

## Known Issue: KI9.2-164\_GL – Other – Numbers formatted as General when downloading a PeopleSoft grid to Excel

**POSTED:** November 14, 2022

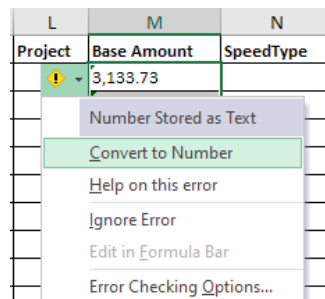
**STATUS:** Active

**NAVIGATION:** N/A

**ISSUE:** When downloading to Excel from a grid in PeopleSoft, number fields are being set to General.

**FUNCTIONAL WORKAROUND:** Users will need to manually format the Excel data until this issue is resolved. To format the cells in the column, highlight all the lines except the header and scroll back to the very top cell with the cells still highlighted.

There should be an icon (⚠️ or ⚠️) to the left of the first cell in the column. Hover over the icon and a dropdown arrow will appear. Click on the arrow and select the “Convert to Number” option.



Hint: To select a large number of cells in a column, press the Ctrl + Shift + down arrow (⇓) keys.

**ESTIMATED RESOLUTION:** ITS is currently working on a fix for this issue and will have the resolution in production as soon as possible.

**MORE INFORMATION AND SUPPORT:** For business impact issues, contact the ITS Helpdesk at [helpdesk@usg.edu](mailto:helpdesk@usg.edu) or via the [ITS Customer Services website](#).

