

Tips for Viewing Attached .CSV Spreadsheet File


Since the inception of SDDC's Customer Satisfaction Survey (CSS) program, we have continually worked to develop our process of providing our agents feedback regarding those scores as they applied to their role in military household goods shipments.

Part of that process has been a monthly e-mail providing analysis of CSSs received over the last year, as well as claims history summary over 1-year and 3-year periods. Since 2010, that e-mail has included an attachment with a .CSV spreadsheet file, as .CSV is a flexible and well-supported file format, useable by Microsoft Excel and various competing spreadsheet products as well as various other programs.

Recently, in response to interest expressed by our agents who wished to have CSS comments from the customer included along with the scores, we have enhanced that .CSV spreadsheet file accordingly. Likewise, this recent enhancement includes comments the customer provided over the phone to their move managers, then entered into our system. However, since comments are free-form and can span multiple lines and paragraphs, this does affect comments' readability and ease-of-use within the .CSV file format.

Considering the popularity of Microsoft Excel, we've put together a short list of tips regarding its use to view this e-mail's .CSV attachment whose columns for comments were recently added (note that these tips were developed while using the version of Excel in MS/Office 2010, so commands may vary slightly in other versions).

General tips:

1. After opening the attached "Surveys Completed Last 12 Months.csv" file in MS/Excel, above and left of the spreadsheet data itself, click on the "Select All" button  (or, instead of the "Select All" button, you may press the control key combination CTRL-A twice)
2. Click the "Format" button on the toolbar, then select "Auto Fit Column Width"
3. Then, move over to the rightmost columns with CSS and move management comments (Excel column titles "S" thru "V") - select all four of those columns, right click, and manually set column width to 80
4. Again, go back to the top left of the spreadsheet, and "select all"
5. Click the "Format" button on the toolbar – but this time, select "Auto Fit Row Height"

Optional tips (best for more experienced MS/Excel users):

1. Because of the number of columns of information which results in a fairly wide spreadsheet, to make sure you can see the shipper name and BL/GBL #s alongside all scores and comments you may wish to review:
 - a. Position cursor on the first shipment line, under the "Pickup Date" column (cell ID "D2")
 - b. Click the "View" toolbar tab, click the "Freeze Panes" tool icon, then "Freeze Panes" from the list

We hope you find these tips helpful. Likewise, if you'd have any tips you found and would like to share, some of your own, we are interested in hearing from you. Thanks again for helping us develop our process to communicate this feedback to the community of agents working together with us.