



User Manual

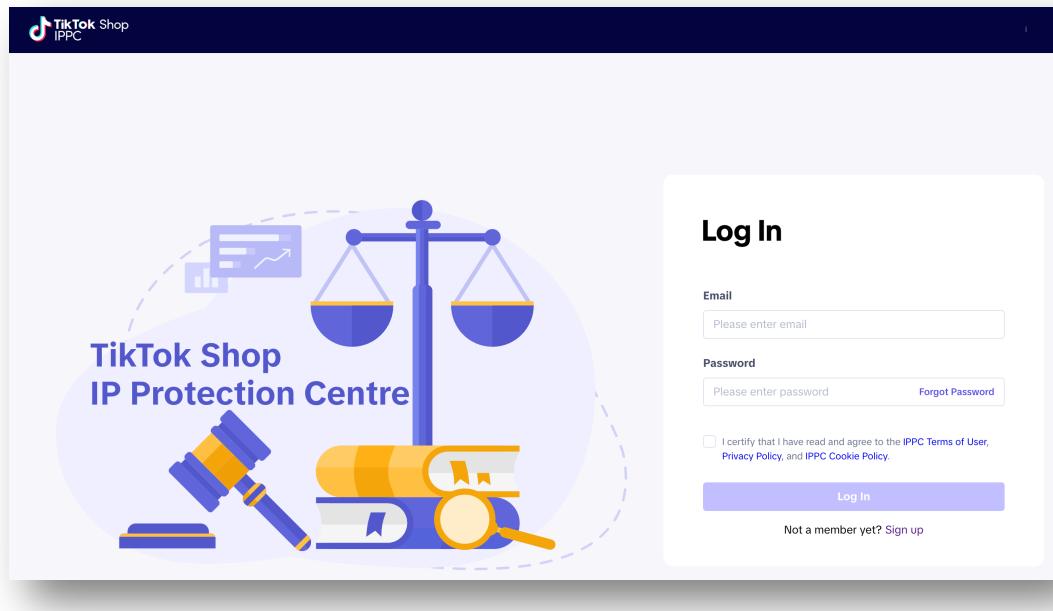
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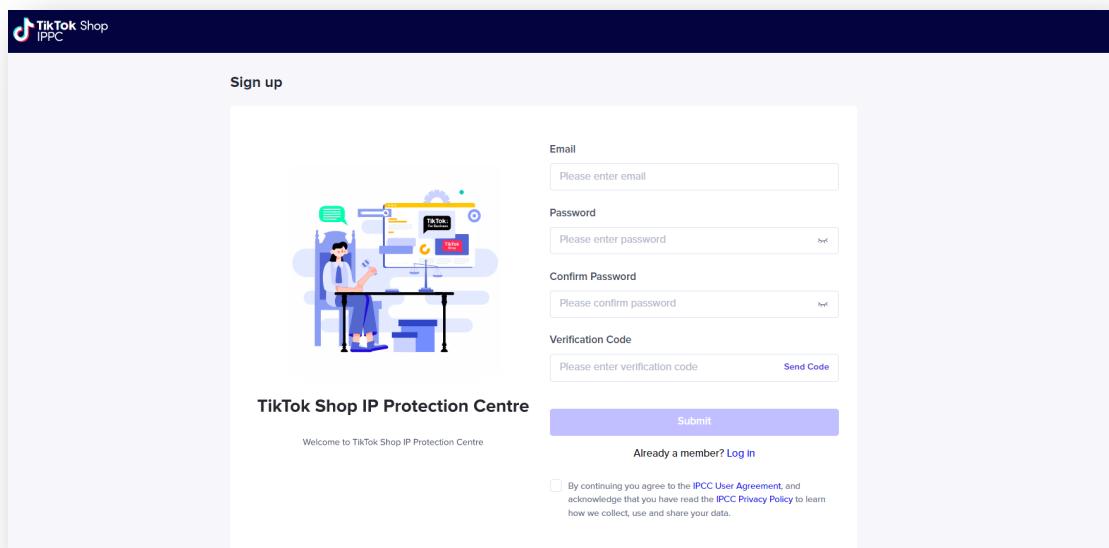
The [TikTok Shop Intellectual Property Protection Center](#) (IPPC) is a one-stop integrated platform for rights owners to protect their intellectual property (IP) rights across TikTok Shop products. The IPPC enables rights owners to submit their intellectual property rights (IPR), detect products, submit takedown complaints, and track the progress of complaints. This document is a general guide on using the IPPC.

1. CREATING AND ACCOUNT AND LOGGING IN

Navigate to the IPPC log-in page at <https://ippc.tiktokglobalshop.com/login>. If you already have an account, log in using your credentials.



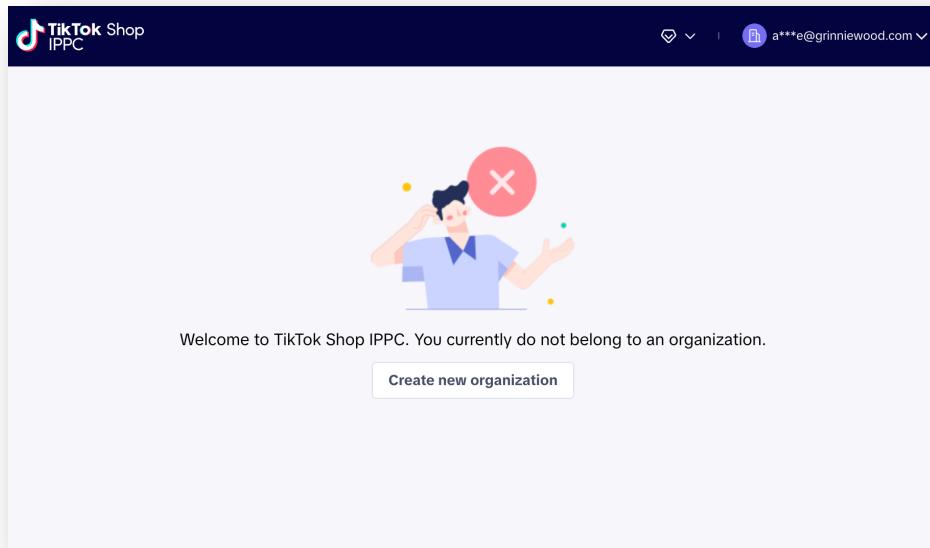
If you are a new user, click on **Sign up** to create an account. Provide the email you'd like to use for your account and your desired password. Click **Send Code** to send a verification code to the email address provided. Use this verification code in the **Verification Code** field and click **Submit** to create your account.



2. USERS AND ORGANIZATIONS

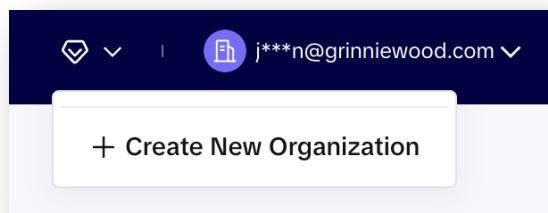
Organizations are a new functionality in IPPC as of October 2024. We're still updating this user guide to reflect these changes. In the meantime, you may notice some discrepancies in the documentation.

As an IPPC user, you must belong to an organization before you can start managing and protecting your IP. If your account is not associated with any organizations, you will see the following screen upon logging in.



If an IPPC organization already exists that you would like to join, reach out to someone who has the role of admin for that organization and ask them to invite you.

If you are the first member, you will need to create a new organization. This can be done through the **Create new organization button** under the prompt or by clicking **Create New Organization** in the dropdown underneath your username.



2.1 USER AUTHENTICATION

When you create a new organization, you must first verify your identity by submitting documentation. The IPPC team will then verify the information and notify you of the results. The documentation required differs by the type of organization.

Enterprise Organizations

Select this option if the intellectual property you intend to protect belongs to a business entity. Please provide the requested information related to the business/enterprise for which you're creating an IPPC organization.

Logged-In Successfully

In order to utilize the search and complaint handling functions of IPPC, please complete and submit the IP Rights Holder Identification form, below.

IP Rights Holder Identification

Identity Category

Individual Enterprise

Registered entity name

Identity Type

Business license

Identification Issued by

Identity Number

Identification Validity

Start date - End date Identification has no expiry date

Business License Image Upload

Please upload .png, .jpg or .jpeg file types and keep file sizes below 10MB.

Image

Submit

Individual Organizations

Select this option if the intellectual property you intend to protect belongs to an individual. Before uploading your proof of identity, please blur out sensitive information such as your ID number, passport number, and/or photograph. The uploaded file will be deleted after the user has been authenticated.

Logged-In Successfully

In order to utilize the search and complaint handling functions of IPPC, please complete and submit the IP Rights Holder Identification form, below.

IP Rights Holder Identification

Identity Category

Individual Enterprise

Legal name

Identity Type

ID

Identification Issued by

Identification Validity

Start date - End date Identification has no expiry date

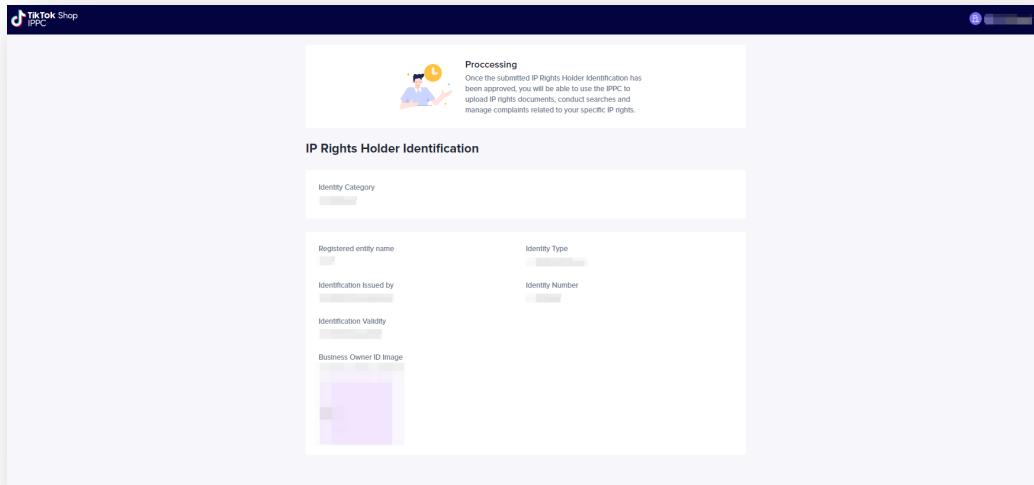
Identity Front And Back

Please upload .png, .jpg or .jpeg file types and keep file sizes below 10MB.
Please blur out sensitive information such as your ID number, passport number, photograph before uploading.
IPPC will delete the image after the review is passed.

Front Side Back Side

Submit

You will see this page after submitting your user authentication. You will be able to utilize IPPC tools after your user authentication has been processed (authentication review usually completes in 1 to 2 business days).



2.2 USER ROLES

Members of an organization can have one of three roles:

- **Admin:** This is the highest level of permission for an organization member. An organization must have at least one admin but can have multiple admins. With the admin role, an organization member can manage users, IP assets, and complaints. When you create a new organization, you are granted the role of admin by default.
- **Rights Owner:** This role is intended for members who require IP management permissions. Members with the Rights Owner role can manage IP and complaints.
- **Agent:** Members with this role can view the IP portfolio and create/manage complaints.

