

Add New App - Process Overview

1 App Information 

2 Binary 

3 Country/Region & Price 

4 Publication 

5 Review 

Add New App - Free & Paid

SAMSUNG Galaxy Store Seller Portal

Profile Support > Sign Out ENGLISH

Apps Statistics Accounting Promotion Assistance Samsung.com >

Guides **+ Add New App**

Galaxy Store x Bluestacks
A supported app player to play games from Galaxy Store on your PC

First Last Sign Out ⚙️
Free Distribution Seller Request Commercial Seller Status

🕒 Applications Status(Basic Date: 2020-08-27)

Downloads		Sales	
Today	Latest 30 days	Today	Latest 30 days
1	22	\$ 0	\$ 0

📁 Applications(1)

📄 Registration	1
🗣️ Review	0 (Rejected0)
💰 Sales	0

Add New App X CLOSE

Please select a application type to register.

Android Galaxy Watch **Galaxy THEMES**

NOTES

1. Only Theme approved partners will have this option enabled.
2. Please send email if it is not enabled.
 - support@samsungdevelopers.com (US & Canada)
 - Theme.ptn@Samsung.com (Global)

Add New App – App Information: App Title, Description

Screenshot of the Samsung Galaxy Store Seller Portal 'Add New App' form. The 'App Information' section is highlighted with a red box around the 'Advanced' mode selection. A large blue arrow points from the 'Advanced' mode selection to the detailed steps on the right.

DETAILED STEPS

1. Choose "Advanced" mode - This includes important information and options for users and exposure in the Galaxy Store
2. If selling application to more than one country/region, select English as Default Language. Please note that this is one of evaluation categories
 - Application names and descriptions must be provided in Chinese to sell applications in Chinese app stores
3. App Title (**Required**) - This is the name of the app shown to users in the Galaxy Store
 - When users search, the name of the app entered is the most important information for the search result exposure. Therefore, please be mindful of word spacing/typos, etc.
4. Description (**Required**) - This is the description of the app provided for users in the Galaxy Store
 - Enter an app description that will deliver to users, including an introduction about the app, characteristics, strengths, etc. This is the information that users check to decide whether to purchase/download the app

Refer to Webpage for Further Details

Entering Basic Information

<https://seller.samsungapps.com/guidePopup.as?numcid=0201010000&localeLanguage=en>

Registering Specialized Content
(Watch, Themes)

<https://seller.samsungapps.com/guidePopup.as?numcid=0201050000&localeLanguage=en>

Add New App - App Information: Tags, Pre-listen Sound, Category , Seller Page Link

Tags

Please enter tags you wish to add. The tags you've entered will be used for searches.

Please enter up to 5 tags in the field, one by one. A tag up to 60 bytes in length can be entered.

If the tag function is not used properly, your tags may be changed or deleted according to our Galaxy Themes operation policy.

Pre-listen Sound*

Please register the Theme applications only in the Theme Type. You must only upload the same types of Pre-listen Sound files used in the Theme attributes.

Type	File name	Play Time	Size	Upload	Delete
Ring tone				+	-
Alarm tone				+	-
Notification sound				+	-
Touch sounds				+	-
Handkeys				+	-
Dialing keypad tone				+	-
Keyboard sound				+	-
The backspace button				+	-

You must upload all types of Pre-listen Sound file.

Category *

Theme is only applicable to the sub-category.

Colour Palette Select (Sub)

Topics Select (Sub-Category)

Select a category that best describes your application.

Selectable categories may differ depending on the type of content. After registering the binary, please check the category once again.

Seller Page Link

Seller Icon: PNG format, 512 x 512 pixels, less than 100KB.

Seller URL:

Seller Name: 0-200 bytes

A seller's URL will not be displayed in the Galaxy Themes. Instead, the seller's name will be displayed in the Galaxy Themes, and users tapping the name will be taken to the page specified in the Seller URL field.

If you wish to display Seller Page Link information in the Galaxy Themes, enter items into all the fields, including Seller Icon, Seller URL, and Seller Name. If you do not wish to display Seller Page Link information, please leave the fields blank. However, if only one or two items are entered in the fields, the Theme applications cannot be submitted.

The icon can enter up to 200 bytes in the Seller Name field. Some text may be truncated when displayed in the Galaxy Themes depending on your device environment.

