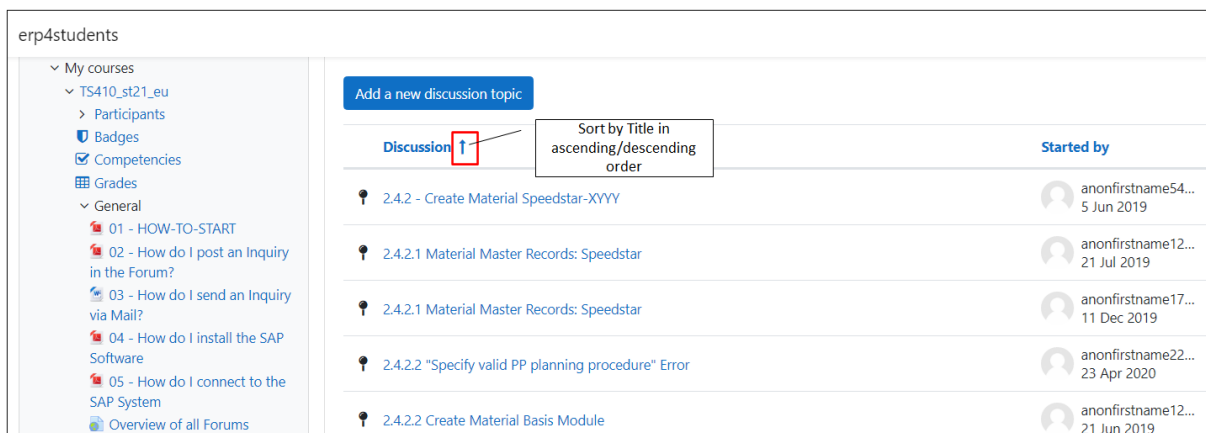# Posting an Inquiry in the Forum

When posting an Inquiry in the forum, you should consider the following:

1. First, check in the forum, if another course participant has already posted an inquiry regarding **the very same problem**. The solution that the tutor has suggested is generally applicable to your problem. This will save you a lot of waiting time, since you do not need to wait for the tutor's answer.

   To find specific problems more quickly, you should **sort the forums by topic in ascending or descending order**. Since the title of the thread begins with the respective chapter number, all posts are listed in the order specified in the script.
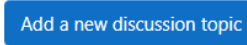

2. Post your inquiry in the **correct** forum. For each teaching unit of the course, there is an own forum. If you, e.g., have a problem in teaching unit Project Management, then you must post the inquiry in *Forum for course part 11: Project Management*.

3. As **title** for your thread use the *chapter number* and the *chapter title* of the chapter where the problem occurred. This allows other course participants to easily find a problem and the according solution.

   If you, e.g., have a problem in teaching unit Project Management in the chapter *4.2.7.1 Determine Activities for Billing* then you must name your thread as follows:

   4.2.7.1 Determine Activities for Billing

5. Furthermore, the following information are very important for the tutor to provide help in a timely manner:
   - *Script* in which the problem occurred
   - *Page, Chapter* and *Step* in which the problem occurred
   - *Transaction* that was used
   - *User Number* (your WIP-xx-yy user which you use to log on to the SAP system)
   - A *Problem Description*
   - All *Datasheet entries* that you have so far from this teaching unit
   - *Screenshot*

If you do not know how to make a screenshot, please check out the following YouTube Video: http://www.youtube.com/watch?v=Qv8URw9PjbQ

The following example illustrates how to post an inquiry to the forum:

1. You have encountered a problem while working on script 8. In the moodle course you first select the **correct forum** and checks, if someone else has already posted an inquiry for the **very same problem**. If this is not the case, you open a new thread by pressing Add a new discussion topic.