A summary of permissions can be found in the following table:

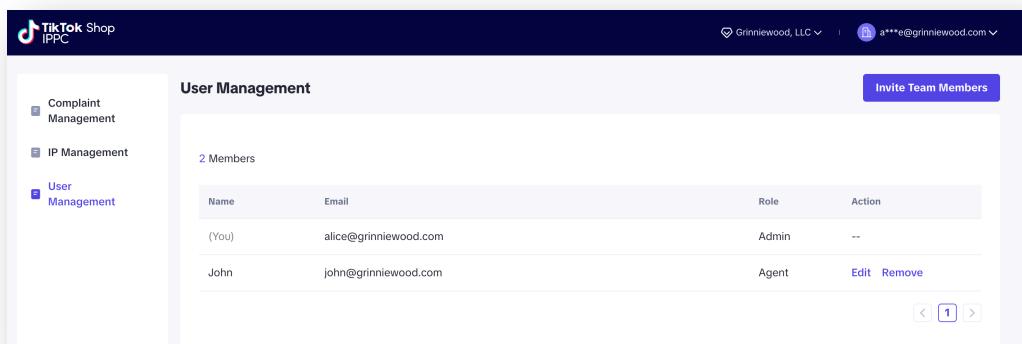
	Agent	Rights Owner	Admin
View complaints created by all members	✓	✓	✓
Create new complaints	✓	✓	✓
View the organization's IP portfolio	✓	✓	✓
Upload new IP assets		✓	✓
View a list of organization members			✓
Invite new members to the organization			✓
Remove members from the organization			✓
Edit member roles			✓
Edit member display names			✓

2.3 MANAGING ORGANIZATION MEMBERS

If you are an admin for your organization, you will see a link to the **User Management** page in the menu on the left side of the screen. From here you can:

- Invite new members to your organization.

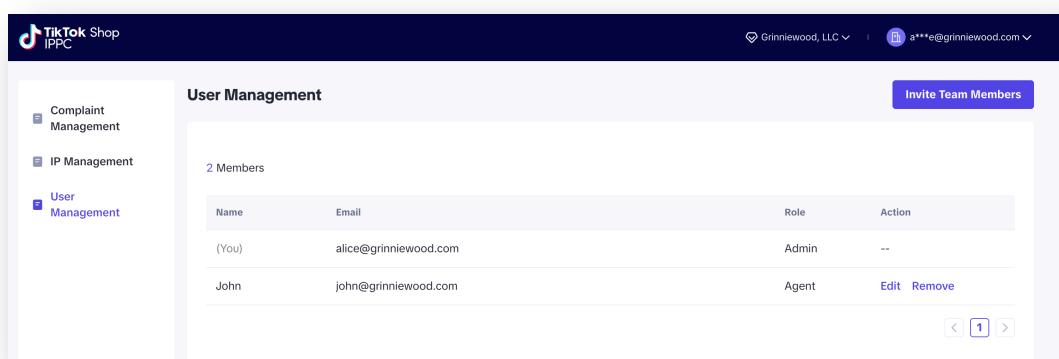
- Remove members from your organization.
- Edit the display names of members.
- Edit roles of members.



The screenshot shows the 'User Management' page. The sidebar on the left has 'Complaint Management', 'IP Management', and 'User Management' tabs, with 'User Management' being the active one. The main area shows a table with two members: '(You)' and 'John'. The '(You)' row shows 'Name: (You)', 'Email: alice@grinnewood.com', 'Role: Admin', and 'Action: --'. The 'John' row shows 'Name: John', 'Email: john@grinnewood.com', 'Role: Agent', and 'Action: Edit Remove'. A blue 'Invite Team Members' button is located in the top right corner of the main area.

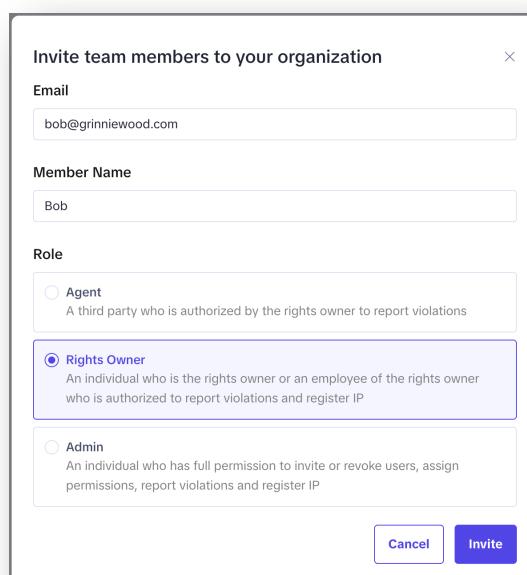
2.3.1 INVITING NEW MEMBERS TO YOUR ORGANIZATION

From the **User Management** page, click **Invite Team Members**.



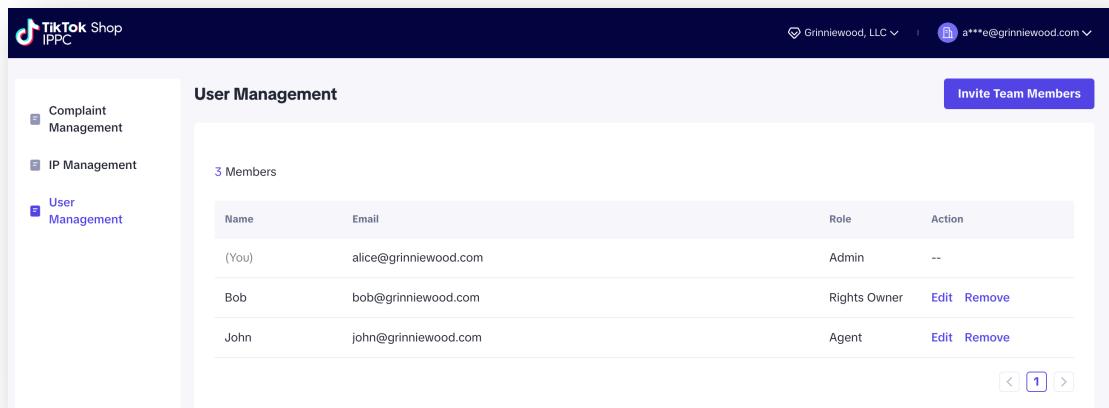
The screenshot is identical to the one above, showing the 'User Management' page with two members: '(You)' and 'John'. The 'User Management' tab is selected in the sidebar. A blue 'Invite Team Members' button is located in the top right corner of the main area.

Enter the **Email** of the person you'd like to add to your organization, enter the **Member Name** you'd like to be displayed to other members of the organization, and select the **Role** to assign to the new member.



The modal window has a title 'Invite team members to your organization' with a close button. It contains three input fields: 'Email' with 'bob@grinnewood.com', 'Member Name' with 'Bob', and 'Role'. The 'Role' section contains three options: 'Agent' (a third party who is authorized by the rights owner to report violations), 'Rights Owner' (an individual who is the rights owner or an employee of the rights owner who is authorized to report violations and register IP, this option is selected and highlighted with a purple border), and 'Admin' (an individual who has full permission to invite or revoke users, assign permissions, report violations and register IP). At the bottom are 'Cancel' and 'Invite' buttons.

Click **Invite** to add the user to your organization.



Name	Email	Role	Action
(You)	alice@grinnewood.com	Admin	--
Bob	bob@grinnewood.com	Rights Owner	Edit Remove
John	john@grinnewood.com	Agent	Edit Remove

After you add the team member, they will receive an email invitation to join your organization. Upon logging into their IPPC account, they will see your organization in the dropdown in the upper right corner of the page. If they don't have an IPPC account, they will need to create one before being able to access your organization.

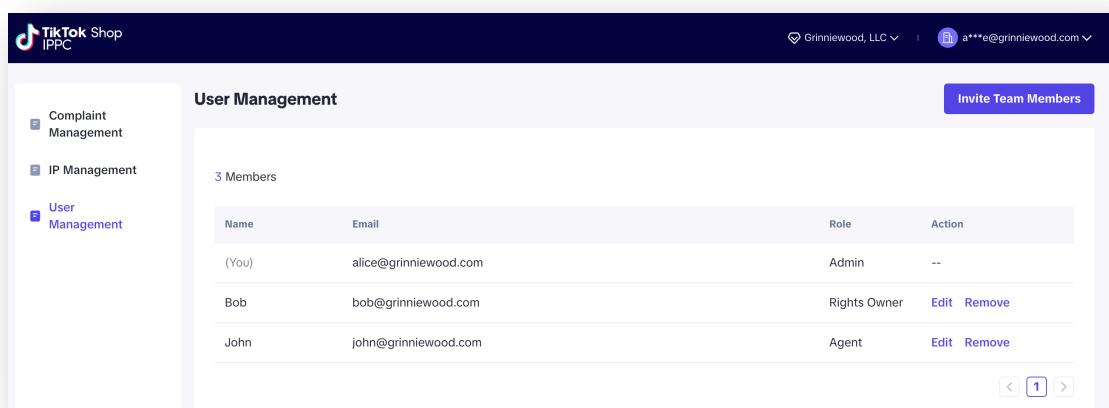
⚠ NOTE: If a user has an issue accessing your organization after receiving an invitation, perform the following steps:

1. Ask the invited user to log out of IPPC.
2. Remove the user from your organization by clicking **Remove** in the **User Management** page.
3. Invite the user to your organization again.
4. Ask the invited user to log into IPPC and see if the problem is resolved.

IF THE PROBLEM PERSISTS, CONTACT SUPPORT AT E-COMMERCE.IPNOTICE@TIKTOK.COM.

2.3.2 EDITING MEMBER ROLES AND DISPLAY NAMES

On the **User Management** page, click **Edit** for the team member you wish to edit the name or permissions for.



Name	Email	Role	Action
(You)	alice@grinnewood.com	Admin	--
Bob	bob@grinnewood.com	Rights Owner	Edit Remove
John	john@grinnewood.com	Agent	Edit Remove

Adjust the **Member Name** and/or **Role**, then click **Confirm** to save your changes.

Edit team members in your organization

Email

Member Name

Role

Agent
A third party who is authorized by the rights owner to report violations

Rights Owner
An individual who is the rights owner or an employee of the rights owner who is authorized to report violations and register IP

Admin
An individual who has full permission to invite or revoke users, assign permissions, report violations and register IP

[Cancel](#) [Confirm](#)

The updated changes should be reflected on the **User Management** page.

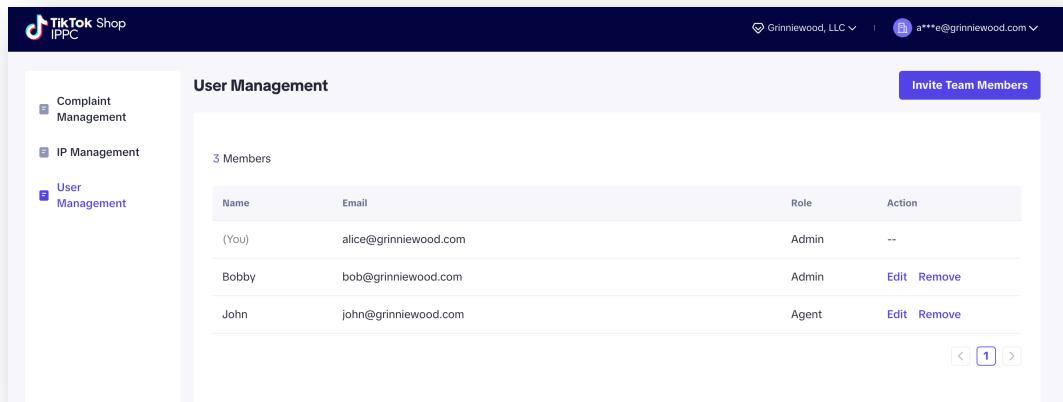
The screenshot shows the 'User Management' page. The sidebar on the left has 'Complaint Management', 'IP Management', and 'User Management' (which is selected and highlighted in blue). The main area is titled 'User Management' and shows '3 Members'. A table lists the members:

Name	Email	Role	Action
(You)	alice@grinnewood.com	Admin	--
Bobby	bob@grinnewood.com	Admin	Edit Remove
John	john@grinnewood.com	Agent	Edit Remove

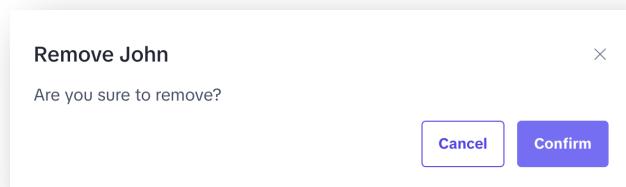
 The 'Remove' link for member 'Bobby' is highlighted with a blue box. The top right of the page shows the user's name 'Grinnewood, LLC' and email 'a***e@grinnewood.com'. A blue button 'Invite Team Members' is visible on the right.

2.3.3 REMOVING MEMBERS FROM YOUR ORGANIZATION

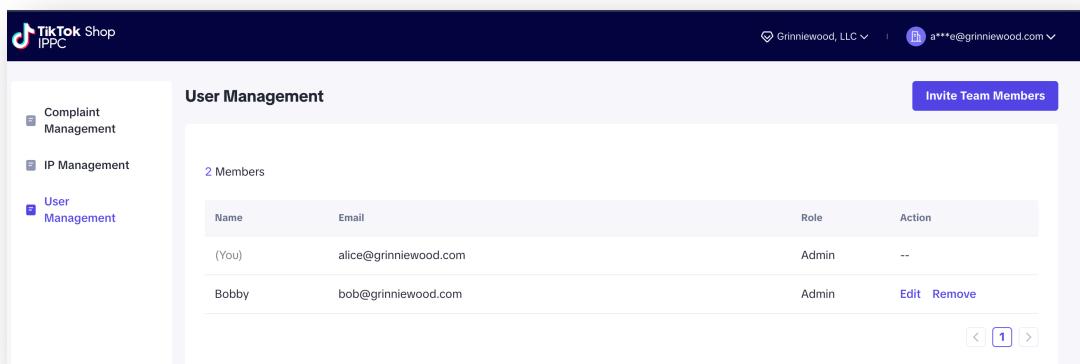
From the **User Management** page, select **Remove** for the member you wish to remove from your organization and confirm the removal when prompted.



The screenshot shows the 'User Management' section of the TikTok Shop IPPC interface. On the left, a sidebar lists 'Complaint Management', 'IP Management', and 'User Management' (which is selected). The main area displays a table with 3 members: '(You)', 'Bobby', and 'John'. The 'Action' column for 'John' includes 'Edit' and 'Remove' buttons. A modal window titled 'Remove John' is open, asking 'Are you sure to remove?' with 'Cancel' and 'Confirm' buttons. The top right of the page shows the organization 'Grinnewood, LLC' and the email 'a***e@grinnewood.com'.



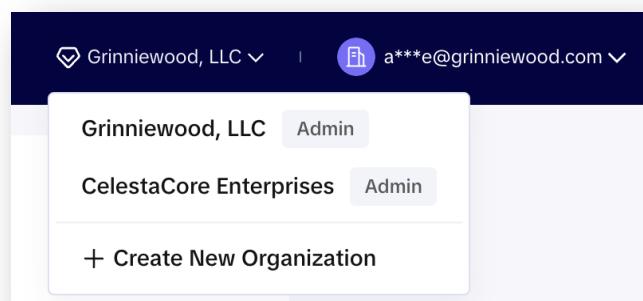
The member list will update to show that the user has been removed from your organization.



The screenshot shows the 'User Management' section after the removal of 'John'. The member list now shows 2 members: '(You)' and 'Bobby'. The 'Action' column for 'Bobby' includes 'Edit' and 'Remove' buttons. The top right of the page shows the organization 'Grinnewood, LLC' and the email 'a***e@grinnewood.com'.

2.4 SWITCHING BETWEEN ORGANIZATIONS

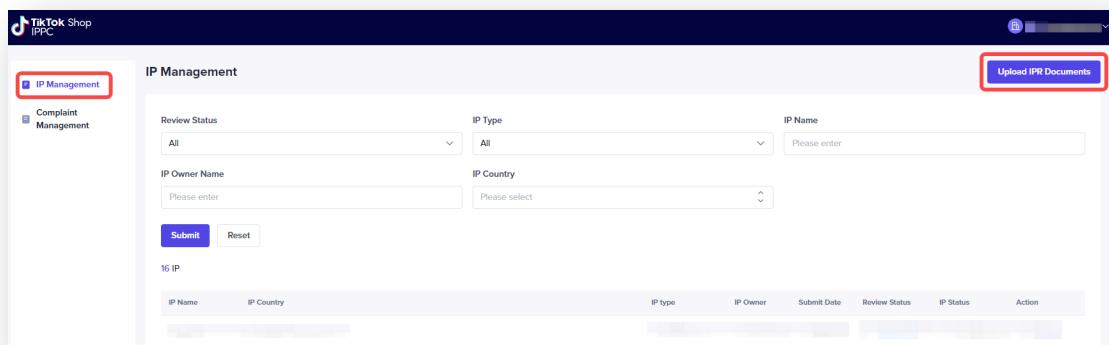
It is possible for users to belong to multiple organizations. The organization selector allows you to switch between your organizations.



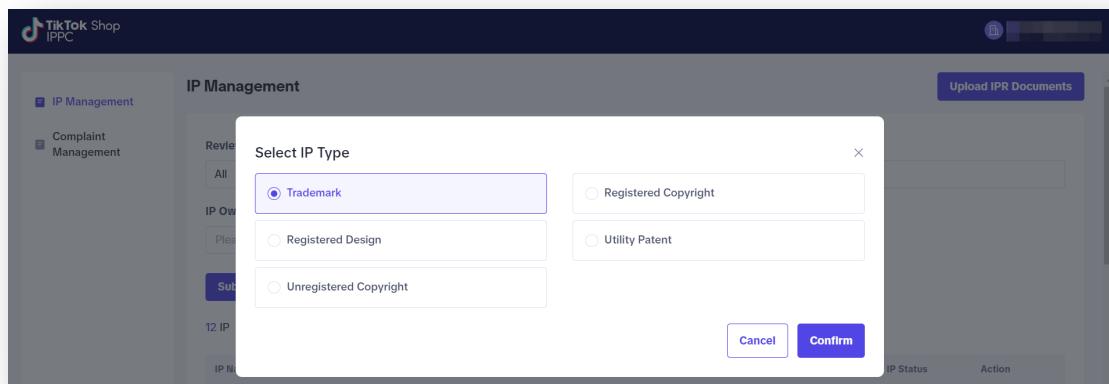
The screenshot shows the organization selector dropdown menu. It lists 'Grinnewood, LLC' (Admin), 'CelestaCore Enterprises' (Admin), and a '+ Create New Organization' option. The top right of the page shows the organization 'Grinnewood, LLC' and the email 'a***e@grinnewood.com'.

3. IP MANAGEMENT

All IP assets are managed through the **IP Management** page, which is accessible from the menu on the left side of the screen.



3.1 UPLOADING NEW IP



- From the **IP Management** tab, click **Upload IPR Documents**.
- Select the type of IP you would like to submit.
- Provide the information requested and submit.

Note: The "Copyright" IP type requires you to submit copyright registration certificates. If you would like to submit original works (e.g. photos) without copyright registration certificates, please use the "Unregistered Copyright" IP type.

3.1.1 TRADEMARK

TikTok Shop IPPC

< IP Management [Upload IPR Documents](#)

Certificate Type: Trademark [Change](#)

Certificate Information

Territory of First Registration
 Local Registered WIPO

Territory of Registration
 Please select

Trademark Name
 Please enter

Trademark Classification
 Please select

Trademark Owner
 Please enter

Trademark Registration Number
 Please enter

Issued Date - Expiration Date
 Registration Date Renewal Deadline

Certificate Documents

Trademark Certificate
Please do not upload trademarks that have not completed the registration process
Upload 1 to 10 files. It supports jpeg, jpg, png, pdf. Each file size should not exceed 10MB.
 +
 Upload file (0/10)

Letter of Authorization / Power of Attorney (optional)
Documents that can prove you have been authorized by the IPR owner to handle IPR complaints on behalf of the IPR owner, such as a Letter of Authorization / Power of Attorney
Upload 1 to 4 files. It supports jpeg, jpg, png, pdf. Each file size should not exceed 10MB.
 +
 Upload file (0/4)

[Cancel](#) [Submit](#)

3.1.2 REGISTERED DESIGN

TikTok Shop IPPC

< IP Management [Upload IPR Documents](#)

Certificate Type: Registered Design [Change](#)

Certificate Information

Country of Registration
 Please select

Registered Design Name
 Please enter

Registered Design Owner
 Please enter

Registered Design Number
 Please enter

Issued Date - Expiration Date
 Start date End date Long-term effective

Certificate Documents

Registered Design Certificate
Upload 1 to 10 files. It supports jpeg, jpg, png, pdf. Each file size should not exceed 10MB.
 +
 Upload file (0/10)

Letter of Authorization / Power of Attorney (optional)
Documents that can prove you have been authorized by the IPR owner to handle IPR complaints on behalf of the IPR owner, such as a Letter of Authorization / Power of Attorney
Upload 1 to 4 files. It supports jpeg, jpg, png, pdf. Each file size should not exceed 10MB.
 +
 Upload file (0/4)

[Cancel](#) [Submit](#)

Note: For the United States, complaints based on registered designs can only be submitted via our [web intake form](#).

3.1.3 UTILITY PATENT

Utility Patent Name:

Registration Number:

Issued Date - Expiration Date: Start date End date Long-term effective

Utility patent certificate:

Image of the patent:

Letter of Authorization / Power of Attorney (optional):

Cancel

Note: For the United States, complaints based on utility patents are currently not accepted.

3.1.4 REGISTERED COPYRIGHT

Title of Copyrighted Work:

Registration Number:

Registered Copyright certificate / Registered Copyright claim form:

Territory of Registration:

Registered Copyright Owner:

Letter of Authorization / Power of Attorney (optional):

Cancel

3.1.5 UNREGISTERED COPYRIGHT

There are 3 types of unregistered copyright submissions that you can select from: **Image**, **Live**, or **Video/Others**

Image

TikTok Shop IPPC

IP Management

Upload IPR Documents

Certificate Type: Unregistered Copyright Change

Copyright Information

Content Name:

Content Owner:

Content Type: Image Live Video/Others

First Publication URL (optional):

Supporting Information

Image: Upload 1 file. It supports jpeg, jpg, png. Each file size should not exceed 10MB.

Set of Pictures: Upload 1 to 10 files. It supports jpeg, jpg, png, pdf. Each file size should not exceed 10MB.

Letter of Authorization / Power of Attorney (optional): Document(s) that can prove you have been authorized by the IPR owner to handle IPR complaints on behalf of the IPR owner, such as a Letter of Authorization / Power of Attorney.

If your content is not available online, please provide more information and a copyright claim statement below.

Cancel **Submit**

Live

TikTok Shop IPPC

IP Management

Upload IPR Documents

Certificate Type: Unregistered Copyright Change

Copyright Information

Content Name:

Content Owner:

Content Type: Live Video/Others

First Publication URL or TikTok Live ID (optional):

Supporting Information

Creation Date:

Screenshot of Account: A screenshot of your logged-in account used to post your content, or any other proof of your ownership of the content if you have not posted it online.