DETAILED STEPS

- Tags (Optional)** - used for searching the Galaxy Theme Store. For effective promotion, select highly relevant tags that can well represent the characteristics of the content
- Pre-listen Sound (Required)**
 - Sound files must be provided for themes with sound elements on it. There are 8 types of sound files that can be uploaded and registered
 - Click the [+] or [X] buttons to upload or delete the sound file respectively.
 - MP3 or OGG file format
- Category (Required)**
 - Select the category that best suits your content
 - The name of the category that is actually displayed may differ by country/region
 - If a category that is not suitable for app selected, the category can be adjusted discretionarily
 - Selectable categories may differ depending on the type of content. After registering the binary, please check the category once again
- Seller Page Link (Optional)** - Link users to company brand page

Refer to Webpage for Further Details

Entering Basic Information

<https://seller.samsungapps.com/guidePopup.as?numcid=02010000&localeLanguage=en>

Registering Specialized Content (Watch, Themes)

<https://seller.samsungapps.com/guidePopup.as?numcid=020105000&localeLanguage=en>

Add New App – App Information: Supported Languages, Open Source URL, & More

Supported Languages *

Add

* Please select the language(s) supported.

Open Source URL

http://
0/200 byte

If your application is built using Open notification.

Privacy Policy URL

http://
0/256 byte

* Please enter the Privacy Policy URL.
* This information must be entered if no input.

Copyright Holder

0/500 byte

Enter the name or company name of the copyright holder of the application.
In case there is a copyright issue, please input this field. The seller name will be displayed as the copyright holder.

Support E-Mail *

0/254 byte Use my default profile information

Support URL

http://
0/200 byte

Notify Result

+

Save

YouTube URL

http://www.youtube.com/watch?v= Please enter Video ID (11 characters)

* Please enter the 11-character video ID for the YouTube URL.
For example, enter video ID eZ0jm48fhqQ for the URL: <http://www.youtube.com/watch?v=eZ0jm48fhqQ>

* When you register a link to a YouTube video, a screenshot of the video along with the link will be displayed on Galaxy Store.

YouTube URL Information >

DETAILED STEPS

1. Privacy Policy URL (**Required**) - required if the app falls into the "Kids" category
2. YouTube Video (**Optional**) - this will be the first image on the detail page of the app. Rejected if it contains materials unrelated to your application or contains harmful information in violation of Seller Portal's App Review Policy
3. Customer support email (**Required**) - Enter the email address to which users can send inquiries and suggestions about your app
4. Customer support URL (**Optional**) - Enter the website address of app or company
5. Make sure to save before clicking to next tab

Refer to Webpage for Further Details

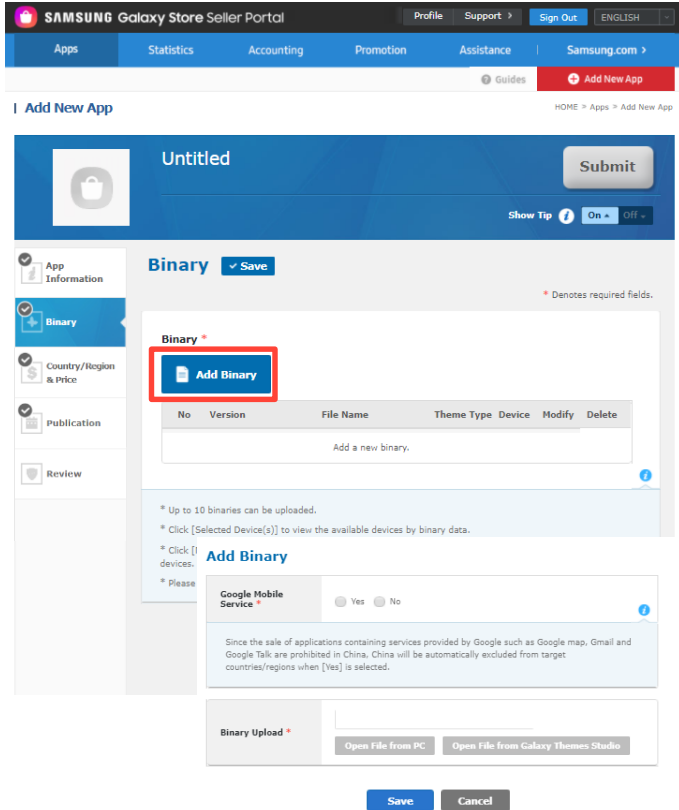
Entering Basic Information

<https://seller.samsungapps.com/guidePopup.as?numcid=0201010000&localeLanguage=en>

App Review Policy

<https://seller.samsungapps.com/guidePopup.as?numcid=0202020000&localeLanguage=en>

Add New App - Binary



SAMSUNG Galaxy Store Seller Portal

Profile Support Sign Out ENGLISH

Apps Statistics Accounting Promotion Assistance Samsung.com

Guides Add New App

HOME Apps Add New App

Untitled Submit

Show Tip On Off

App Information

Binary Save

Country/Region & Price

Publication

Review

Binary *

Add Binary

No	Version	File Name	Theme Type	Device	Modify	Delete
Add a new binary.						

* Up to 10 binaries can be uploaded.
* Click [Selected Device(s)] to view the available devices by binary data.
* Click [i] devices.
* Please

Add Binary

Google Mobile Service * Yes No

Since the sale of applications containing services provided by Google such as Google map, Gmail and Google Talk are prohibited in China, China will be automatically excluded from target countries/regions when [Yes] is selected.

Binary Upload *

Open File from PC Open File from Galaxy Themes Studio

Save Cancel

DETAILED STEPS

1. There are three features when "Add Binary" button is clicked:
 - Google Mobile Service
 - Binary upload
2. Special characters, except for underscore (_) and hyphen (-), and spaces are not allowed
3. A binary file cannot be registered if it has the same package name of a binary file that was registered by any OTHER Seller Portal Commercial Seller, even after the file was deleted
4. After uploading the binary files, click the "Save" button and check the binary details

Refer to Webpage for Further Details

App Binary
Registration

<https://seller.samsungapps.com/guidePopup.as?numcid=0201020000&localeLanguage=en&viewmore=0201020101>

Add New App – Binary: Google Mobile Service, Binary Upload

Samsung Galaxy Store Seller Portal Profile Support Sign Out ENGLISH

Apps Statistics Accounting Promotion Assistance Samsung.com

Guides Add New App

HOME Apps Add New App

Untitled Submit

Show Tip On Off

App Information Binary Country/Region & Price Publication Review

Binary **Save**

* Denotes required fields.

Binary *

Add Binary

No	Version	File Name	Theme Type	Device	Modify	Delete
Add a new binary.						

* Up to 10 binaries can be uploaded.

Only 'Excluded Region' can be used for multiple devices by binary data.

Add Binary

Google Mobile Service * Yes No

Since the sale of applications containing services provided by Google such as Google map, Gmail and Google Talk are prohibited in China, China will be automatically excluded from target countries/regions when [Yes] is selected.

Binary Upload *

Open File from PC Open File from Galaxy Themes Studio

Save Cancel

1. Google Mobile Services (Required)

- Please indicate whether the app registering uses services provided by Google (Google map, Gmail, etc.). The app cannot be sold in China if GMS is included

2. Binary Upload (Required)

- Version Code - The version that your theme uses is shown as the Version Code and it is automatically detected from the AndroidManifest.xml file. The Version Code must be in integers. In addition, the version of the theme that was deleted or removed from sales during registration or certification can be used again
- Package Name (App ID) - The Package Name or also known as App ID belonging to a theme that was deleted or removed from sales can be used again. The same ID must be used when re-registering or updating binaries
- Signing Key - All binary files must include a signing key. When updating or re-registering a binary, you must use the signing key of the binary previously registered. (If the registered binary does not have a signing key, the new binary to be added must not include a signing key.)

Refer to Webpage for Further Details

App Binary
Registration

<https://seller.samsungapps.com/guidePopup.as?numcid=020102000&localeLanguage=en&viewmore=0201020101>

Google Mobile Services

https://www.android.com/intl/ko_kr/gms/

Add New App - Country/Region & Price: Free

SAMSUNG Galaxy Store Seller Portal

Profile Support [Sign Out](#) ENGLISH

Apps Statistics Accounting Promotion Assistance Samsung.com

HOME Apps Add New App

Untitled

Submit Beta Test Submit

Show Top [OK](#) [Cancel](#)

App Information

Country/Region & Price [Save](#) [Mode](#) [Advanced](#)

Price Free Paid

Country/Region

When Samsung Galaxy Store becomes available in more countries/regions or with more payment options, your applications will automatically be sold in those countries/regions.

Check All (Country/Region)

- Europe
- CTS
- Asia
- America
- Middle East & Africa
- Global A
- Pan-Latin
- Pan-Africa(English)
- Pan-Africa(French)
- Global Free

* Please refer to [Setting Country/Region](#) for further details.
 * If you enter the standard price, the local price is automatically calculated using the exchange rate. You can also change the local price manually.
 * When a service opens in a new country/region and auto-sale is selected, the price will be automatically calculated by converting the standard price you enter using the exchange rate at that time.
 * If the converted price is below the minimum payment price, it will be automatically changed to match the minimum payment price.
 * When paying via Phone Bill, the range of available prices for payment is fixed for each country/region. Please note that if it is outside of the range, the recommended price will be given by default, as the nearest available price in the range.
 * Depending on whether the device is sold or not or whether a store is open in the respective country/region, a country/region or countries/regions which you have selected may be excluded when the application is actually distributed. (Country/Region or Countries/Regions where the application is actually distributed may differ from country/region or countries/regions that you have selected for sales.)
 * The registration and distribution of Paid Android applications with an old SDK version (1.9 or lower) will be restricted in South Korea.

