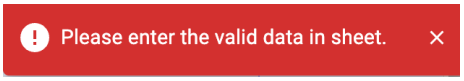
The store hierarchy import does not work

When trying to import an Excel file with the store hierarchy for your country, it is possible that you receive an error message, and the file import does not work.



This message means that there are errors with the data introduced in the Excel file. Review the following common errors:

- **Data in one of the mandatory columns is missing.** On the “Locations” tab of the Excel file, review columns C, E and F (columns with red header) to ensure the mandatory information is completed. (Note: the parent store of the central store is an exception, and this cell can be left blank on column C)

- **Facilities do not have the correct parent stores.** Review column E “Facility name” together with column C “Parent facility name” to ensure there are no stores reporting to themselves (i.e. facility name and parent store cannot be the same).

- **Supply chain level codes are incorrect.** Review column F, “Supply Chain Level Code” to ensure the right format is used. Only numbers from 1 to 5 should be used for the supply chain level. Letters or other numbers are not allowed.

- **The format of the population figures is incorrect.** Review column K “Total Population” to ensure that no symbols (such as commas or dots) are used.

- **The header titles for each column have been modified.** If the titles of each column (text on row 1) are changed, the SMT platform might not be able to recognize the data. If you are unsure as to whether the text has been edited, download the hierarchy file again and copy-paste the data into the new template.

- **The import file and the platform are in a different language.** If the file has been downloaded while using the platform in a specific language, the same language needs to be used when importing the file back into the platform. Switch the platform language to match the language of the file or download the template again in the language you wish to use and copy-paste the data.