Copyright Statement (optional): A copyright claim statement that specifies the copyrighted content(s) and proves that you are the copyright owner.

Upload 1 to 10 files. It supports jpeg, jpg, png, pdf. Each file size should not exceed 10MB.

Additional Information: Further details to elaborate on your copyright. You may include a brief description of the copyrighted work, the URL of your account used to host the work, date and time of hosting etc.

Letter of Authorization / Power of Attorney (optional): Document(s) that can prove you have been authorized by the IPR owner to handle IPR complaints on behalf of the IPR owner, such as a Letter of Authorization / Power of Attorney.

If your content is not available online, please provide more information and a copyright claim statement below.

Cancel **Submit**

Video/Others

First Publication URL (optional)
Please provide more information and a copyright claim statement below.
https://tiktok.com/

Supporting Information
Creation Date
Please select date

Video
Upload 1 file. It supports .mp4, .mov. Each file size should not exceed 50MB.
+ Upload file

Screenshot of Account
A screenshot of your logged in account used to post your content, or any other proof of your ownership of the content if you have not posted it online.
Upload 1 to 10 files. It supports .png, .jpg, .mp4. Each file size should not exceed 10MB.
+ Upload file (0/10)

Copyright Statement (optional)
A copyright claim statement that specifies the copyrighted content and ensures that you are the copyright owner.
Upload 1 to 10 files. It supports .png, .jpg, .mp4, .pdf. Each file size should not exceed 10MB.
+ Upload file (0/10)

Additional Information
Further details to evidence on your copyright. You may include a brief description of the copyrighted work, the URL of your account used to host the work, date and time of creation etc.

Letter of Authorization / Power of Attorney (optional)
Documentation that can prove you have been authorized by the IP owner to handle IPR complaints on behalf of the IP owner, such as a Letter of Authorization / Power of Attorney.
Upload 1 to 4 files. It supports .png, .jpg, .mp4, .pdf. Each file size should not exceed 10MB.
+ Upload file (0/4)

C Cancel Submit

3.2 REVIEWING IP SUBMISSIONS

IP Management

Status: All | IP Type: All | IP Name: Please enter

IP Owner Name: Please enter | IP Country: Please select

Submit | Reset

10 IP

IP Name	IP Country	IP type	IP Owner	Submit Date	Status	IP Status	Action
Insert trademark name	██████████	Trademark	Insert owner name	██████████	Approved	Valid	Review
Insert Copyright name	██████████	Copyright	Insert owner name	██████████	Rejected	Invalid	Review Re-apply
Insert name of original photo	██████████	Original content	Insert owner name	██████████	In Progress	In Progress	Review
Insert patent name	██████████	Utility patent	Insert owner name	██████████	In Progress	In Progress	Review
Insert design name	██████████	Register design	Insert owner name	██████████	In Progress	In Progress	Review

You may click on **Review** to review the details of your IPR submission. You may also use the filters at the top of the page to search for it.

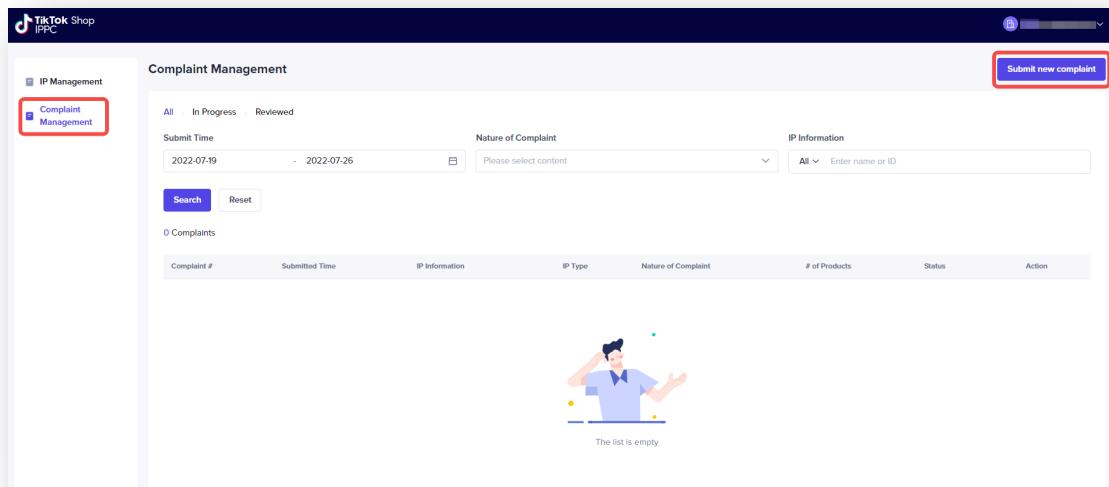
After the review is completed, you will receive an email notification about the outcome of your submission. You may also check the status of your submission within the IPPC portal.

- **Approved:** Your IPR has been verified. You may proceed to submit complaints based on the IPR.
- **In Progress:** Your IPR is in the process of being verified.
- **Rejected:** We were unable to verify your IPR based on the information and documents provided. You may click on **Review** to view the rejection reason or click **Re-apply** to edit and resubmit your submission.

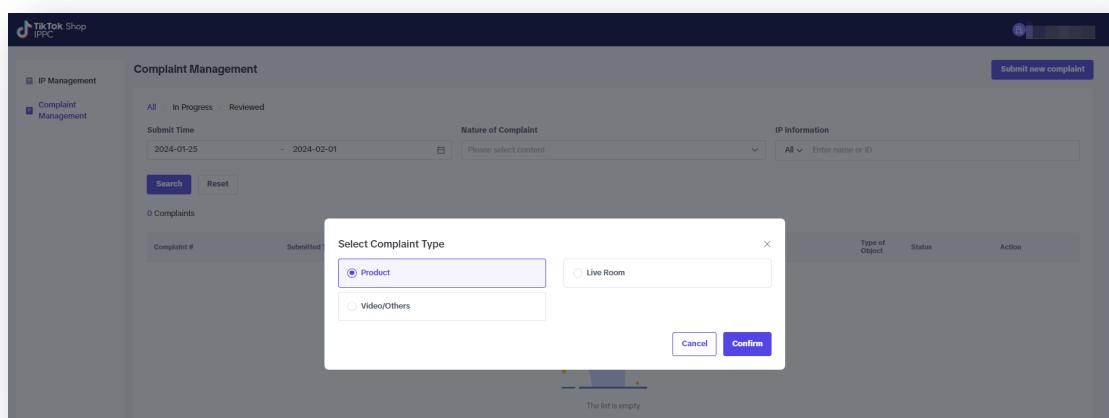
4. COMPLAINT MANAGEMENT

You may submit complaints after your IPR submission has been verified.

4.1 COMPLAINT SUBMISSION

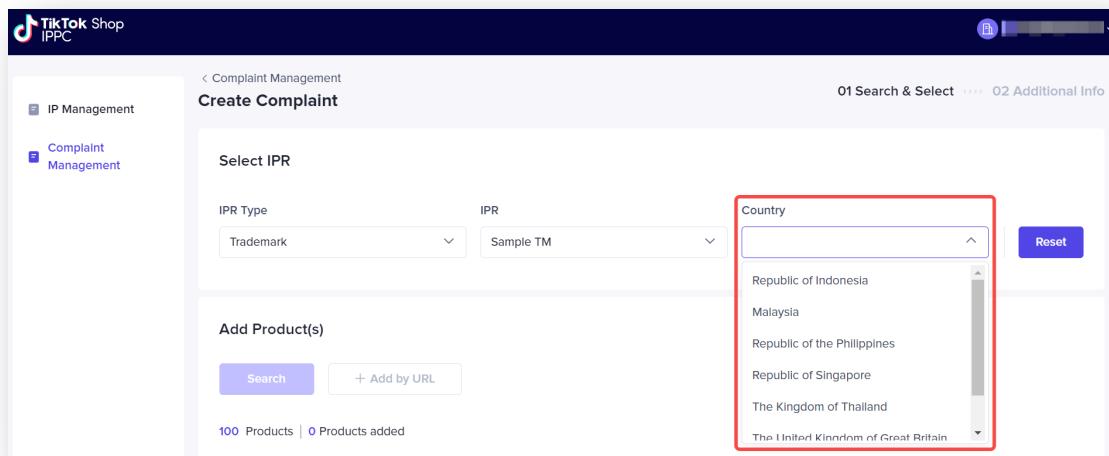


Go to the **Complaint Management** tab and click on **Submit new complaint** in the upper right corner of the screen.



Select the appropriate complaint type: **Product**, **Live Room**, or **Video/Others**.

4.1.1 REPORTING PRODUCTS



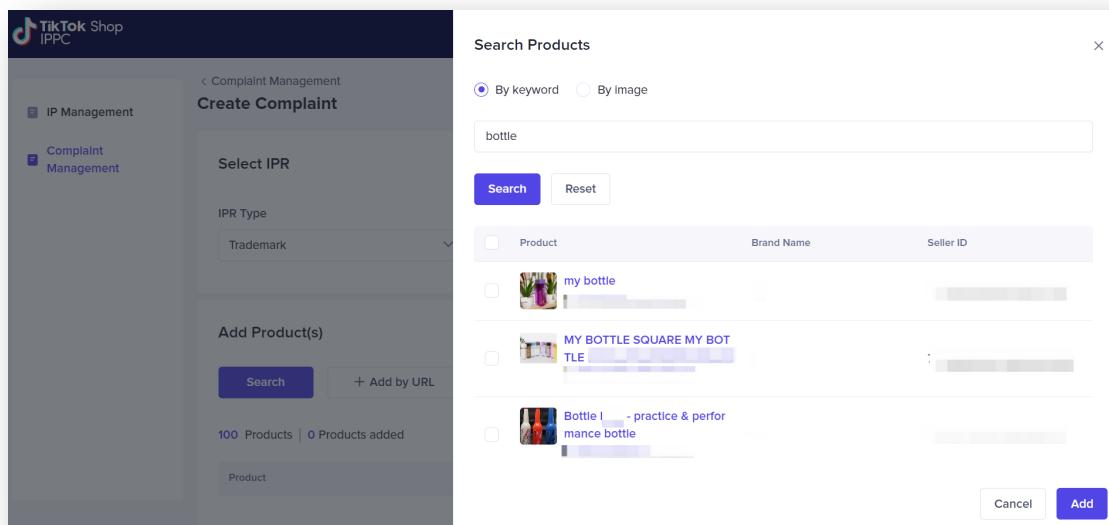
Before submitting a complaint, you must select:

- **IP Type:** This will filter the IP list down to the IP assets within that category.
- **IP:** This is the intellectual property that will you use as the basis of your complaint.
- **Country:** the list of countries will be limited to the countries in which the IP you selected is enforceable.

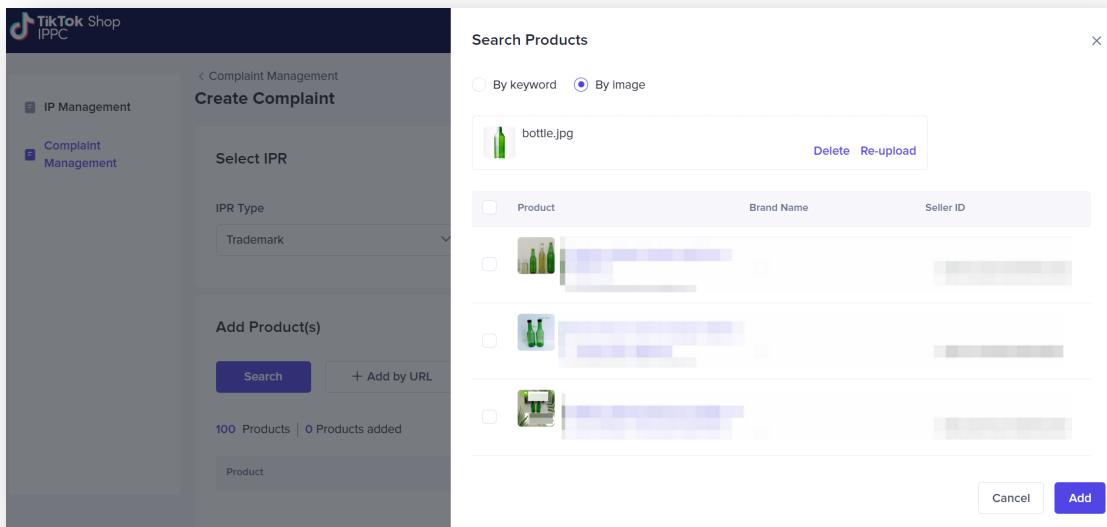
Please search for each IP asset and country separately. If you wish to search and report products related to multiple IP assets or from multiple countries, please submit separate complaints for each asset and country.

To add products to your complaint, you may search by keyword or image, or add directly via URL.

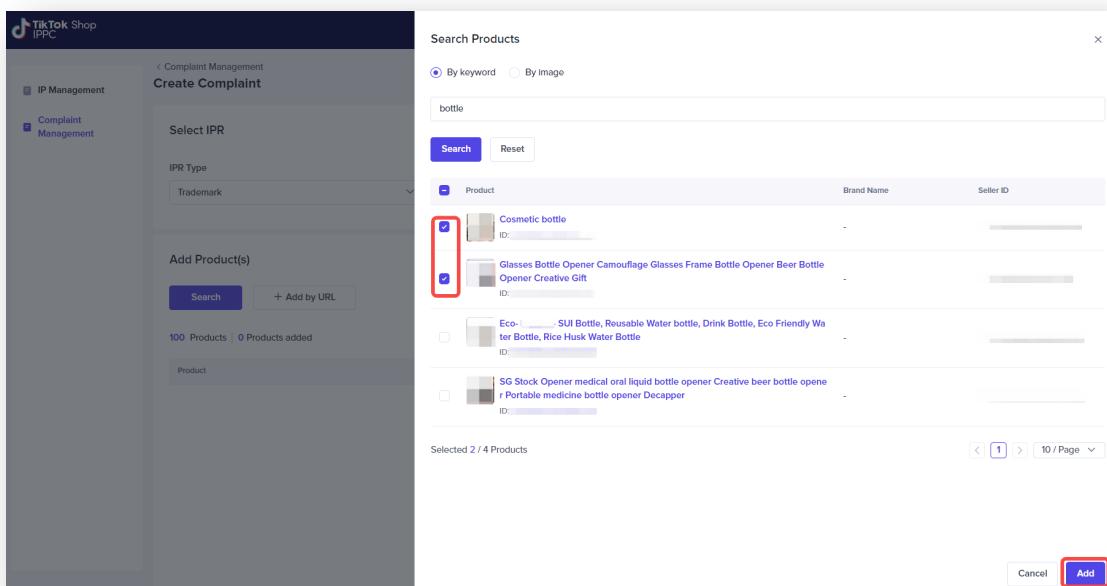
Searching by Keyword



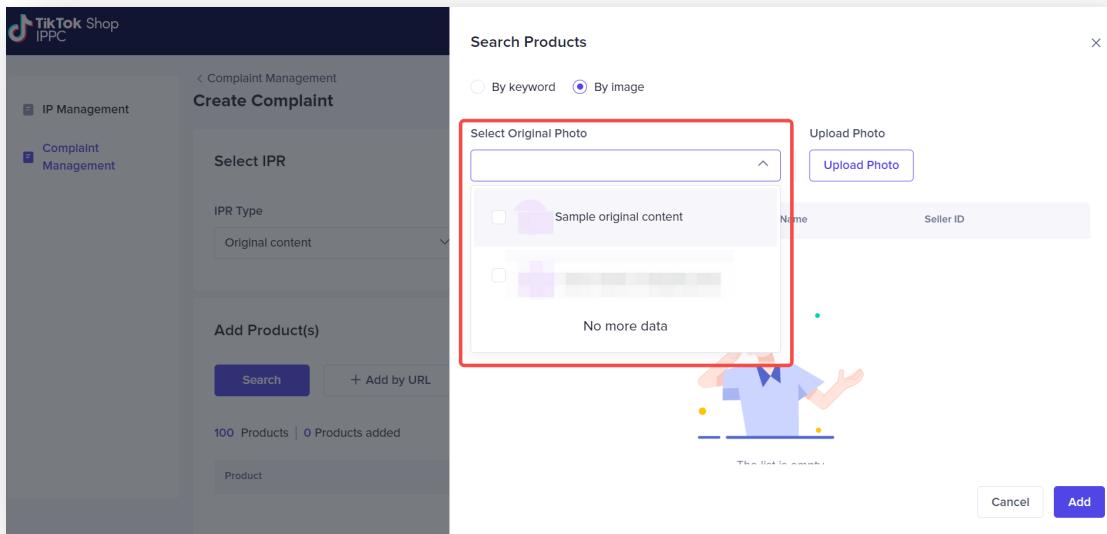
Searching by Image



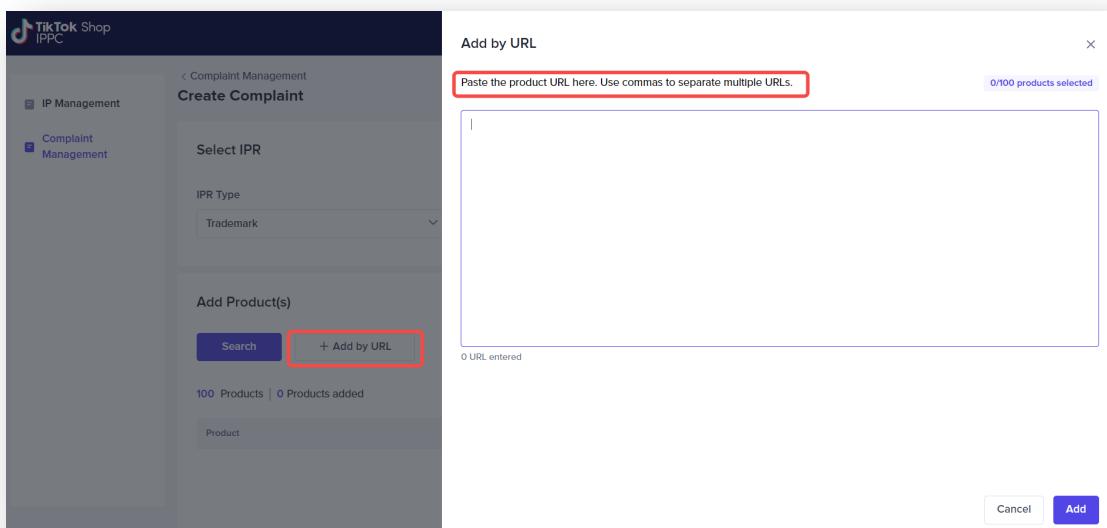
Select the products you wish to report from the search results and click **Add**.



For unregistered copyrights, you have the option to perform an image search using previously uploaded original content.

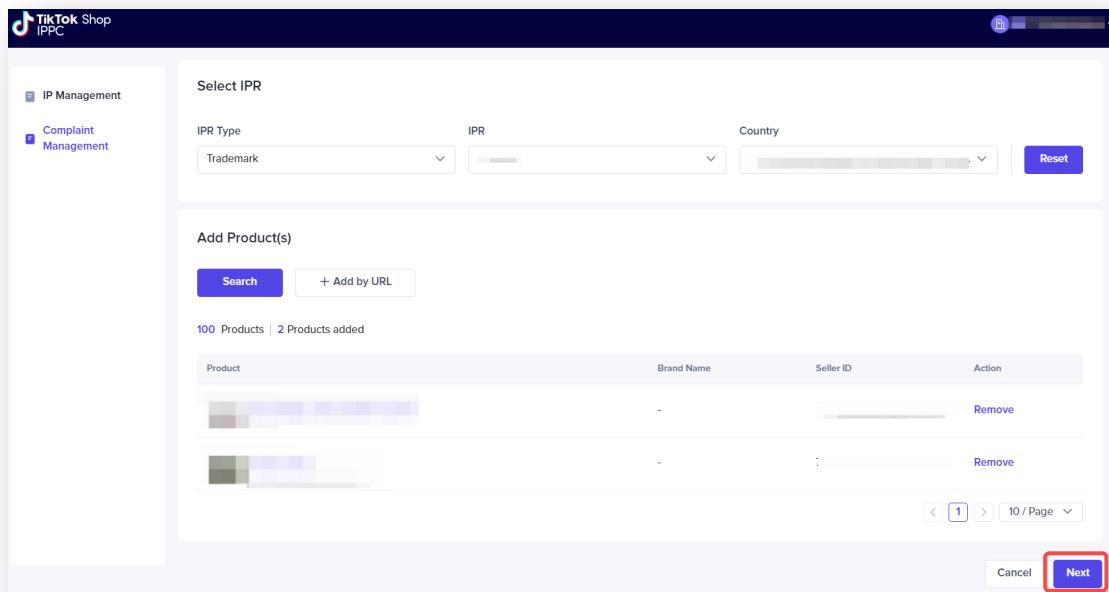


Add by URL



You may also add products you have detected via product URL. Insert the URL in the textbox and press **Enter** for IPPC to detect and validate the URL.

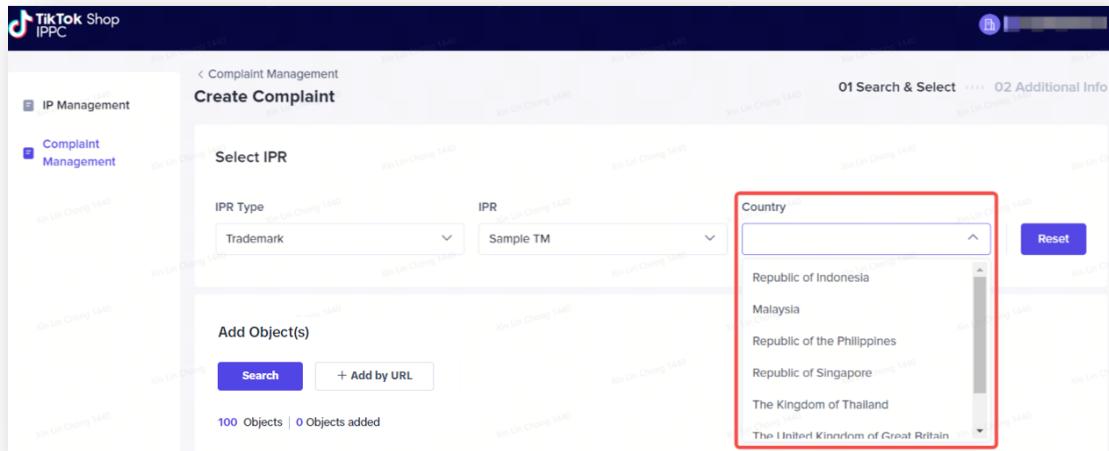
If you are adding multiple product URLs, separate each URL with a comma.



After you have selected the products you wish to report, click **Next** to proceed to provide the complaint information.