DETAILED STEPS

1. Choose "Advanced" mode - to select countries individually
2. Price (**Required**) - To charge for an application, you must request Commercial Seller Status first - [here](#)
3. Country/Region (**Optional**) - When Samsung Galaxy Store becomes available in more countries/regions, the application will automatically be made available in those countries/regions

Refer to Webpage for Further Details

Setting the Price Information

<https://seller.samsungapps.com/guidePopup.as?numcid=0201030000&localeLanguage=en&viewmore=0201030102>

Add New App - Country/Region & Price: Paid

SAMSUNG Galaxy Store Seller Portal Profile Support Sign Out ENGLISH

Apps Statistics Accounting Promotion Assistance Samsung.com

1 Add New App

Untitled Submit Beta Test Submit

Country/Region & Price or Save Mode **Advanced**

Price * **Paid** Standard Price USD (\$) Apply

Payment Method

Credit Card Phone Bill (Premium SMS / Carrier Billing) Micropayment Cyber Cash Paypal

How will billing fees be paid by payment method?

* Specify how your customers can pay for your application: Credit card, phone bill, or both. The rates of billing fees are dependent on the payment method.

* If you use phone bill payment, check the charged price for each country/region. Galaxy Store is not responsible for any loss incurred due to user negligence in checking prices. If you use phone bill payment, the price will be changed because of the following reasons.

- * The maximum limit on phone bill payment will be affected. If an entered standard price exceeds the maximum limit on phone bill payment, the price may be lowered based on the limit.

- * The price will be charged to the phone bill payment price which is the closest standard price entered.

- * The maximum limit on phone bill payment and the price that is allowed may vary from country/region to country/region.

Country/Region

* Without Samsung Galaxy Store accounts available in many countries/regions or with more payment options, your applications will automatically be sold in those countries/regions.

Check All (Country/Region) Check All (Except Phone Bill)

Europe CIS Asia America Middle East & Africa Global A USD (\$) Pan-Latin USD (\$)

DETAILED STEPS

1. Choose "Advanced" mode - to select countries individually.
2. Price (**Required**) - The local price is automatically calculated using the current exchange rate when application is submitted or choose to manually set local price
3. Payment Method (**Required**) - Specify how your customers can pay for your application: Credit card, phone bill, or both. The rates of billing fees are dependent on the payment method
4. Country/Region (**Optional**)
 - When Samsung Galaxy Store becomes available in more countries/regions, and auto-sale is selected, the price will be automatically calculated by converting the standard price you enter using the exchange rate at that time
 - If the converted price is below the minimum payment price, it will be automatically changed to match the minimum payment price
 - When paying via Phone Bill, the range of available prices for payment is fixed for each country/region. Please note that if it is outside of the range, the recommended price will be given by default as the nearest available price in the range

Refer to Webpage for Further Details

Setting the Price Information

<https://seller.samsungapps.com/guidePopup.as?numcid=0201030000&localeLanguage=en&viewmore=0201030102>

Setting Country & Region

<https://seller.samsungapps.com/guidePopup.as?numcid=0201030000&localeLanguage=en&viewmore=0201030101>

Add New App – Publication: Start & Stop Publication, US Export Laws

Untitled Submit

Show Tip ⓘ On... ⌵

App Information **Publication** Save Mode Simple Advanced

Binary

Country/Region & Price

Publication

Review

Start Publication *

Publish automatically Publish on date Publish manually

(GMT)

* Review and select a suitable Start Publication option as this affects when your app is published.

* For the Publish on date option, the Start Publication time for the application can be set in 30-minute increments. The "Start Publication" date of an app is based on GMT (UTC). The local time of a country may differ from GMT.
For instance, if you want the "Start Publication" date to be December 15, 00:00 (PST), then you need to set it to December 15, 08:00 (GMT).

Stop Publication

No Stop Date

* Whether or not Stop Publication is set, you can stop publication at any time in the Applications page.

US Export Laws *

I acknowledge that my software application may be subject to United States export laws, regardless of my location or nationality. I agree that I have complied with all such laws, including any requirements for software with encryption functions. I hereby certify that my application is authorized for export from the United States under these laws. [Learn more](#)

Save

DETAILED STEPS

- Start Publication (Required)** is based on GMT (UTC).
 - Publish automatically – publishes the app after the Pre-Review phase has completed. If errors are found during the Device Test phase, the app may be suspended.
 - Publish on date – publishes the app on the specific date after all phases of the app review process have successfully completed.
 - Publish manually – requires the Seller to publish the app after all phases of the app review process has successfully completed.
- Stop Publication (Optional)**
 - If you do not specify the end date for sales, the app will continue to be sold until you manually stop the sales
 - Whether or not Stop Publication is set, you can stop publication at any time in the Applications page

Refer to Webpage for Further Details

App Review Policy

<https://seller.samsungapps.com/guidePopup.as?numcid=020201000&localeLanguage=en>

Add New App: Review

SAMSUNG Galaxy Store Seller Portal

Profile Support Sign Out ENGLISH

Apps Statistics Accounting Promotion Assistance Samsung.com

Guides Add New App

I Edit App HOME > Apps > Edit App

GTestIAP5 (Content ID : 000003412633)

Submit Beta Test Submit

General Hidden Show Tip On Off

Review Save

Please Enter Comments to The Review Team. (English Only)

0/4000 byte Upload

* Please include reference information or describe revisions in English, Chinese and Korean for review. Applications that need testing for login and payment must have the temporary login ID, password, and fake card number data at the bottom for review evaluation. They may be rejected if the data are not valid and this information is visible only to the App Review team.

