

Question:

Resolving 'Form Item is Not Editable' in Incoming Payments

A user is unable to perform an Incoming Payment in SAP Business One and receives the error message: "Selected Click item; Form Item is not editable." How can this be resolved?

The screenshot shows the SAP Business One 'Incoming Payments' window. At the top, a red error bar displays the message: "Selected Click item - Form item is not editable". The window is divided into several sections. On the left, there are input fields for 'Posting Date' (09.01.25), 'Parent Code', and 'Name'. Below these are fields for 'Bank Name' (OCBC Bank), 'Cheque Number', 'Payment Currency' (JPY), 'Payment Amount' (0.00), 'Bank Charges' (0.00), and 'Discount' (0.00). On the right, there are fields for 'No.' (25003PY), 'Due Date' (09.01.25), 'Document Date' (09.01.25), 'Bank Slip No.' (2500306), 'Running Total LC' (2,455.96), 'Gain/Loss LC' (0.00), 'Bank GL' (13251303), 'Bank Charges GL' (22001104), 'Discount GL' (22121199), 'Total AR Amount PC' (0.00), 'Total AR Amount LC' (0.00), and 'Referenced Document'. In the center, there is a table with columns: 'Selected', 'Type', 'Date', 'BDX Doc No', 'CBND', 'Doc Amt', 'Ex Rate', 'Balance Amt', 'Paid FC', 'Paid Ex Rate', 'Paid LC', 'Bal. Q/S FC', 'Bal. Q/S LC', 'Receipt Cur Offset', 'Gain Loss LC', 'Branch Name', and 'Remarks'. The first row is highlighted in yellow and contains the value 'IN' in the 'Selected' column. At the bottom, there are buttons for 'Add', 'Cancel', 'Save as Draft', and 'Fill Payment'. On the right side of the bottom section, there are fields for 'Amount Due (FC)' (JPY 1,429,340), 'Amount Due (LC)' (500 12,413.62), and 'Open Balance'. A red error bar is also visible at the bottom of the window.

Answer:

The quickest and most effective solution is to copy the working Form Settings from a user who can successfully perform Incoming Payments to the problematic user.

Steps to Copy Form Settings to Resolve the Issue:

1. Identify a Working User:

Find a user in your SAP Business One system who can successfully open and process Incoming Payments without encountering the "Form Item is not editable" error. This user's settings will be copied.

2. Access User Setup (as Administrator):

Navigate to Administration > Setup > General > Users.

Select the Working User:

In the "Users - Setup" window, select the user whose form settings you want to copy (the "working user").

3. Use "Copy Form Settings" Feature: