

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).

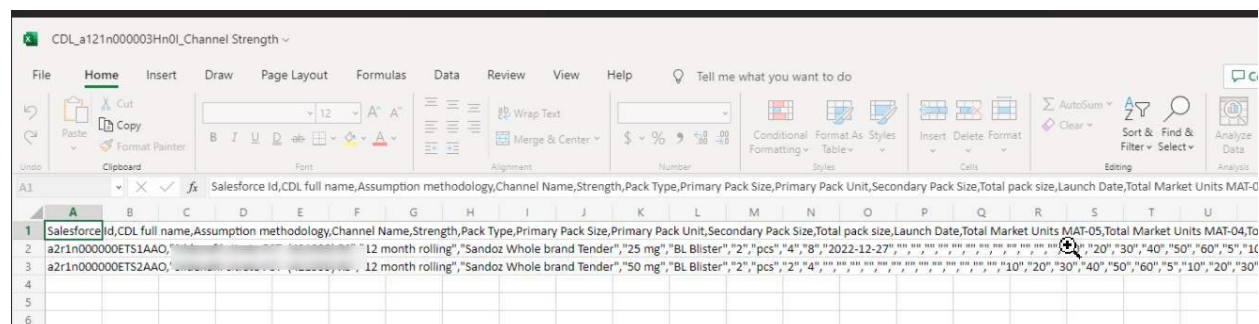
Root cause: The settings differ between your SANITY (Salesforce) "Locale" settings and the "regional" settings of your Excel version.

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!

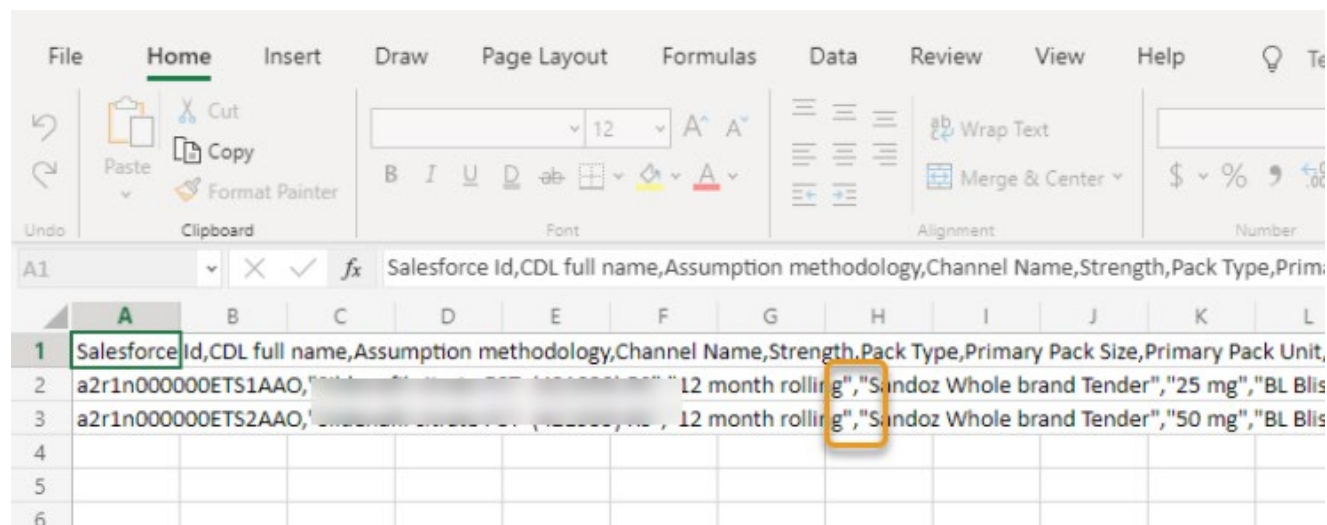
How do I recognize there is a problem?

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

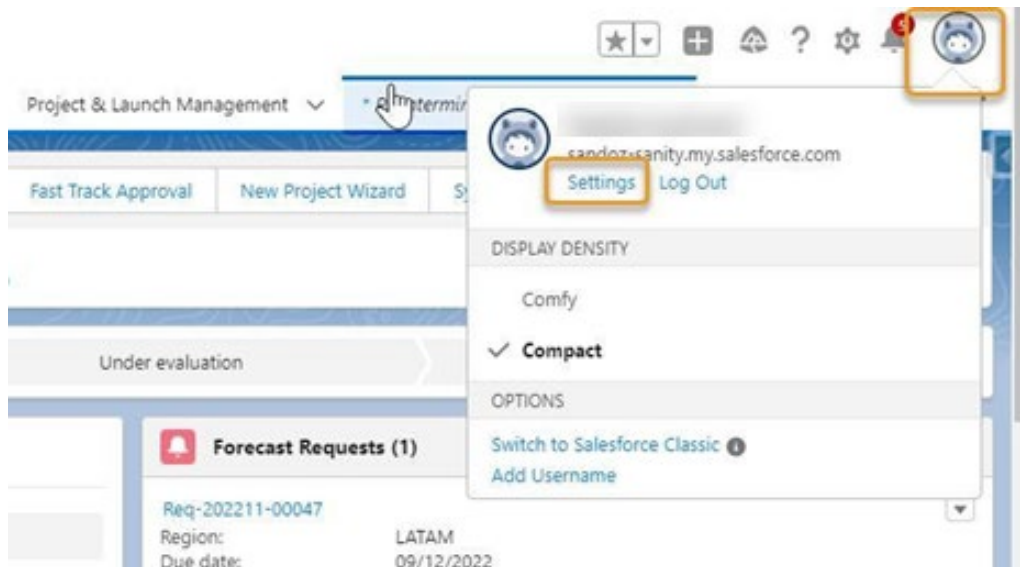


What do you need to do?

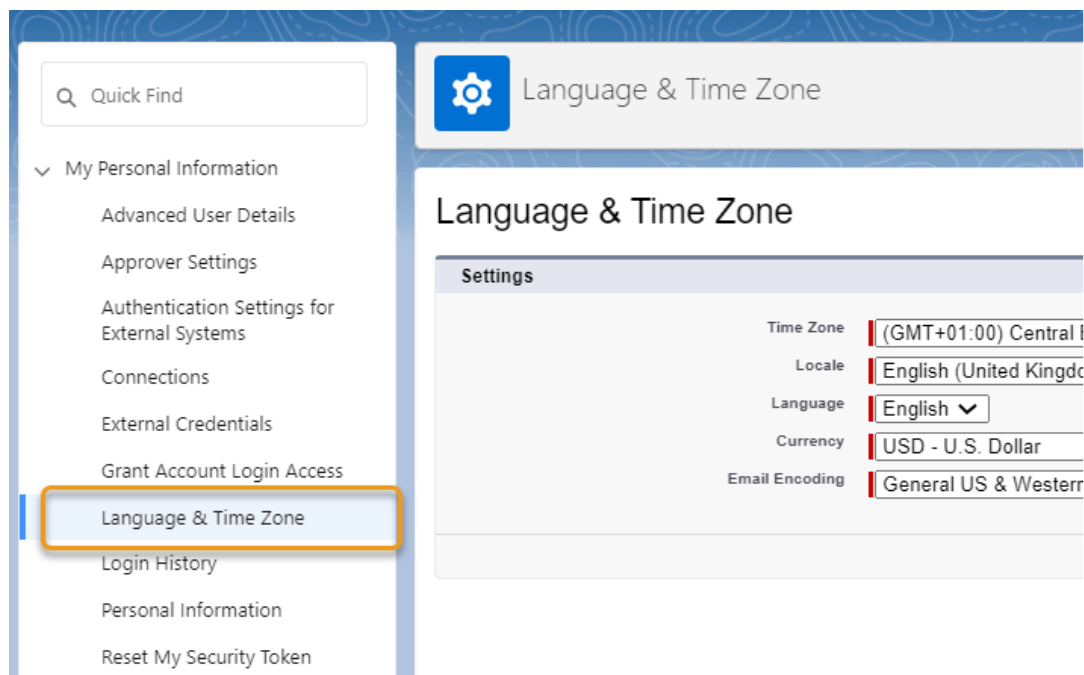
1. First, check your "broken" *.csv file if comma (,) or semicolon (;) are shown to define the settings in SANITY:



2. Next step is in SANITY to change your “Locale”: Click on your avatar icon and select “Settings”:

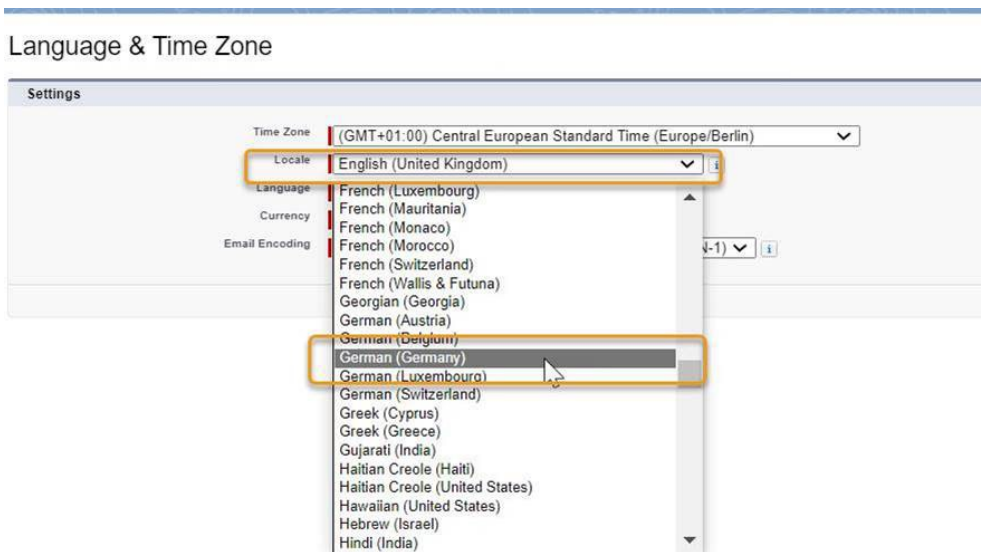


3. In the menu on the left “My Personal Information”, choose “Language and time zone”:



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.



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	28/01/2008 16:30	
	Accounting Currency: Negative	-1.234.567,57 €		Date Time: Medium	28-Jan-2008 16:30:05	
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	28/01/2008 16:30:05 PST	
				Date: Medium	28-Jan-2008	
				Accounting Currency: Negative	-£1,234,567.57	
				English (United States) en_US	Date Time: Short	1/28/2008 4:30 PM
					Date Time: Medium	Jan 28, 2008 4:30:05 PM
					Date Time: Long	1/28/2008 4:30:05 PM PST
				Currency: Negative	(\$1,234,567.57)	

Check here for more countries' settings:

[List of Salesforce Locale Formats \(salesforce.com\)](https://www.salesforce.com/help/other/locale_formats/)