2. In the next step, you enter the **Chapter Number** and the **Chapter Name** where the problem occurred as Thread Title.
   In the text area she describes here problem as follows:

Hi Taymaz,

I've encountered the following problem:

Script	8 – Project Management
Chapter	4.2.7.1 Determine Activities for Billing
Page	107
Transaction	DP91
Step	5
User	WIP1-183

Problem description:
After entering the second sales order number and pressing the Expenses button an error occurs stating that **"No expenditure items found"**

Datasheet entries:

Milestone Blueprint	10071
Milestone Prototype	10072
Standard order 1 (milestone billing)	20442
Standard order 2 (resource-related billing)	20443
Document blueprint	900090758
Billing document 1 (milestone 1)	90046642
Billing document 1 (milestone 2)	90046643

Regards

3. After you have completed your problem description, you upload the screenshot from the error in the system, which you saved on your hard drive beforehand. Therefore, you click in the **Attachment** area (which is displayed when clicking on the Link **Advanced**) below the text field.

Next you select the **Upload a file** area and select the picture on your hard drive. After pressing the ![Upload this file] button, the file is attached to the forum post.

Hint: Save the screenshot in **png** format to have the screenshot displayed in the forum directly instead of having it attached to your message.

4. Now, you only need to press the button [Post to forum] to publish your inquiry. The thread is then displayed correctly in the forum.

4.2.7.1 Determine Activities for Billing
by Tom Test - Tuesday, 3 February 2015, 6:49 PM

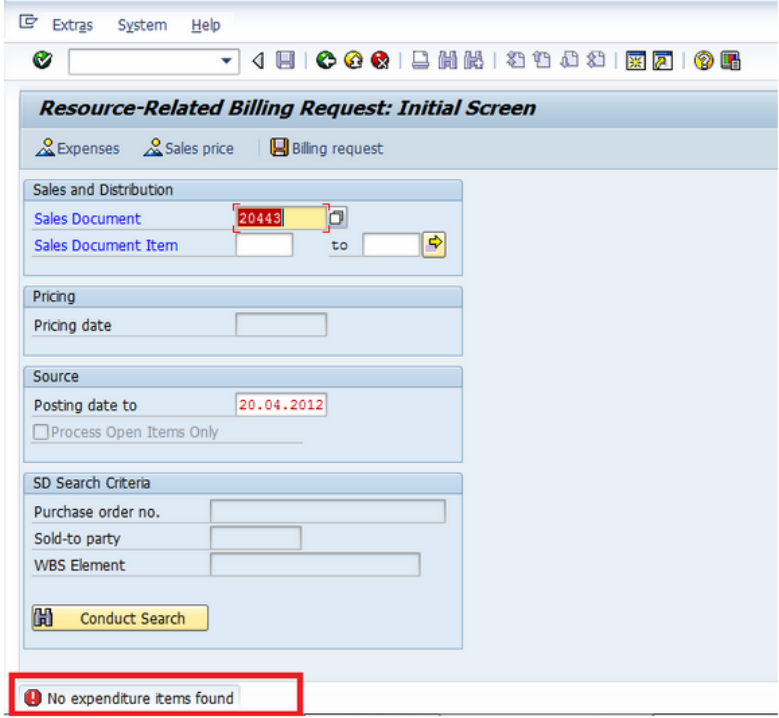Hi Taymaz,

I've encountered the following problem:

Script	11 - Project Management
Chapter	4.2.7.1 Determine Activities for Billing
Page	107
Transaction	DP91
Step	5
User	WIP-11-83

Problem description:

After entering the second sales order number and pressing the Expenses button an error occurs stating that"No expenditure items found"

Datasheet entries:

Milestone Blueprint	10071
Milestone Prototype	10072
Standard order 1 (milestone billing)	20442
Standard order 2 (resource-related billing)	20443
Document blueprint	900090758
Billing document 1 (milestone 1)	90046642
Billing document 1 (milestone 2)	90046643

Regards

Extras   System   Help

Resource-Related Billing Request: Initial Screen

Expenses   Sales price   Billing request

Sales and Distribution
Sales Document   20443
Sales Document Item   to

Pricing
Pricing date

Source
Posting date to   20.04.2012
☐ Process Open Items Only

SD Search Criteria
Purchase order no.
Sold-to party
WBS Element

Conduct Search

⚠ No expenditure items found