**Store Management System**

**Document 1 - Definition of Done (DoD) for Store Management System**

**Purpose:** The Definition of Done is a shared understanding of the criteria that must be met for a user story, sprint, or release to be considered complete. It ensures that all deliverables meet the required quality standards and are ready for deployment.

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| **User story: DOD Checklist** | **Sprint: DOD Checklist** | **Release: DOD Checklist** |
| CheckmarkCode builds with no error | CheckmarkSatisfied DoD for each user story in the sprint  | CheckmarkSatisfied DoD for each sprint in the release |
| CheckmarkUnit testing is complete | CheckmarkMarketing feedback is implemented | CheckmarkPorduction environment is ready |
| CheckmarkCode review is complete | CheckmarkLegal/compliance review is complete | CheckmarkCI/CD verified and working |
| CheckmarkLocalization & translation is complete | CheckmarkUser help guide created or updated  | CheckmarkUser help guide localized |
| CheckmarkLocalization testing passed  | CheckmarkTraining video created or updated | CheckmarkTraning video localized |
| CheckmarkBrowser and/or device compatibility testing is complete | CheckmarkRefactoring is complete | CheckmarkRollback process is documented |
| CheckmarkRegression testing is complete | Checkmarkconfiguration or build changes documented | CheckmarkSmoke testing scenarios are ready |
| CheckmarkAutomation tests are written and passed | CheckmarkPerformance testing is complete | CheckmarkCustomer support team is trained |
| CheckmarkAcceptance criteria is met | CheckmarkSecurity testing is complete | CheckmarkRelease communication are sent |
| CheckmarkSigned off by product owner | CheckmarkSprint marked as ready for deployment | CheckmarkAll stakeholder signed off for the release |
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**Document 2 - Product Vision**

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| **Scrum Project Name:** | **Store Management System** |
| **Venue:** | **Bengaluru** |  |  |
| **Date:** | **Start time:** | **End time:** | **Duration:** |
| **Client:** | **Mr. Bailey** | **Mr. Sebastian** | **Miss. Arial** |
| **Stakeholder list:** | **Mr. Dmytro** |  |  |
|  | **Mr. Adrian** |  |  |
|  | **Mr. Martin** |  |  |
| **Scrum Team** |
| **Scrum Master:** | Mr. Tarik |  |  |
| **Product owner:** | Mr. Kunal |  |  |
| **Scrum Developer 1:** | Miss. Alexander |  |  |
| **Scrum Developer 2:** | Miss. Karina |  |  |
| **Scrum Developer 3:** | Mr. Faliu |  |  |
| **Scrum Developer 4:** | Mr. Khan |  |  |
| **Scrum Developer 5:** | Mr. Malik |  |  |

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| **Vision:**  To develop a centralized **Store Management System** that streamlines operations, enhances customer experience, and provides real-time insights for a chain of malls and stores, enabling efficient management of inventory, sales, staff, and customer data. |
| **Target group** **Market Segment:**Retail and mall management industry.**Target Users:**Store managers, mall administrators, staff, and corporate management.**Customers:**Chain of malls and stores, retail business | **Needs**  **Problem:** Inefficient manual processes, lack of real-time data, and fragmented systems across stores.**Benefit:** Centralized system for managing inventory, sales, staff, and customer data, leading to improved efficiency, better decision-making, and enhanced customer satisfaction. | **Product**  **Product:** A cloud-based **Store Management System** with modules for inventory management, sales tracking, staff scheduling, and customer relationship management.**Desirability:** Real-time data access, user-friendly interface, and scalability for multiple stores.**Feasibility:** Yes, with the right team, tools, and agile development approach. | **Value**  **Benefit:** Increased operational efficiency, reduced costs, and improved customer experience.**Business Goals:**1. Streamline store operations across all locations.2. Provide real-time insights for better decision-making.3. Enhance customer satisfaction through personalized services.**Business Model:** Subscription-based SaaS (Software as a Service) model for recurring revenue. |