* If an app is re-submitted after update or QA failure, please note all of the changes made from previous version.

* You can respond and send attachments for app review, such as copyrighted materials and Video Link for Review Reference. (Attachment limit: 10MB)

* Please refer to [App Review Process](#) for further details.

* Please Check [Information about App Review Policy](#) and [Points to Consider Before App Registration](#) in advance.

Save

DETAILED STEPS

1. "Submit" button

- **Gray** - the required fields have not been saved and the application cannot be submitted. If you click the gray Submit button, a window will pop-up showing a list of the required fields that were left blank
- **Red** - The compatibility and consistency of each field will be checked. In some cases, you might not be able to submit the application and an alert message pops up. Some information may be automatically excluded or you may need to make corrections. If there's no alert after clicking the red Submit button, a window pops up and asks if you wish to continue with the submission

2. The app review policy of the Galaxy Store consists of 3 major categories

- Performance - Functionality, usability, metadata, hardware compatibility
- App Content and Behavior - Sexual content, violence, alcohol, tobacco and drugs, defamation, game and gambling, User-generated content, advertisements
- Legal - Privacy, intellectual property rights, apps for kids, miscellaneous

Refer to Webpage for Further Details

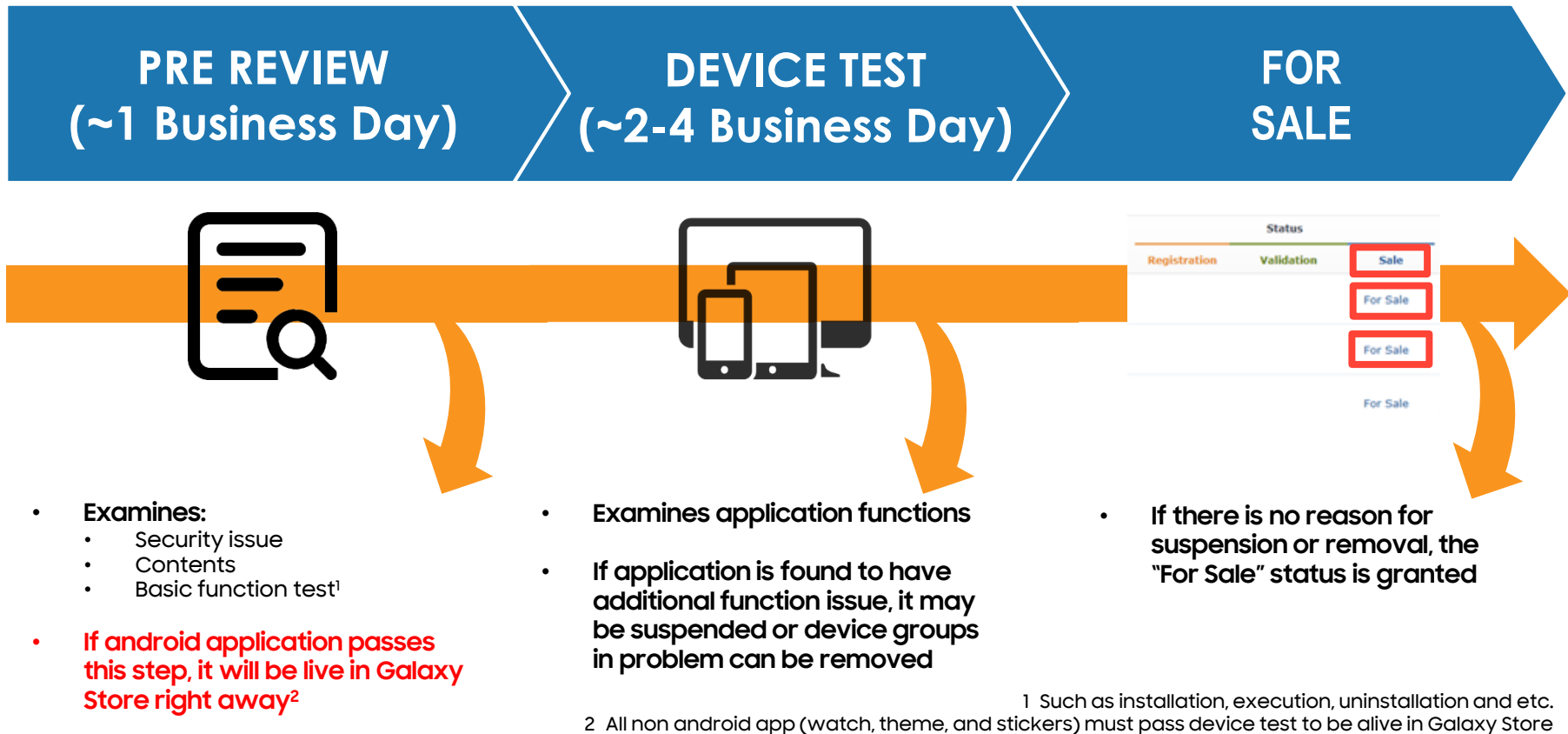
App Review Policy

<https://seller.samsungapps.com/guidePopup.as?numcid=0202020000&localeLanguage=en>

Points to Consider before App Registration

<https://seller.samsungapps.com/guidePopup.as?numcid=0201080000&localeLanguage=en>

Application Validation Steps



Frequently Asked Questions

FAQ- How Do You Add a Sub-Account?

