

How to fix the SANITY-Excel "Locale" problem

Potential Problem: Data in the SANITY forecasting Excel download tool is displayed incorrectly (all data points in column A, all clumped together, not separated by columns).

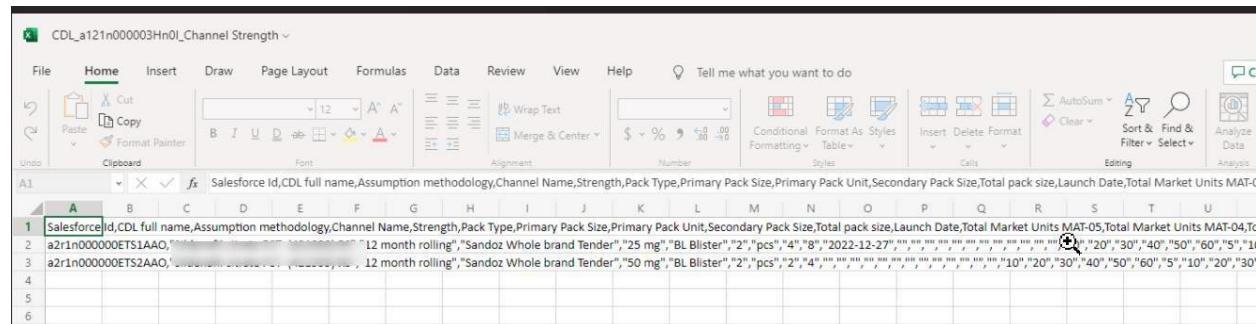
Root cause: The settings differ between your SANITY (Salesforce) “Locale” settings and the “regional” settings of your Excel version.

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a *.csv file. This can either cause file upload issues or cluster all the field values into column A because depending on your “Locale” settings.

Solution: Here is a very quick way to **fix it in SANITY** and you can do it yourself!

How do I recognize there is a problem?

Your downloaded *.csv file looks like this (and so does your Excel download tool from SANITY):

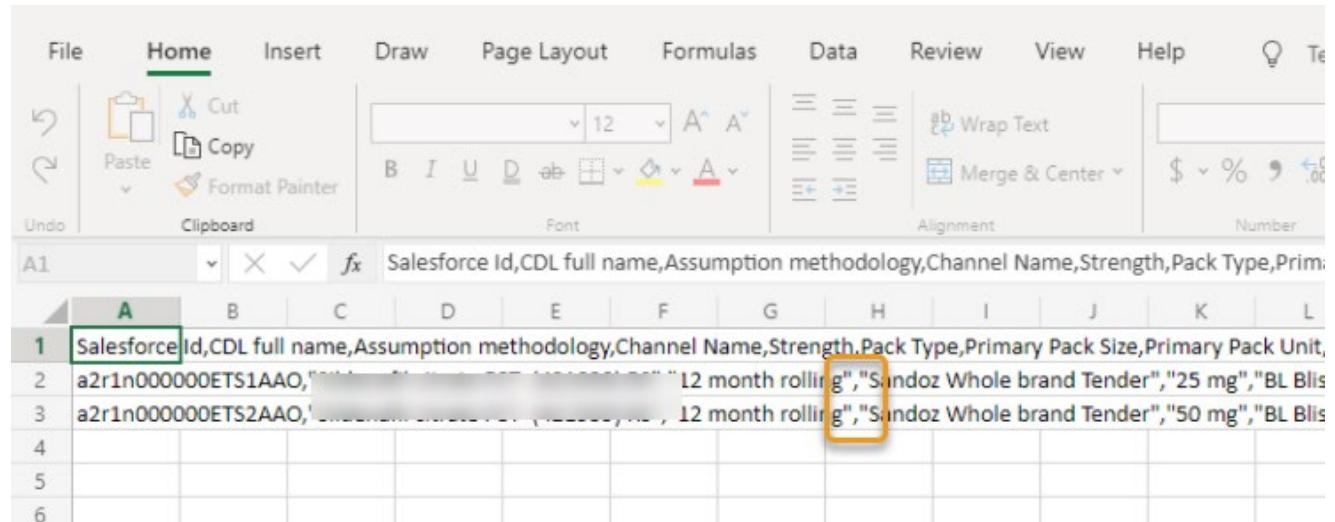


A screenshot of Microsoft Excel showing a CSV file named "CDL_a121n000003Hn01_Channel Strength.csv". The file contains three rows of data. The first row has the header: "Salesforce Id,CDL full name,Assumption methodology,Channel Name,Strength,Pack Type,Primary Pack Size,Primary Pack Unit,Secondary Pack Size,Total pack size,Launch Date,Total Market Units MAT-0". The second and third rows have data entries. The data is displayed as a single long string in column A, indicating a locale issue where commas are being used as delimiters instead of semicolons.