**Document 3 - User Stories**

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| **User story No: 01** | **Tasks:** Develop a sales report module with filters for category, time, and store. | **Priority:** High |
| **Value statement:** As a store manager, I want to view daily sales reportsso that I can track store performance. |
| **BV: 200** | **CP: 13** |
| **Acceptance criteria:**The report should display sales by category, time, and store.The report should be exportable to PDF and Excel. |

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| **User story No: 02** | **Tasks:**  Develop an inventory management module with real-time tracking and low stock alerts. | **Priority:** High |
| **Value statement:** As a store manager, I want to manage inventory levels so that I can avoid stockouts and overstocking. |
| **BV: 500** | **CP: 21** |
| **Acceptance criteria:**The system should provide real-time inventory levels.The system should send alerts for low stock levels.The system should allow manual adjustment of inventory. |

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| **User story No: 03** | **Tasks:**  Develop a staff scheduling module with shift, break, and day-off display. | **Priority:** Medium |
| **Value statement:** As a staff member, I want to check my schedule so that I can plan my work hours. |
| **BV: 100** | **CP: 08** |
| **Acceptance criteria:**The schedule should be accessible via web and mobile app.The schedule should display shifts, breaks, and days off. |

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| **User story No: 04** | **Tasks:**  Develop a loyalty program module with points tracking and reward redemption. | **Priority:** Medium |
| **Value statement:** As a customer, I want to join a loyalty program so that I can earn rewards for my purchases. |
| **BV: 200** | **CP: 13** |
| **Acceptance criteria:**The system should track points for each purchase.Customers should be able to redeem rewards via app or in-store. |

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| **User story No: 05** | **Tasks:**  Develop a staff performance report module with metrics like sales per employee and attendance. | **Priority:** Low |
| **Value statement:** As a store manager, I want to generate staff performance reports so that I can evaluate employee productivity. |
| **BV: 50** | **CP: 05** |
| **Acceptance criteria:**The report should display sales per employee, attendance, and tasks completed. |

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| **User story No: 06** | **Tasks:**  Develop a supplier management module with order tracking and delivery schedules. | **Priority:** High |
| **Value statement:** As a store manager, I want to manage supplier information so that I can track orders and deliveries. |
| **BV: 200** | **CP: 13** |
| **Acceptance criteria:**Supplier details should be stored and updated.Orders and deliveries should be tracked in real-time. |

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| **User story No: 07** | **Tasks:**  Develop a promotions module with discount codes and special offers. | **Priority:** Medium |
| **Value statement:** As a store manager, I want to manage promotions and discountsso that I can attract more customers. |
| **BV: 100** | **CP: 08** |
| **Acceptance criteria:**Discount codes should be generated and tracked.Promotions should be visible on the app and in-store. |
| **User story No: 08** | **Tasks:**  Develop a customer purchase tracking module with analytics. | **Priority:** Medium |
| **Value statement:** As a store manager, I want to track customer purchases so that I can analyze buying patterns. |
| **BV: 100** | **CP: 08** |
| **Acceptance criteria:**Purchase history should be stored for each customer.Reports should show buying patterns (e.g., popular products).Data should be exportable for further analysis. |

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| **User story No: 09** | **Tasks:**  Develop an employee training tracking module with certification. | **Priority:** Medium |
| **Value statement:** As a store manager, I want to track employee training so that I can ensure compliance. |
| **BV: 100** | **CP: 08** |
| **Acceptance criteria:**Training records should be stored for each employee.Reports should be generated for management review. |

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| **User story No: 10** | **Tasks:**  Develop an employee training tracking module with certification. | **Priority:** High |
| **Value statement:** As a store manager, I want to manage store finances so that I can track revenue and expenses. |
| **BV: 200** | **CP: 13** |
| **Acceptance criteria:**Revenue and expenses should be tracked in real-time.Financial reports should be generated and Data should be exportable for accounting purposes. |
| **User story No: 11** | **Tasks:**  Develop a returns management module with return tracking. | **Priority:** Medium |
| **Value statement:** As a store manager, I want to manage store returns so that I can handle customer returns efficiently. |
| **BV: 100** | **CP: 08** |
| **Acceptance criteria:**Returns should be tracked and processed.Return reasons should be categorized. |