SAMSUNG Galaxy Store Seller Portal Profile Support > Sign Out ENGLISH

Apps Statistics Accounting Promotion Assistance Samsung.com >

Buyer Comments **Manager Accounts** Transfer App · Notices · FAQs · My questions

Manager Accounts HOME > Assistance > Manager Accounts

Invite a new manager

Pending invitation
Two weeks after an invitation sent, the invitation is automatically rejected. Total Count : 0

No	Invitation date	E-Mail	Authority	Expiration date	Delete
There is no data.					

Authority granted managers
You can register up to 100 manager account IDs. Total Count : 0

No	E-Mail	Authority
Invite a new manager		

* Denotes required fields.

E-Mail*

Expiration date* Permanent Until :

Authority*

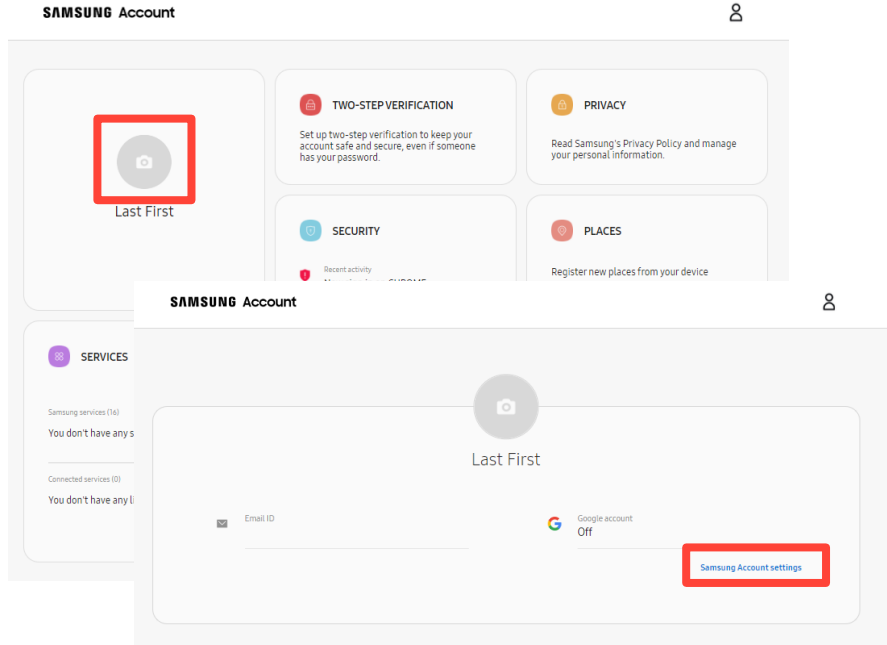
- Applications Manager
- Statistics Manager
- Accounting Manager
- Buyer Comments Manager
- Promotion Manager

DETAILED STEPS

1. Create a separate Seller Portal Account (Same as creating the master account. Getting partner account approval is not a mandatory step.)
2. Log in to master Seller Portal Account
3. Go to "Assistance"
4. Click on "Invite a new manager"
5. Go to "Sub Account Management" section and add sub accounts

Account Access Level	Description	Account Access Level	Description
Master (Account owner)	<ul style="list-style-type: none"> Has full access to Seller Portal Can add or remove subaccount permissions 	Buyer Comments Manager	<ul style="list-style-type: none"> Can be given access to buyer comments
Applications Manager	<ul style="list-style-type: none"> Can be given access to all or specific apps 	Order Management Manager	<ul style="list-style-type: none"> Can be given access to order management
Statistics Manager	<ul style="list-style-type: none"> Can be given access to statistics 		
Accounting Manager	<ul style="list-style-type: none"> Can be given access to accounting 		

FAQ- How Do You Change Seller Portal Account E-Mail?