Salesforce Id	CDL full name	Assumption methodology	Channel Name	Strength	Pack Type	Primary Pack Size	Primary Pack Unit	Secondary Pack Size	Total pack size	Launch Date	Total Market Units MAT-0
a2r1n000000ETS1AAO	"Sandoz Whole brand Tender", "12 month rolling", "Sandoz Whole brand Tender", "25 mg", "BL Blister", "2", "pcs", "4", "8", "2022-12-27", "10", "20", "30", "40", "50", "60", "5", "10", "20", "30"										
a2r1n000000ETS2AAO	"Sandoz Whole brand Tender", "12 month rolling", "Sandoz Whole brand Tender", "50 mg", "BL Blister", "2", "pcs", "2", "4", "2022-12-27", "10", "20", "30", "40", "50", "60", "5", "10", "20", "30"										

What do you need to do?

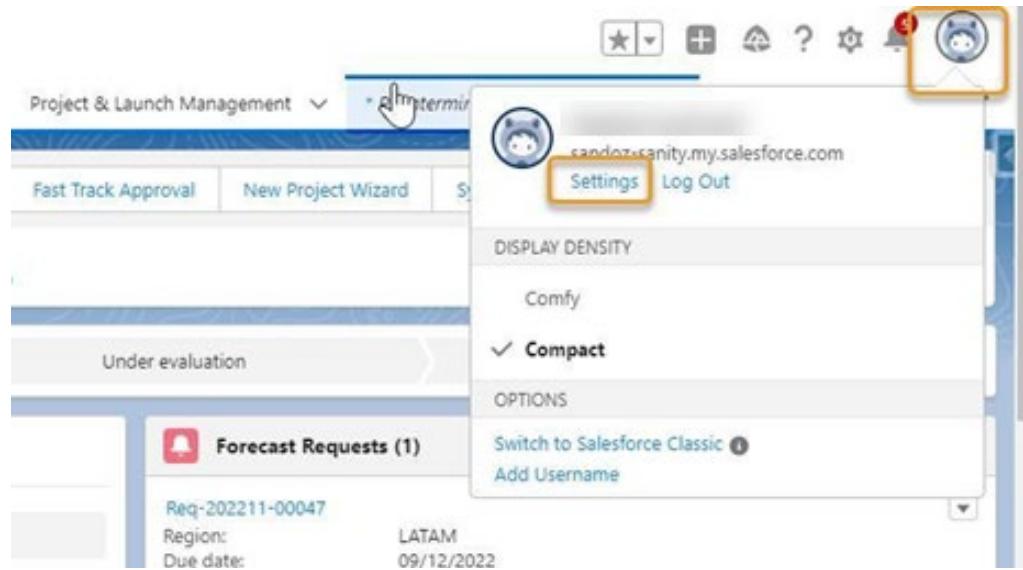
1. First, check your “broken” *.csv file if comma (,) or semicolon (;) are shown to define the settings in SANITY:



A screenshot of Microsoft Excel showing the same CSV file after fixing the locale settings. The data is now correctly separated by commas, appearing in multiple columns (A through L) as intended. A yellow box highlights the separator character in the formula bar, which shows a comma (,).

Salesforce Id	CDL full name	Assumption methodology	Channel Name	Strength	Pack Type	Primary Pack Size	Primary Pack Unit	Secondary Pack Size	Total pack size	Launch Date	Total Market Units MAT-0
a2r1n000000ETS1AAO	"Sandoz Whole brand Tender", "12 month rolling", "Sandoz Whole brand Tender", "25 mg", "BL Blister", "2", "pcs", "4", "8", "2022-12-27", "10", "20", "30", "40", "50", "60", "5", "10", "20", "30"										
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2. Next step is in SANITY to change your “Locale”: Click on your avatar icon and select “Settings”:



3. In the menu on the left “My Personal Information”, choose “Language and time zone”:

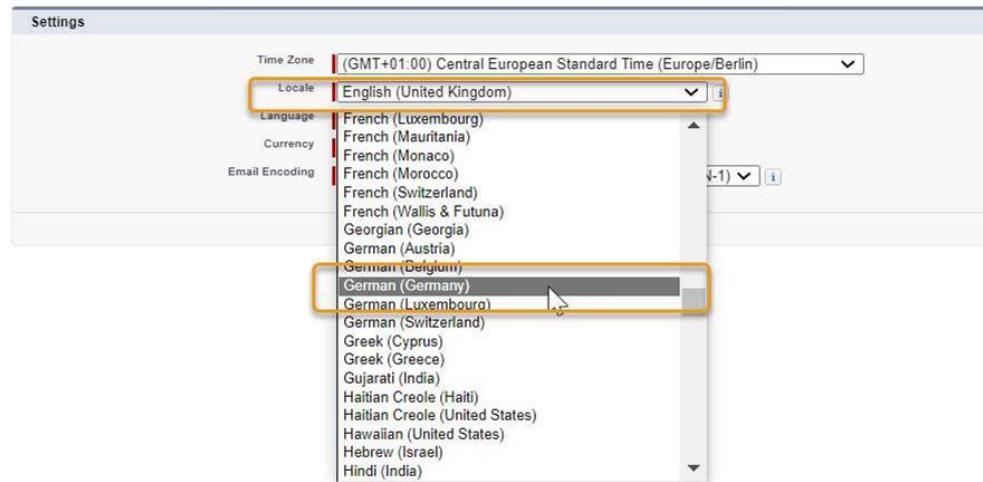
A screenshot of the "Language & Time Zone" settings page. The left sidebar shows a "My Personal Information" section with several options: "Advanced User Details", "Approver Settings", "Authentication Settings for External Systems", "Connections", "External Credentials", "Grant Account Login Access", "Language & Time Zone" (which is highlighted with an orange box), "Login History", "Personal Information", and "Reset My Security Token". The main content area is titled "Language & Time Zone" and contains a "Settings" table with the following data:

	Value
Time Zone	(GMT+01:00) Central Europe Standard Time
Locale	English (United Kingdom)
Language	English
Currency	USD - U.S. Dollar
Email Encoding	General US & Western European

The settings to chose, depend on your “broken” downloaded *.csv file

- If you see commas (,) as separators (like in the screenshot above) – change the “Locale” in SANITY to “German (Germany)”
- If you see semicolon (;) as separators (where there are commas in the above screenshot) – change the “Locale” in SANITY to “English (United Kingdom)”, “English (Ireland)” or “English (USA)”, depending on your date and time display preferences.

Language & Time Zone



4. Don't forget to **save!**

Want to know more?

Here are examples on how dates and numbers will be displayed:

German (Germany,Euro) de_DE_EURO	Date Time: Short	28.01.2008 16:30	English (Ireland) en_IE	Date Time: Short	28/01/2008 16:30	
	Date Time: Medium	28.01.2008 16:30:05		Date Time: Medium	28-Jan-2008 16:30:05	
	Date Time: Long	28.01.2008 16:30:05 PST		Date Time: Long	28/01/2008 16:30:05 PST	
	Currency: Positive	1.234.567,57 €		Date: Medium	28-Jan-2008	
	Currency: Negative	-1.234.567,57 €		Accounting Currency: Negative	-€1,234,567.57	
	Accounting Currency: Positive	1.234.567,57 €		English (United Kingdom) en_GB	Date Time: Short	
	Accounting Currency: Negative	-1.234.567,57 €		Date Time: Medium	28/01/2008 16:30	
Background: Comma (,), used as the thousands separator used in most English-speaking countries, whereas the decimal separator is a dot (.). In German-speaking countries, decimal numbers are written with a comma (three point four six is 3,46), which can lead to errors with figures in csv, because now the uniqueness of separators is missing. For this reason, Microsoft has introduced the semicolon as a separator for csv files in German-speaking countries.				Date Time: Long	28-Jan-2008 16:30:05 PST	
				Date: Medium	28-Jan-2008	
				Accounting Currency: Negative	-£1,234,567.57	
				English (United States) en_US	Date Time: Short	
				Date Time: Medium	1/28/2008 4:30 PM	
				Date Time: Long	Jan 28, 2008 4:30:05 PM	
				Currency: Negative	(\$1,234,567.57)	

Check here for more countries' settings:

[List of Salesforce Locale Formats \(salesforce.com\)](http://List of Salesforce Locale Formats (salesforce.com))