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| **User story No: 12** | **Tasks:**  Develop a complaint management module with issue tracking. | **Priority:** Medium |
| **Value statement:** As a store manager, I want to manage store customer complaints so that I can resolve issues quickly. |
| **BV: 100** | **CP: 08** |
| **Acceptance criteria:**Complaints should be tracked and resolved.Complaint categories should be defined. |

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| **User story No: 13** | **Tasks:**  Develop a marketing campaign management module with campaign tracking. | **Priority:** Medium |
| **Value statement:** As a store manager, I want to manage store marketing campaigns so that I can attract more customers. |
| **BV: 100** | **CP: 08** |
| **Acceptance criteria:**Marketing campaigns should be tracked and analyzed.Campaign performance should be measured.Reports should be generated for management review. |
| **User story No: 14** | **Tasks:**  Develop a product availability feature with real-time stock updates. | **Priority:** High |
| **Value statement:** As a customer, I want to check product availability so that I can plan my purchase. |
| **BV: 200** | **CP: 21** |
| **Acceptance criteria:**Customers should see real-time stock levels for each product.Alerts should be shown for low stock items.The feature should be accessible via web and mobile app. |

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| **User story No: 15** | **Tasks:**  Develop a personalized offers feature based on customer behavior. | **Priority**: Medium |
| **Value statement:** As a customer, I want to receive personalized offers so that I can save money. |
| **BV: 100** | **CP: 08** |
| **Acceptance criteria:**Offers should be tailored to customer preferences and purchase history.Offers should be delivered via email, SMS, or app notifications.The feature should be accessible via web and mobile app. |

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| **User story No: 16** | **Tasks:**  Develop a customer profile management feature. | **Priority**: Medium |
| **Value statement:** As a customer, I want to manage my profile so that I can update my information. |
| **BV: 100** | **CP: 08** |
| **Acceptance criteria:**Customers should be able to update their personal information.Profile changes should be saved and reflected in real-time.The feature should be accessible via web and mobile app. |

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| **User story No: 17** | **Tasks:**  Develop a point-of-sale (POS) system for processing transactions. | **Priority**: High |
| **Value statement:** As a store staff member, I want to process customer transactions so that I can complete sales. |
| **BV: 200** | **CP: 13** |
| **Acceptance criteria:**Staff can scan products and process payments.The system should support multiple payment methods.Receipts should be generated and emailed to customers. |

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| **User story No: 18** | **Tasks:**  Develop a purchase order management module for suppliers. | **Priority**: High |
| **Value statement:** As a supplier, I want to view purchase orders so that I can prepare shipments. |
| **BV: 200** | **CP: 13** |
| **Acceptance criteria:**Suppliers can view and track purchase orders.Orders should include product details and delivery deadlines. |

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| **User story No: 19** | **Tasks:**  Develop a product catalog management feature for suppliers. | **Priority**: Medium |
| **Value statement:** As a supplier, I want to manage my product catalog so that the store can order the correct items. |
| **BV: 100** | **CP: 08** |
| **Acceptance criteria:**Suppliers can add, update, and delete products in their catalog.Product details should include descriptions, prices, and stock levels. |

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| **User story No: 20** | **Tasks:**  Develop a centralized performance reporting dashboard. | **Priority**: High |
| **Value statement:** As a corporate manager, I want to view performance reports for all stores so that I can make informed decisions. |
| **BV: 500** | **CP: 21** |
| **Acceptance criteria:**Reports should include sales, inventory, and customer data.Data should be filterable by store, region, and time period. |

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| **User story No: 21** | **Tasks:**  Develop a centralized performance reporting dashboard. | **Priority**: High |
| **Value statement:** As a corporate manager, I want to view performance reports for all stores so that I can make informed decisions. |
| **BV: 500** | **CP: 21** |
| **Acceptance criteria:**Reports should include sales, inventory, and customer data.Data should be filterable by store, region, and time period. |

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| **User story No: 22** | **Tasks:**  Develop an inventory tracking system with real-time updates. | **Priority**: High |
| **Value statement:** As a warehouse manager, I want to track inventory levels so that I can avoid stockouts. |
| **BV: 200** | **CP: 13** |
| **Acceptance criteria:**Inventory levels should be visible for all products.Alerts should be sent for low stock levels.Data should be exportable for reporting. |

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| **User story No: 23** | **Tasks:**  Develop a stock movement tracking feature. | **Priority**: High |
| **Value statement:** As a warehouse manager, I want to manage stock movements so that I can ensure accurate inventory records. |
| **BV: 200** | **CP: 13** |
| **Acceptance criteria:**Stock movements (e.g., transfers, returns) should be recorded.Real-time updates should be reflected in inventory levels.Reports should be generated for audit purposes. |

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| **User story No: 24** | **Tasks:**  Develop a customer profile management feature. | **Priority**: Medium |
| **Value statement:** As a customer support agent, I want to view customer profiles so that I can assist them better. |
| **BV: 100** | **CP: 08** |
| **Acceptance criteria:**Customer profiles should include purchase history and preferences.Profiles should be searchable by name, email, or phone number.Changes should be reflected in real-time. |

**Document 4 - Agile PO Experience**

The Product Owner has a vision of the product keeping the domain/industry experience and the market need.

❖ Following are the responsibilities of PO in a project:

* **Market Analysis**
* Conducted market research to identify pain points in managing multiple retail stores.
* Evaluated existing store management solutions and identified gaps.
* Analyzed competitor offerings and industry trends to define key differentiators.
* **Enterprise Analysis**
* Assessed operational challenges in managing inventory, sales, and customer experience across multiple locations.
* Collaborated with key stakeholders to understand business needs and scalability requirements.
* Identified process inefficiencies and improvement opportunities.
* **Product Vision and Roadmap**
* Defined a clear product vision to streamline store operations with an integrated management system.
* Created a roadmap with high-level features such as Inventory Management, Sales Tracking, Customer Relationship Management (CRM), and Reporting.
* Established short-term and long-term goals aligning with business objective
* **Managing Product Features**
* Prioritized features based on business value and ROI.
* Collaborated with stakeholders to manage expectations and ensure alignment with business goals.
* Prioritized epics and user stories, such as:
* **Epic 1:** Inventory Management
* **Epic 2:** Sales and Reporting
* **Epic 3:** Customer Relationship Management
* **Managing Product Backlog**
* Created and refined the product backlog with clearly defined user stories.
* Conducted backlog grooming sessions with the development team to ensure proper understanding.
* Prioritized backlog items based on market demand, business needs, and technical complexity.
* Regularly re-evaluated and adjusted priorities based on stakeholder feedback.
* **Managing Overall Iteration Progress**
* Reviewed sprint progress regularly to ensure the team was on track.
* Reprioritized sprint backlogs, when necessary, based on changing business needs.
* Conducted sprint retrospectives with the Business Analyst and Scrum Master to identify areas for improvement.

**Key Learnings as a Product Owner:**

1. **Handling Sprint Meetings**
	* **Sprint Planning Meeting:** Learned how to effectively plan sprints by breaking down epics into user stories and tasks, and assigning priorities.
	* **Daily Scrum Meeting:** Gained experience in facilitating daily stand-ups to track progress and identify blockers.
	* **Sprint Review Meeting:** Conducted sprint reviews to demonstrate completed work to stakeholders and gather feedback.
	* **Sprint Retrospective Meeting:** Facilitated retrospectives to reflect on what went well, what didn’t, and how to improve in the next sprint.
	* **Backlog Refinement Meeting:** Learned how to refine the backlog by breaking down user stories and ensuring they were ready for upcoming sprints.
2. **User Stories Creation**
	* Gained hands-on experience in creating user stories with clear acceptance criteria, business value (BV), and complexity points (CP).
	* Example of a user story:
		+ **User Story ID:** INV-01
* **Value Statement:** As a store manager, I want to view daily sales reports so that I can track store performance.
	+ - **Tasks:**
		- Develop a sales report module with filters for category, time, and store.
		- **Priority:** High
		- **BV:** 200
		- **CP:** 13
		- **Acceptance Criteria:**
		- The report should display sales by category, time, and store.
		- The report should be exportable to PDF and Excel.

