13_EvaluateAlternativeVendors.vsd
100_CloudExtensions	01_SupplyChainPlanning	01.01.01.01_LIP_Overview.vsd
100_CloudExtensions	01_SupplyChainPlanning	01.02.01.01_LIP_Scenarios.vsd
100_CloudExtensions	01_SupplyChainPlanning	01.03.01.01_LIP_SetupActivities.vsd
100_CloudExtensions	01_SupplyChainPlanning	01.03.01.02_LIP_ExecutionProcess.vsd
10_InventoryManagement	02_Adjustments	10.03.02.03_ManageInventoryAdjustmentsAtWarehouse.vsd
10_InventoryManagement	03_CycleAdHocProblemLineCounts	10.03.03.04_ExecuteCycleCountsAtWarehouse.vsd
10_InventoryManagement	09_Replenishment	10.03.09.12_ManageDeliveryBay.vsd
10_InventoryManagement	10_ReturnsToVendorOrWarehouse	10.03.10.09_ProcessVendorReturnAtStore.vsd
10_InventoryManagement	10_ReturnsToVendorOrWarehouse	10.03.10.10_ProcessVendorReturnShipmentFromStore.vsd
12_WarehouseManagement	02_ManageWarehouseFoundationData	12.03.02.01_CreateWarehouses.vsd
12_WarehouseManagement	03_PickAndShipProduct	12.02.03.04_OutboundOrdersAndWave.vsd
12_WarehouseManagement	03_PickAndShipProduct	12.02.03.05_PickingAndPacking.vsd
12_WarehouseManagement	03_PickAndShipProduct	12.02.03.06>LoadingAndShipping.vsd
12_WarehouseManagement	03_PickAndShipProduct	12.03.03.05_OutboundOrdersandWaving.vsd
12_WarehouseManagement	03_PickAndShipProduct	12.03.03.06_PickingandPacking.vsd

12_WarehouseManagement	05_ReceiveMerchandise	12.02.05.06_InboundShipmentsAndPreReceiving.vsdX
12_WarehouseManagement	05_ReceiveMerchandise	12.02.05.08_Putaway.vsdX
12_WarehouseManagement	05_ReceiveMerchandise	12.03.05.01_CreateAppointmentHeader.vsdX
12_WarehouseManagement	05_ReceiveMerchandise	12.03.05.18_InboundShipmentsandPreReceiving.vsdX
16_ConsumerAndCustomerServices	01_CustomerEngagement	16.03.01.17_CustomerLookupAndEdit.vsdX
16_ConsumerAndCustomerServices	01_CustomerEngagement	16.03.01.18_CustomerRegistry.vsdX
16_ConsumerAndCustomerServices	01_CustomerEngagement	16.03.01.25_SharingCRMDData.vsdX
16_ConsumerAndCustomerServices	02_ConsumerRetailInsights	16.02.02.01_MarketAnalysis.vsdX
16_ConsumerAndCustomerServices	02_ConsumerRetailInsights	16.03.02.02_ConsumerPurchasesByChannel.vsdX
16_ConsumerAndCustomerServices	02_ConsumerRetailInsights	16.03.02.03_CustomerSegmentGrossSpend.vsdX
16_ConsumerAndCustomerServices	02_ConsumerRetailInsights	16.03.02.04_CustomerSegmentByCategory.vsdX
16_ConsumerAndCustomerServices	02_ConsumerRetailInsights	16.03.02.05_MemberVsNonMemberSpend.vsdX
16_ConsumerAndCustomerServices	02_ConsumerRetailInsights	16.03.02.06_PointsAccrued.vsdX
16_ConsumerAndCustomerServices	02_ConsumerRetailInsights	16.03.02.07_PointsRedeemed.vsdX
16_ConsumerAndCustomerServices	02_ConsumerRetailInsights	16.03.02.08_MemberSales.vsdX
16_ConsumerAndCustomerServices	02_ConsumerRetailInsights	16.03.02.09_LoyaltyAnalysis.vsdX
17_FinancialControlAndReporting	02_InvoiceMatching_EntryConsignmentAndTolerances	17.03.02.01_EnterInvoices.vsdX
98_EndToEndProcesses	NA	98.01.05_CustomerAcquisition.vsdX
98_EndToEndProcesses	NA	98.02.01_FashionPlanning.vsdX
98_EndToEndProcesses	NA	98.02.02_FashionPricing.vsdX

98_EndToEndProcesses	NA	98.02.05_DemandDrivenReplenishment.vsd x
98_EndToEndProcesses	NA	98.02.06_Purchasing.vsd

Accessing Translated BPF Content from Oracle Retail Home

1. Select the **Retail Reference Model** access link on Oracle Retail Home.
2. Select the **Business Process Flows** link on the main Retail Reference Model cover page.
3. Navigate to the **Downloads** section on the left side of the page; select **RRM Translations**.
4. Navigate to your local Downloads folder and select the **Translations.zip** to start the local download.
5. Extract the contents of the file to a local RRM directory.

Accessing Translated BPF Content from From My Oracle Support

The RRM Translated Business Process Flows can be downloaded from My Oracle Support (MOS) (<https://support.oracle.com>). Users with MOS patch download access should query patch ID 34069869 and install the latest release of the complete RRM. Please refer to the RRM Installation Guide for notes on the installation process. Once the RRM has been installed users can access the translated content from the main RRM cover page starting with steps 2-5 in the above section.

NOTE: The translated process flows are intended to be used independently and are not linked to the RRM index.html or the CommerceAnywhereSolutionIndex.html.

For questions or feedback on the RRM please e-mail retailprocess_ww@oracle.com.

Technical Model Functional Enhancements

Retail Integration Guide

The access link to the Retail Integration Guide has been updated in all four Technical Model user menus. The link has been updated to release version Retail Integration Cloud Service 22.1.401.0.

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