



Filipe Vieira Santos de Abreu <kdcovid.ifnmg@gmail.com>

Re: [4-2387000030637] Your message about Google Play

2 messages

googleplay-developer-support@google.com <googleplay-developer-support@google.com>
To: kdcovid.ifnmg@gmail.com

Wed, Jul 15, 2020 at 2:46 PM

Thanks for contacting the Google Play Developer Support team.

The ticket number for your support request is referenced in the subject line of this message, and you should receive a response from us within 2 business days.

We ask that you do not send duplicate tickets as this will not reduce response time.

We appreciate your patience while we process your request.

Regards,
Google Play Developer Support Team

googleplay-developer-support@google.com <googleplay-developer-support@google.com>
To: kdcovid.ifnmg@gmail.com

Wed, Jul 15, 2020 at 5:11 PM

Hi Leonardo,

Thanks for contacting Google Play Developer Support.

I understand you are concerned with the time being taken for your app to be processed for publishing on Google Play. Due to adjusted work schedules and security concerns on new apps at this time, we are currently experiencing longer than usual review times. While the situation is currently evolving, app review times may fluctuate, and processing can take a few hours or up to 7 days or longer in exceptional cases, as it depends on the review time that your app is subject to.

Consequently, It is unfortunate that the review process is unable to be expedited. Please note that submitting changes to your app while a review is already pending will mean the review period starts over, so we recommend you adjust your planning to account for this and **avoid resubmitting**, including updates submitted using the [Google Play Developer API](#), changes to your store listing page, distribution to a new country/region, and binary releases.

Plus, in order to distinguish the current status of your latest submission, an indication "*Processing update*" would be displayed on the Dashboard page in [Play Console](#) while your app is currently under the app review procedure. Conversely, if the review is completed and the submission is approved, the indication would become "*All updates are live*".

We understand the inconvenience this may cause and thank you for your patience and understanding. For detailed information regarding extended review, please refer to the following blog: <https://android-developers.googleblog.com/2020/04/google-play-updates-and-information.html>

If you have any other questions about using the Play Console, please let me know and I'll be happy to help!

Regards,
Pepper
Google Play Developer Support

Did you know we offer chat support in English? You can [chat with us](#) Monday through Friday, 12 a.m. to 12 a.m. Greenwich Time (GMT).

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