**3. Stakeholder Communication**

* + Acted as the liaison between business stakeholders and the Scrum team.
	+ Ensured that all stakeholders were informed about the project’s progress and any changes in priorities.
	+ Conducted regular meetings with stakeholders to gather feedback and ensure the product was aligned with business goals.

**4. Product Vision and Feature Definition**

* + Developed a clear vision for the product and communicated it effectively to the team.
	+ Learned how to break down the vision into actionable features and user stories.
	+ Ensured that the product backlog reflected the product vision and roadmap.

**Document 5: Product and sprint backlog and product and sprint burndown charts**

**Product backlog:**

| **User Story ID** | **User Story** | **Tasks** | **Priority** | **BV** | **CP** | **Sprint** |
| --- | --- | --- | --- | --- | --- | --- |
| INV-01 | As a store manager, I want to view daily sales reports so that I can track store performance. | Develop sales report module with filters for category, time, and store. | High | 200 | 13 | Sprint 1 |
| INV-02 | As a store manager, I want to manage inventory levels so that I can avoid stockouts. | Develop inventory tracking module with real-time updates and low stock alerts. | High | 500 | 21 | Sprint 2 |
| CUST-01 | As a customer, I want to join a loyalty program so that I can earn rewards for my purchases. | Develop loyalty program module with points tracking and reward redemption. | Medium | 200 | 13 | Sprint 3 |
| STAFF-01 | As a staff member, I want to check my schedule so that I can plan my work hours. | Develop staff scheduling module with shift, break, and day-off display. | Medium | 100 | 8 | Sprint 4 |
| FIN-01 | As a store manager, I want to manage store finances so that I can track revenue and expenses. | Develop financial tracking module with real-time updates and exportable reports. | High | 200 | 13 | Sprint 5 |
| SUP-01 | As a supplier, I want to view purchase orders so that I can prepare shipments. | Develop purchase order tracking module for suppliers. | Medium | 150 | 10 | Sprint 6 |
| MKT-01 | As a store manager, I want to manage promotions and discounts so that I can attract more customers. | Develop promotions module with discount codes and special offers. | Medium | 100 | 8 | Sprint 7 |
| CUST-02 | As a customer, I want to check product availability so that I can plan my purchase. | Develop product availability module with real-time stock levels. | High | 300 | 18 | Sprint 8 |
| HR-01 | As a store manager, I want to track employee performance so that I can evaluate productivity. | Develop employee performance tracking module with sales and attendance metrics. | Medium | 150 | 12 | Sprint 9 |
| RET-01 | As a store manager, I want to manage customer returns so that I can handle them efficiently. | Develop returns management module with return reasons and tracking. | Medium | 100 | 8 | Sprint 10 |

**Sprint Backlog:**

| **User Story ID** | **User Story** | **Tasks** | **Owner** | **Status** | **Estimated Effort (hours)** |
| --- | --- | --- | --- | --- | --- |
| INV-01 | As a store manager, I want to view daily sales reports so that I can track store performance. | Develop sales report module with filters for category, time, and store. | Developer 1 | In Progress | 20 |
| INV-01 | As a store manager, I want to view daily sales reports so that I can track store performance. | Implement export functionality to PDF and Excel. | Developer 2 | Not Started | 10 |
| INV-02 | As a store manager, I want to manage inventory levels so that I can avoid stockouts. | Develop inventory tracking module with real-time updates. | Developer 3 | In Progress | 30 |
| INV-02 | As a store manager, I want to manage inventory levels so that I can avoid stockouts. | Implement low stock alerts. | Developer 4 | Not Started | 15 |
| CUST-01 | As a customer, I want to join a loyalty program so that I can earn rewards for my purchases. | Develop loyalty program module with points tracking. | Developer 5 | Not Started | 25 |
| CUST-02 | As a customer, I want to join a loyalty program so that I can earn rewards for my purchases. | Implement reward redemption functionality. | Developer 6 | Not Started | 15 |

**Product Burndown Chart:**

**Sprint Burndown Chart:**

**Document 6: Sprint meetings**

**Meeting Type 1: Sprint Planning meeting**

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| **Date**  |  01/01/2024 |
| **Time**  |  1:00 PM |
| **Location**  |  Bengaluru (Conference Room) |
| **Prepared By**  |  Product Owner |
| **Attendees**  |  Scrum Master, Development Team, Product Owner, Stakeholders  |