DETAILED STEPS

1. Go to and sign in to your account
 - <https://account.samsung.com/membership/intro>
2. Click on the picture with camera icon
3. Click on "Samsung Account settings"
4. Click on "Email ID" and change Email

FAQ- How Do You Change Information in Seller Portal Account?

The image shows two screenshots from the Samsung Galaxy Store Seller Portal. The top screenshot displays the main navigation menu with the 'Profile' link highlighted in a red box. Below the menu, there are sections for 'Seller Status' and 'Basic Information'. The bottom screenshot shows the 'SAMSUNG Account' verification screen with the prompt 'Enter your password' and a 'Next' button.

SAMSUNG Galaxy Store Seller Portal

Profile | Support | Sign Out | ENGLISH

Apps | Statistics | Accounting | Promotion | Assistance | Samsung.com

Guides | Add New App

Publishing your first game? Read the Getting Started Guide. Get Started >

Private Seller | Free Distribution Seller | Request Commercial Seller Status

Sign Out

Profile

Seller Status

Type of Member: Private

Type of Store: Free Distribution Seller | Request Commercial Seller Status

Basic Information

In compliance with the laws and regulations governing display of seller information, certain information, such as an address or phone number, may be restricted to store owners. However, other details like date of birth may be used by users upon their request.

E-Mail

Password: You can change your password in [Settings Account](#).

Title: Mr.

First Name

Last Name

Country/Region: USA

Address 1

Address 2

ZIP/Postal Code

State/Region

City

City

State

Phone Number

Additional Contacts Information

Contact E-Mail 1

Contact E-Mail 2

Contact E-Mail 3

Next

SAMSUNG Account

Enter your password

To continue, first verify it's you.

Confirm password


Next

Cancel

SAMSUNG Terms and Conditions | Privacy Policy | Site Map | Guides | Related Sites

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DETAILED STEPS

1. Go to and sign in to your seller account
 - <https://seller.samsungapps.com>
2. Click on the "Profile"
3. Scroll to bottom and click on 
4. Re-enter password
5. Make changes and save
6. If you are a Commercial Seller, there are restrictions on editing your profile. Please contact Customer Support if you need to change your information - <http://help.content.samsung.com/csseller>

FAQ- How Do You Add a License Account?

SAMSUNG Galaxy Store Seller Portal Profile Support Sign Out ENGLISH

Apps Statistics Accounting Promotion Assistance Samsung.com

Guides Add New App

Profile HOME > Profile

Seller Status

Type of Member Private

Type of Sales Free Distribution Seller [Request Commercial Seller Status](#)

Basic Information

In compliance with the laws and regulations governing display of seller information, certain information, such as an address or phone number, may be disclosed to store users. Moreover, other details like date of birth may be read by users upon their request.

License Test

License Tester setting

Please enter the Samsung Account of a Buyer who will be designated as the License Tester. You can register up to 400 accounts as the License Tester. A user registered as the License Tester can purchase paid content in an app being beta tested without actually being charged with a fee.

[Confirm](#)

0/100 byte

Total Count : 0 [Bulk Registration](#) [Delete All](#)

E-Mail

Password

Title

First Name

Last Name

Country/Region

Address 1

Address 2

ZIP/Postal Code

State/Region

City

City

District

Phone Number

DETAILED STEPS

1. Go to and sign in to your seller account
 - <https://seller.samsungapps.com>
2. Click on the "Profile"
3. Scroll to bottom and click on [Edit](#)
4. Re-enter password
5. In "License Test" Field:
 - Enter up to 400 accounts
 - All accounts must be Samsung Account emails

FAQ- How Do You Restrict the App to be Available Only in the U.S.?

The screenshot shows the Samsung Galaxy Store Seller Portal interface. The 'Apps' menu item is highlighted with a red box. Below the navigation bar, the 'Applications' section is visible, with a 'Rejected' filter selected. A table lists several applications, including 'GTestIAP5'. A large blue arrow points from the 'GTestIAP5' application row to a detailed view of the app's settings. In this detailed view, the 'Country/Region & Price' section is shown, with the 'Advanced' mode selected. The 'Country/Region' list is visible, showing various countries and regions.