**Agenda Topics**

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| **Topic**  | **Presenter**  | **Time allotted**  |
| Review Product Backlog | Product Owner | 30 minutes |
| Define Sprint Goal | Scrum Master | 20 minutes |
| Select User Stories for the Sprint | Development Team | 45 minutes |
| Break Down User Stories into Tasks | Development Team | 45 minutes |

**Other Information**

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| **Observers**  |  None |
| **Resources**  |  JIRA, Whiteboard, Markers |
| **Special Notes**  |  Ensure all user stories are well-defined and estimated. |

**Meeting Type 2: Sprint review meeting**

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| **Date**  | 15/01/2024 |
| **Time**  | 10:00 AM |
| **Location**  | Bengaluru (Conference Room) |
| **Prepared By**  | Scrum Master |
| **Attendees**  | Development Team, Product Owner, Stakeholders |

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| **Sprint status**  | **Things to demo**  | **Quick updates**  | **What’s next**  |
|  2 user stories completed (INV-01, INV-02). |  Export functionality to PDF and Excel. |  Low stock alerts are in development. |  Start work on the loyalty program module (CUST-01). |
| No major blockers reported. | Low stock alerts (work in progress). | Stakeholder feedback will be incorporated into the next sprint. | Prepare for Sprint 2 planning meeting. |

**Meeting Type 3: Sprint retrospective meeting**

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| **Date**  | 15/02/2024 |
| **Time**  | 3:00 PM |
| **Location**  | Bengaluru (Conference Room) |
| **Prepared By**  | Scrum Master |
| **Attendees**  | Development Team, Scrum Master |

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| **Agenda**  | **What went well**  | **What didn’t go well**  | **Questions**  | **Reference**  |
|  Reflect on the sprint and identify areas for improvement. |  Team collaboration was excellent. |  Some tasks took longer than estimated. |  How can we improve task estimation? |  Sprint 1 Burndown Chart |
|  Discuss what worked and what didn’t. | Daily stand-ups helped keep everyone aligned. | Communication with stakeholders could be improved. | What can we do to improve stakeholder communication? | Sprint 1 Retrospective Notes |

**Meeting Type 4: Daily Stand-up meeting**

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| **Question**  | **Name/Role**  |  | **Week “1” (from 10-02-2024 to 16-02-2024)**  |  |  |
| **Monday**  | **Tuesday**  | **Wednesday**  | **Thursday**  | **Friday**  | **Saturday**  | **Sunday**  |
| **What did you do yesterday?**  |  | **Developer** **1**  |  |  Worked on sales report module.Developed inventory tracking.Assisted with sales report module. |  Fixed bugs in inventory tracking. Implemented low stock alerts.Worked on inventory adjustments. | Completed export functionality.Tested sales report module. Tested export functionality. |  Started loyalty program module.Worked on loyalty program UI.Started staff scheduling module. | Continued work on loyalty program.Fixed issues in loyalty program.Continued staff scheduling work. |  - - - |  - - - |
| **Developer** **2**  |
| **Developer** **3**  |
| **What will you do today?**  |  | **Developer** **1**  |  |  Finalize sales report module.Fix bugs in inventory tracking.Work on staff scheduling module. |  Work on loyalty program backend.Work on loyalty program integration.Test staff scheduling module. |  Test loyalty program module.Test loyalty program module.Continue staff scheduling work. |  Continue loyalty program work.Continue loyalty program work.Prepare for Sprint Review. |  Prepare for Sprint Review.Prepare for Sprint Review. **-** |  **-** **-** **-** |  **-** **-**  **-** |
| **Developer** **2**  |
| **Developer** **3**  |
| **What (if any) is blocking your progress?**  |  | **Developer** **1**  |  | Waiting for feedback on sales report.No blockers.No blockers. |  No blockers.No blockers.No blockers. |  No blockers.No blockers.No blockers. |  No blockers.No blockers.No blockers. |  No blockers.No blockers.No blockers. |  - - - |  **-** **-** **-** |
| **Developer** **2**  |
| **Developer** **3**  |