SAMSUNG Galaxy Store Seller Portal

file Support Sign Out ENGLISH

Apps Statistics Accounting Promotion Assistance Samsung.com

Guides Add New App

Applications HOME Applications

Status: All Application Type: All

Content ID: Application Title: Search

All Registering Rejected Total Count: 88 XClear

Content ID	Application Title	Price	Status	Last
000005198560	[Beta]Driving Game	Free	Registration	
000005198558	Driving Game	Free	Registering	
000003412631	GTestIAP5	Free	Updating	
000005175523	TestWatchFace	Free	Registering	
000000973919	[HQ TEST] Singular Device Assist	Free		

GTestIAP5 (Content ID: 000003412631)

Country/Region & Price

Price: Free

Country/Region: Check All (Country/Region)

Europe			
<input type="checkbox"/> Austria	<input type="checkbox"/> Belgium	<input type="checkbox"/> Bulgaria	<input type="checkbox"/> Croatia
<input type="checkbox"/> Czech	<input type="checkbox"/> Denmark	<input type="checkbox"/> Estonia	<input type="checkbox"/> Finland
<input type="checkbox"/> France	<input type="checkbox"/> Germany	<input type="checkbox"/> Greece	<input type="checkbox"/> Hungary
<input type="checkbox"/> Ireland	<input type="checkbox"/> Italy	<input type="checkbox"/> Latvia	<input type="checkbox"/> Lithuania
<input type="checkbox"/> Luxembourg	<input type="checkbox"/> Netherlands	<input type="checkbox"/> Norway	<input type="checkbox"/> Poland

DETAILED STEPS

1. In Seller Portal, go to "Apps"
2. Click on the Status → Registration of the app
3. Switch To "Advanced" mode
4. Remove all countries, except USA
5. Click the "Submit" button

How to Check Validation Rejection Reason

The screenshot shows the Samsung Galaxy Store Seller Portal interface. The 'Rejected' tab is highlighted in the top navigation bar. A table lists applications, with one application (Content ID: 000004, Application Title: TestSample_IAP) marked as 'Rejected'. A red box highlights the 'Check The Reason' button for this application. A dialog box titled 'Reasons for Approval Rejection' is open, displaying the following information:

Reasons for Approval Rejection

The registered application could not pass the examination for the following reason.

- Content ID : 000004169625
- Application Title : TestSample_IAP
- Rejected Reason : **cert_20190502091832874.zip**
- Attached File : **cert_20190502091832874.zip**
- comment : Dear seller,

Thank you for your application submission.

We have reviewed your application and found some issues need to be modified.

Please check the attached file to see which issues are detected.

We would be glad if we can see your creation with those issues fixed.

- Content Name : TestSample_IAP
 - Content ID : 000004169625
 - Reported Date : 5/2/2019

If you have any questions, please contact us at <http://help.content.samsung.com/csseller>

Thank you.
 Samsung Galaxy Apps Validation Team

Buttons: Re-register Application, Go to Support

DETAILED STEPS

1. Go to seller portal
2. Click "Apps"
3. For the application that was rejected, go to "Rejected" tab
4. Click "Check The Reason" button
5. For detailed validation rejection report, click "attached file"

NOTES

1. Once the issue is fixed, you can re-register by clicking "Re-register Application" button
2. If you have any questions regarding the validation rejection reason, please click "Go to Support" > 1:1 inquiry (Specify content ID of the rejected application)

- 1. What is the official policy from Samsung on the Play Protect prompt for games published exclusively on Galaxy Apps Store?**
 - We have no specific policy on this Play Protect issue, just detect it as an installation failure issue. Because it caused by Google security policy(OS), and it is impossible to block the message on our end. We recognize it may occur for an application which has no security issue randomly, sometimes it happens in applications that have been updated dozens of times without any issues. However we are not able to ignore it and distribute to our store because of our users. Users strongly trust this play protect message and urge us to suspend this unsecured app. This undermines the reliability of our Galaxy Store, so we reject if the prompt occur while app install. Unfortunately only seller can solve this problem.
- 2. Why is certification of my app taking so long?**
 - Pre-Review takes approximately 1 business day and will be live in the Galaxy Store immediately if the app passes Security issue, Contents and Basic function test. During this time, the Review team will continue to examine the applications functions. If there are any issues or problems, the app will be suspended and removed from the Galaxy Store. This process is 2 to 4 business days.

FAQ – Additional Resources

FAQ

Seller FAQ	https://help.content.samsung.com/csseller/faq/searchFaq.do
In-App FAQ	https://developer.samsung.com/iap/faq.html
Themes FAQ	https://developer.samsung.com/galaxy-themes/overview.html?ts=1600042103607#FAQ
Watch FAQ	https://developer.samsung.com/galaxy-watch-design/studio/faq.html

Contacts & Resources

Seller Portal	https://help.content.samsung.com/csseller/ticket/createQuestionTicket.do
Developer Support	https://developer.samsung.com/support
Developer Forums	https://forum.developer.samsung.com/c/mobile/samsung-iap/20
Marketing Resources	https://developer.samsung.com/galaxy-store/marketing-resources.html