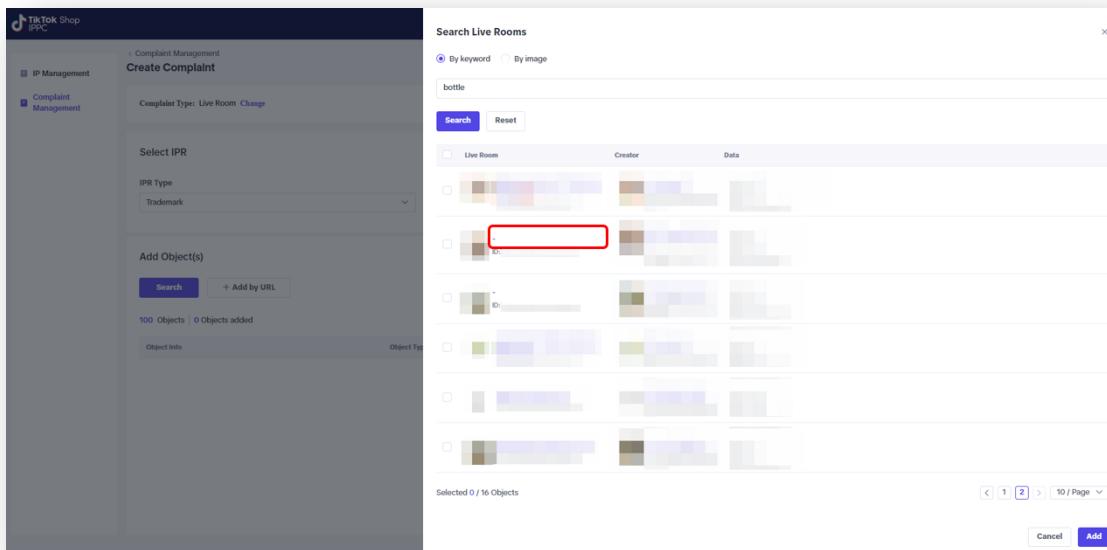
4.1.2 REPORTING VIDEOS OR LIVES

Please select products bound to the Live Room or Video if they infringe on your IP rights. It is not required to add products to your complaint if they do not infringe on your IP rights. You may also report the live room or video without selecting any products if the infringement is found only in the live or video content.

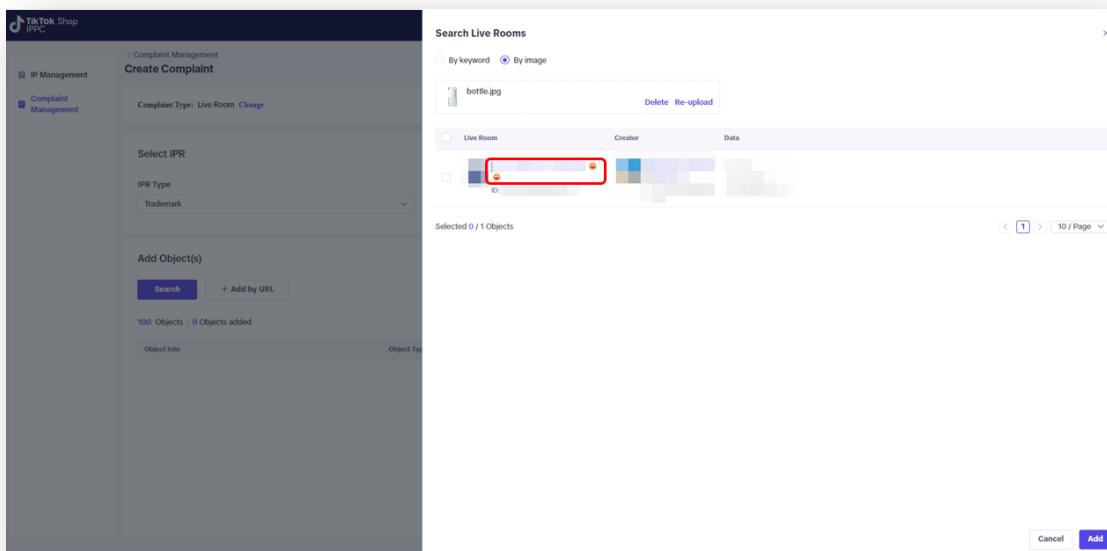


- You may search for and select the e-commerce Live Room or Video and the products bound to the Live Room or Video you wish to report using this function.
- The dropdown list will display the countries covered by your submitted and verified IP rights, and you will need to select the country that you would like to search. For example, if you would like to search for Live Rooms or Videos available in country X, select country X from the dropdown list.
- Please perform the searches for each country separately. If you wish to search and report Live Rooms or Videos from multiple countries, please submit separate complaints for each country.
- You may search for Live Rooms or Videos by keyword or image.

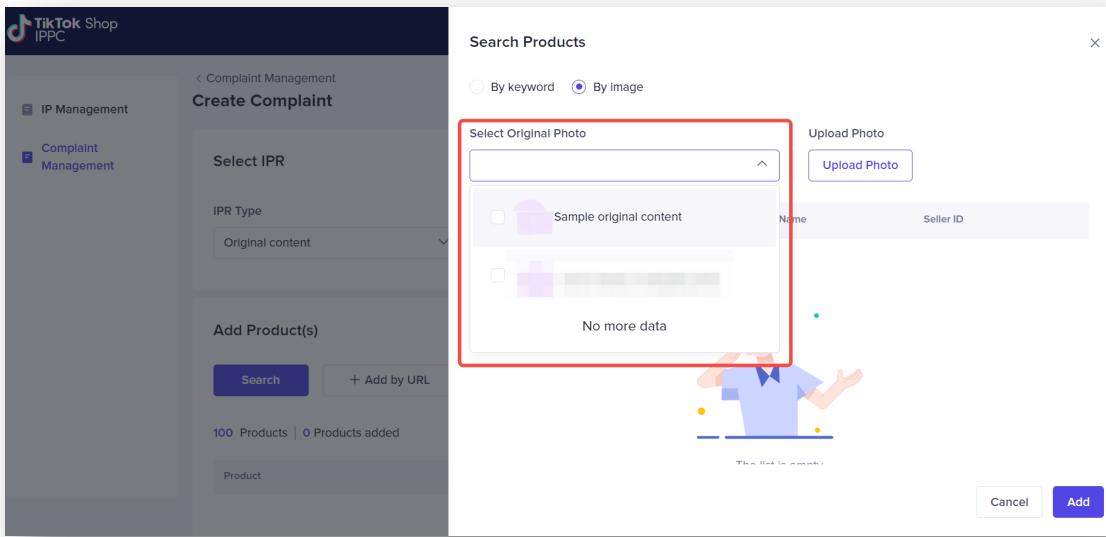
Search by Keyword



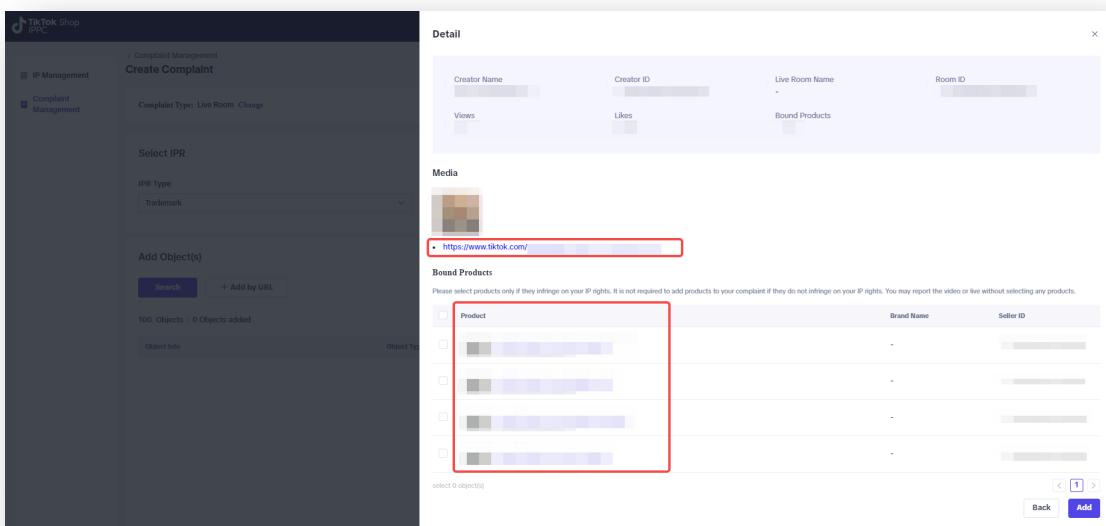
Search by Image



For unregistered copyrights, you have the option to perform an image search using previously uploaded original content.



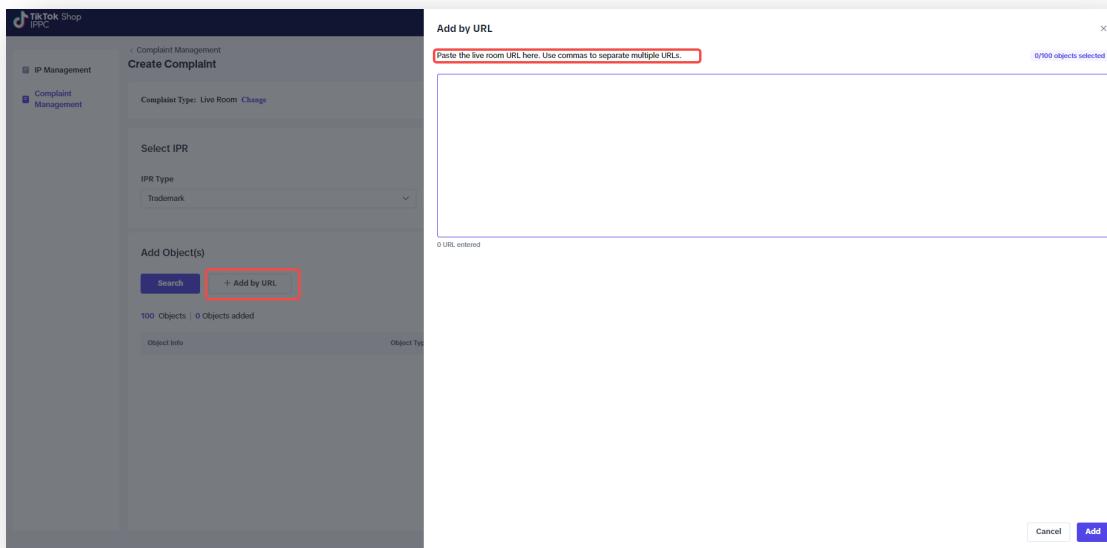
You may click into the **Live Room Name** or **Video Title** to view more details.



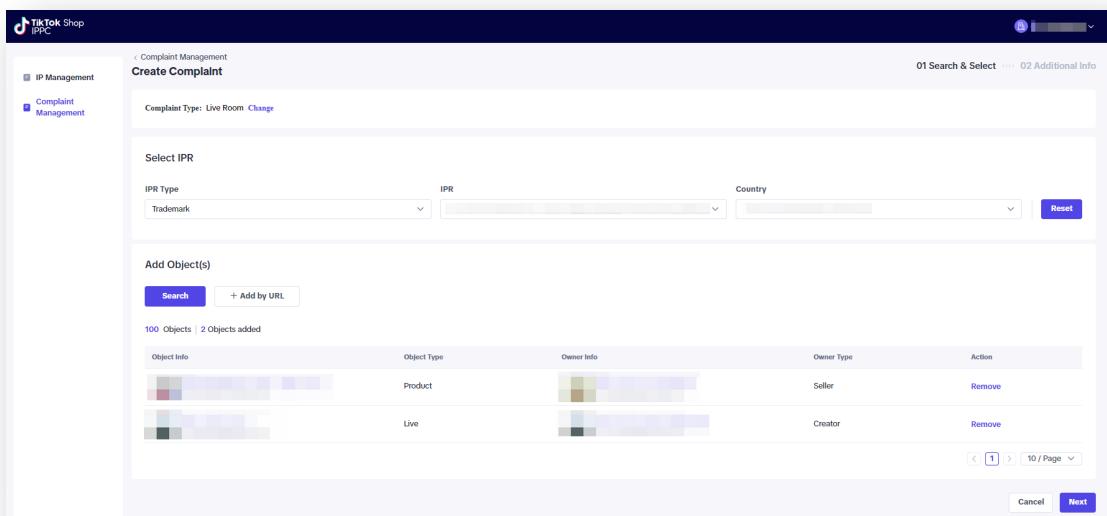
Click on the URL to review the live room or video content. If you wish to report this content, select the live room or video you wish to report from the search results.

You may select products bound to the live room or video if they infringe on your IP rights, and/or report the live room or video only without selecting any products, if the infringement is found only in that content.

Add by URL



You may also add live rooms or videos you have detected via URL. Insert the URL in the textbox and press **Enter** for IPPC to detect and validate the URL. If you are adding multiple live room or video URLs, separate each URL with a comma.



After you have selected the live room(s), video(s), and/or products you wish to report, click **Next** to proceed to provide the complaint information.

4.1.3 PROVIDING ADDITIONAL INFORMATION

Here you will provide additional information related to your complaint. The additional information required for your complaint will vary based on the type of IP. After you're finished, click **Submit** to submit your complaint. Any required fields/attachments must be completed before you can submit your complaint.

Trademark

TikTok Shop IPPC

Create Complaint

IP Information

Certificate Type: Trademark
Trademark Name: Sample TM
Trademark Owner: [Redacted]
Register Number: [Redacted]

Country of Registration: [Redacted]
Identity Validity Period: [Redacted]

Additional Information

Nature of Complaint: Please select

Supporting Information: Please enter

Supporting Documents: Upload 1 to 10 files. It supports png, jpg, jpeg, pdf. Each file size should not exceed 10MB.
+ Upload file (0/10)

Back Submit

Registered Designs

TikTok Shop IPPC

IP Information

Certificate Type: Registered design
Registered design Name: Sample design
Registered design Owner: [Redacted]
Register Number: [Redacted]

Country of Registration: [Redacted]
Identity Validity Period: [Redacted]

Additional Information

Nature of Complaint: Please select

Supporting Information: Please enter

Supporting Documents: Upload 1 to 10 files. It supports png, jpg, jpeg, pdf. Each file size should not exceed 10MB.
+ Upload file (0/10)

Back Submit

Utility Patent

Create Complaint

IP Management

Complaint Management

IP Information

Certificate Type: Utility patent

Utility patent Name:

Utility patent Owner:

Register Number:

Country of Registration:

Identity Validity Period:

Additional Information

Nature of Complaint

Please select:

Supporting Information

Please enter:

Supporting Documents

Upload 1 to 10 files. It supports png, jpg, jpeg, pdf. Each file size should not exceed 10MB.

+ Upload file (0/10)

Back **Submit**

Registered Copyright

Nature of Complaint

Please select:

Supporting Information

Please enter:

Supporting Documents

Upload 1 to 10 files. It supports png, jpg, jpeg, pdf. Each file size should not exceed 10MB.

+ Upload file (0/10)

Statement

I have a good faith belief that the reported use of the photo(s) described above, in the manner complained of, is not authorized by the rights owner, its authorized representative, or the law.

I state the above information is accurate, and under penalty of perjury that I am the rights owner or am authorized to act on behalf of the rights owner.

I agree that TikTok Shop may provide my contact information, including email address and the name of the rights owner, and/or other details of the notice to the account holder identified in my report, in accordance with IPPC's Terms of Service and [Privacy Policy](#)

Signature

Insert the signature of the rights owner or an authorized representative of the rights owner. You can enter your full legal name as your electronic signature.

Sign your name electronically:

Back **Submit**

Unregistered Copyright

Additional Information

Nature of Complaint
Please select

Supporting Information
Please enter

Supporting Documents
Upload 1 to 10 files. It supports jpg, jpeg, pdf. Each file size should not exceed 10MB.
+ Upload file (0/10)

Statement

I have a good faith belief that the reported use of the Intellectual Property Right(s) described above, in the manner complained of, is not authorized by the rights owner, its authorized representative, or the law.

I state the above information is accurate, and under penalty of perjury that I am the rights owner or am authorized to act on behalf of the rights owner.

I agree that TikTok Shop may provide my contact information, including email address and the name of the rights owner, and/or other details of the notice to the account holder identified in my report, in accordance with IPPC's Terms of Service and Privacy Policy

Signature
Insert the signature of the rights owner or an authorized representative of the rights owner. You can enter your full legal name as your electronic signature.

Sign your name electronically

Back Submit

4.2 REVIEWING COMPLAINTS

4.2.1 COMPLAINT LIST VIEW

You can review submitted complaints from the **Complaint Management** page.

IP Management

Complaint Management

All | In Progress | Reviewed

Submit Time: 2022-07-06 - 2022-07-13 | Complaint Reason: Please select content | IP Information: All | Enter name or ID

Search | Reset

3 Complaints

Complaint #	Submitted Time	IP Information	IP Type	Complaint Reason	# of Products	Status	Action
[REDACTED]	[REDACTED]	[REDACTED]	Copyright	Unlawful Reproduction	2	In Progress	View
[REDACTED]	[REDACTED]	[REDACTED]	Original content	-	2	In Progress	View
[REDACTED]	[REDACTED]	[REDACTED]	Trademark	Wrong Association	2	In Progress	View

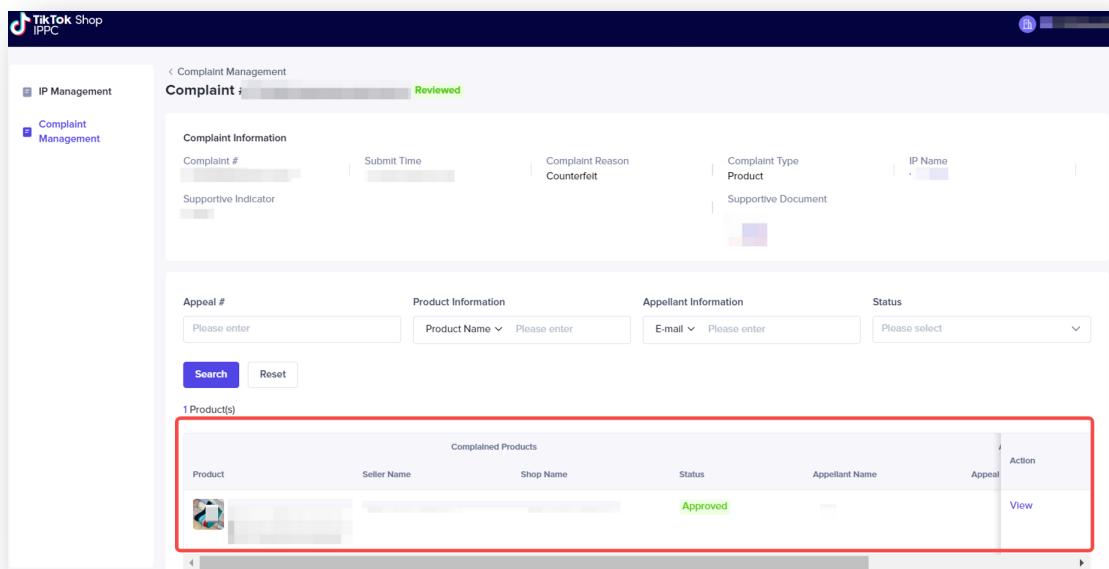
You may click on **View** to review the complaint details. You may also use the filters at the top of the page to search for submitted reports.

After the review has been completed, you will receive an email notification about the outcome of your submission. You may also check the status of your submission within IPPC.

- **In progress:** Your report is in the process of being reviewed.
- **Reviewed:** Your report has been processed.
- **SellerAppealed:** The seller has submitted an appeal in response to your report.

4.2.2 COMPLAINT DETAILS PAGE

Here you can review the objects (products, live rooms, or videos) included in your report.



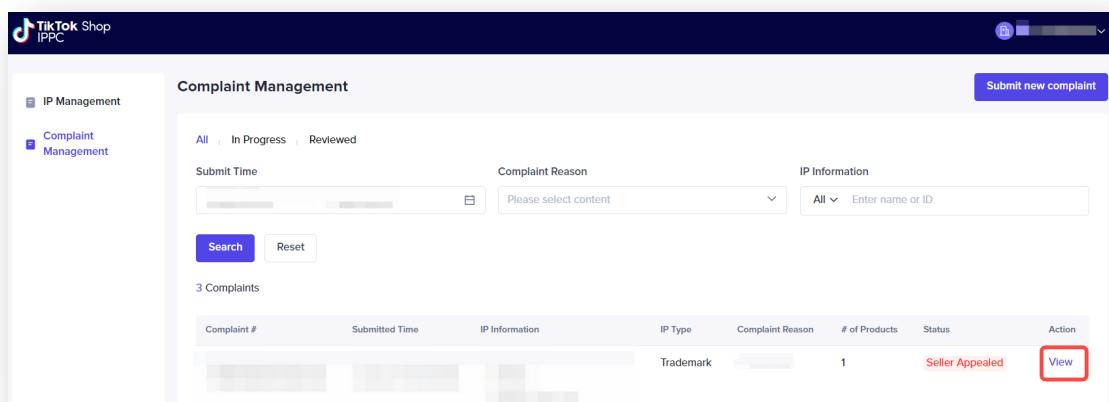
The screenshot shows the 'Complaint Management' section of the TikTok Shop IPPC User Manual. A specific complaint is highlighted as 'Reviewed'. The 'Complaint Information' section includes fields for 'Complaint #', 'Submit Time', 'Complaint Reason' (set to 'Counterfeit'), 'Complaint Type' (set to 'Product'), and 'IP Name'. Below this, there are search fields for 'Appeal #' and 'Product Information' (Product Name and E-mail), and a dropdown for 'Status'. A table titled 'Complainced Products' lists one item: a product with a seller name and shop name, marked as 'Approved' with a 'View' button. The entire table row is highlighted with a red box.

The review status of the products, live rooms, or videos reported is displayed on the complaint details page.

- **Approved:** We have approved your complaint report and have taken action.
- **In progress:** The report is in the process of being reviewed.
- **Rejected:** Based on the information provided, we were unable to verify that the product, live room, or video has infringed on your IP rights. We have not taken any enforcement actions. You may submit a new report if you have further information or materials to provide. You may also contact the seller to express and resolve your concerns directly.

4.2.3 APPEALS

If a product, video, or live room is taken down due to your complaint, the seller has the right to appeal this decision. You will receive a notification for any appeal submissions or decisions. You can also see any appeals from the **Complaint Management** page.



The screenshot shows the 'Complaint Management' section of the TikTok Shop IPPC User Manual. It displays a list of '3 Complaints'. One specific complaint is shown in detail, with its status listed as 'Seller Appealed'. The 'Action' column for this row is highlighted with a red box.

Click **View** next to a complaint to open its details.

The screenshot shows the 'Complaint Management' section of the TikTok Shop IPPC interface. At the top, a message 'Seller Appealed' is displayed. Below it, 'Complaint Information' includes fields for 'Complaint #', 'Submit Time', 'Complaint Reason', 'Complaint Type (Product)', and 'IP Name'. Under 'Appeal #', there are fields for 'Product Name', 'E-mail', and 'Status'. A search bar and a 'Reset' button are also present. The main area shows a table titled 'Complained Products' with columns for 'Product', 'Seller Name', 'Shop Name', 'Status' (which is highlighted with a red box and shows 'Appealed Successfully'), and 'Appellant Name' with a 'View' button. A message '1 Product(s)' is displayed above the table.

The screenshot shows a modal dialog titled 'Complaint to [redacted]'. It displays the message 'Appealed Successfully' in red. Below this, it lists the complainant's information: Seller Name, Seller ID, Shop Name, and Appellant Name. It also lists the appealed product's information: Full Legal Name, Email, Physical Address, and Phone Number. The modal is divided into two sections: 'Appealed Successfully' (which is currently active) and 'Appeal Submitted'. Each section contains a table for 'Appealed Product(s)' with a single row showing a product thumbnail and a redacted product name. The 'Appealed Successfully' section also includes fields for 'Appeal Reason' and 'Supportive Document(s)'. A 'Back' button is located at the bottom right of the modal.

At the complaint details page, click on **View** in the **Complained Products** section to see the appeal details.

- **Appeal Submitted:** The seller or creator of the reported product, live room, or video has appealed the enforcement action. The appeal is in the process of being reviewed.
- **Appealed Successfully:** The seller's or creator's appeal has been accepted and the enforcement action has been withdrawn.
- **Appeal Rejected:** The seller's or creator's appeal has been rejected and the enforcement action is maintained.

5. IPPC DOCUMENT SUBMISSION GUIDELINES

5.1 GENERAL GUIDELINES FOR ALL SUBMISSIONS IN IPPC

Below is a list of best practices that rights owners can follow when submitting documents via IPPC.

- Make sure that all documents submitted are complete with full information. For example, if a document has three pages, please submit all three pages.
- Upload documents with a good resolution, ensuring that all information on the document is clear and legible.
- Double-check that the fields selected and manually entered in your IPPC submissions can be found in the attachments uploaded. Additionally, make sure that the manual entries in your IPPC submissions are an exact match with the documents uploaded.
- Website screenshots and downloadable website materials that are accessible by the public are not accepted. Please ensure to upload official documents that have been issued from the respective government bodies, agencies, companies, or businesses.
- Submissions of application forms are not acceptable. For example, an application form showing that you have applied for a business license, or an application to register a trademark, is not acceptable.

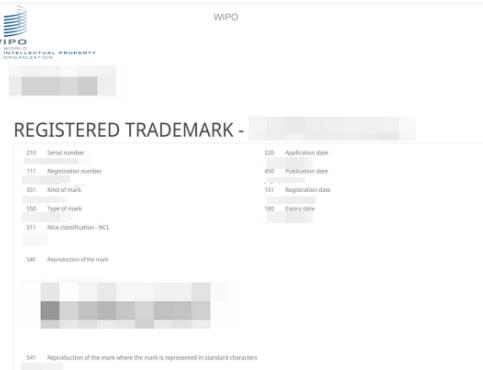
5.2 USER IDENTIFICATION DOCUMENTS

Please find a list of acceptable user identification document types below, depending on whether you are an individual or enterprise signing up for an IPPC account.

Entity Type	Acceptable Documents (Non-Exhaustive)
Individual	Identity Card Passport
Enterprise	Business License Certificate of Incorporation Certificate of Good Standing Letter Regarding an Assignment of an Employer Identification Number [US]

5.3 INTELLECTUAL PROPERTY RIGHTS DOCUMENTS

The following table serves as general guidance for IPPC users when submitting IPR documents for verification. Please note that the submission of the document(s) outlined below does not necessarily lead to an approval of your IPR document. TikTok Shop will have to verify the submitted documents based on multiple data points and information sources before determining if the submitted document(s) can be accepted.

IPR Type / LOA	Documents Required	Things to Note
Trademark	<p>Official trademark certificate issued by the relevant IP Office.</p> <p>If you have renewed your trademark, please upload the original trademark certificate as well as the renewal certificate for verification.</p> <p>If a change of trademark ownership has occurred, please also upload the official document issued by the IP office.</p>	<p>WIPO screenshots or WIPO extracts are not accepted.</p>  <p>REGISTERED TRADEMARK -</p> <p>210 Serial number 111 Registration number 511 Kind of mark 500 Type of mark 511 Nice classification - NCL 540 Reproduction of the mark 541 Reproduction of the mark where the mark is represented in standard characters</p> <p>NAMES AND ADDRESSES</p> <p>730 NAME AND ADDRESS OF THE APPLICANT OR THE HOLDER 740 NAME AND ADDRESS OF THE REPRESENTATIVE</p> <p>CLASSIFICATION</p> <p>511 THE INTERNATIONAL CLASSIFICATION OF GOODS AND SERVICES FOR THE PURPOSES OF THE REGISTRATION OF MARKS (NICE CLASSIFICATION) AND/OR LIST OF GOODS AND/OR SERVICES CLASSIFIED ACCORDING THERETO</p> <p>1/2</p>
Registered Copyright	<p>Official copyright certificate issued by the relevant IP office or a copyright claim form.</p> <p>Visual representation of the copyrighted material that has been registered.</p> <p>Any other additional documents proving that you own the copyrighted material.</p>	

IPR Type / LOA	Documents Required	Things to Note
Unregistered Copyright	<p>Main image / video: The raw, original photo or video content without edits, overlays, or watermarks.</p> <p>(Photo submissions) A set of other photos taken of the same subject and in the same setting as the original content, such as unused photos taken from different angles and any other "behind the scenes" photos, such as test shots or photo studio shoot photos clearly showing the product.</p> <p>(Live and Video submissions) A screenshot of the account you use to post content, while you are logged in, or any other proof of your ownership of the content if you have not posted it online.</p> <p>(Optional) First publication URL.</p>	
Registered Design	<ul style="list-style-type: none"> Official design certificate issued by the relevant patent office. Visual representation showing all the different angles of the registered design. 	For US design patent infringement issues, please submit reports via this webform instead.
Utility Patent	<ul style="list-style-type: none"> Official patent certificate issued by the relevant patent office. Includes complete details of the issued patent such as a description of the patent and image(s). 	Not supported for US reports currently.
Letter of Authorization / Power of Attorney (where applicable)	Document(s) that can prove you have been authorized by the IPR owner to handle IPR complaints on behalf of the IPR owner .	<ul style="list-style-type: none"> Ensure all the details in the LOA / POA match the IPPC submission's manual inputs. LOA regarding the right to sell or distribute the rights owner's products in the market of sale is considered an invalid submission.

When submitting IPR documents, it is important to note that the rights owner's registered IPR should be in an active status in the jurisdiction in which they have applied, otherwise it will be rejected. This can be verified via the relevant IP office websites prior to their submission in IPPC.

5.4 COMPLAINT SUBMISSION GUIDELINES

The following table outlines the different IPPC complaint types and an overview of the types of corresponding supporting materials a rights owner may submit for each complaint type. Please note that this serves as general guidance only and may be subject to changes. Rights owners may also provide additional supporting evidence not limited to the documents mentioned below.

NOTE: Reports related to distribution control and sale price control are not accepted. For more information on the types of IPR infringement notices that may not be accepted, refer to our [TikTok Shop Intellectual Property Policy](#).

Category	Complaint Reason	Definition	Supporting Documents (Non-Exhaustive)
Trademark	Counterfeit	The listed product, live or video is alleged to infringe on a Rights Owner's trademark rights as it involves the sale or promotion of counterfeit products.	Provide clear and verifiable counterfeit indicators, such as visual representations showing a side-by-side comparison of an authentic product vs a counterfeit. If counterfeit indicators are not clearly visible based on the product images or description uploaded by the seller, product images or videos from buyer reviews showing clear differences with the authentic product can be submitted as supporting evidence.

Category	Complaint Reason	Definition	Supporting Documents (Non-Exhaustive)
	Wrong Association	<p>The listed product infringes on a rights owner's trademark rights as the associated trademark is used for a third party's product.</p> <p>For example, the product sold is Brand X, but the product description alleges that the product is a Brand Y product, wrongly associating the product to Brand Y.</p>	An explanation supported with images clearly showing where the wrong association with the rights owner's trademark has occurred.
	Overuse	<p>Using another rights owner's trademark in the product listing image(s) to promote the product / service predominantly without the authorization of the trademark owner.</p> <p>For example, the listing displays Brand X's trademark as an overlay or watermark even though Brand X's trademark is already present on the product packaging. The seller listing the product has not been authorized to use Brand X's trademark in their product listings.</p>	An explanation supported with images clearly showing where the overuse has occurred.

Category	Complaint Reason	Definition	Supporting Documents (Non-Exhaustive)
	[Live / Video Reports] Unauthorized Use of Trademark in Video/Live Content	<p>Unauthorized use of trademark in video/live content</p> <p>For example, the content uses another party's registered trademark to promote a generic product without authorization from the trademark owner.</p>	<p>An explanation supported with images clearly showing where and when the unauthorized use of trademark has occurred (e.g.: video or live timestamp screenshots).</p>
Registered Copyright	Piracy	<p>The listed product allegedly infringes on another's copyright as a pirated copy.</p>	<p>Provide clear and verifiable piracy indicators, such as visual representations showing a side-by-side comparison of an authentic product vs a pirated product.</p> <p>If piracy indicators are not clearly visible based on the product images or description uploaded by the seller, product images or videos from buyer reviews showing clear differences with the authentic product can be submitted as supporting evidence.</p>
	Unlawful Reproduction	<p>The listed product infringes on another's copyright as it involves the sale of products featuring unauthorized copyrighted work, or unauthorized reproductions of copyrighted work.</p>	<p>An explanation supported with images clearly showing where the unlawful reproduction of your copyrighted material has occurred on the listing.</p>

Category	Complaint Reason	Definition	Supporting Documents (Non-Exhaustive)
Copyright	Unlawful Access	<p>The listed product infringes on another's copyright as it provides unauthorized access to copyrighted work using software programs or hardware devices.</p>	<p>An explanation supported with evidence clearly showing how you determined that the listed product provides unauthorized access to your copyrighted work.</p>
	Content Infringement	<p>The listed product infringes on another's copyright as copyrighted work is used as listing content.</p> <p>For example, a product listing uses the copyright owner's product images without prior authorization from the copyright owner.</p>	<p>An explanation supported with images clearly showing where the copyrighted work has been used on the listing. It should also be clear that the material shown on the product listing is a 1:1 match with your copyrighted work.</p>
	[Live / Video Reports] Unauthorized use of registered copyright in video/live content	<p>Unauthorized use of registered copyright in video/live content</p>	<p>An explanation supported with images showing where and when the unauthorized use of your copyrighted work has occurred (eg: video or live timestamp screenshots).</p>
Unregistered Copyright	Unauthorized use of image in product listing	<p>The listed product infringes on another's copyright as copyrighted work is used as listing content.</p> <p>For example, a product listing uses the copyright owner's product images without prior authorization from the copyright owner.</p>	<p>An explanation supported with images clearly showing where the copyrighted work has been used on the listing. It should also be clear that the material shown on the product listing is a 1:1 match with your copyrighted work.</p>

Category	Complaint Reason	Definition	Supporting Documents (Non-Exhaustive)
	<p>[Live / Video Reports]</p> <p>Unauthorized use of unregistered copyright in video/live content</p>	<p>Unauthorized use of unregistered copyright in video/live content</p>	<p>An explanation supported with images showing where and when the unauthorized use of your copyrighted work has occurred (e.g.: video or live timestamp screenshots).</p>
<p>Registered Design</p> <p><i>[For US reports, please submit via this webform instead]</i></p>	<p>Registered Design Infringement</p>	<p>The listed product is infringing on a Rights Owner's registered design.</p>	<p>A description explaining how the reported product infringes the registered design along with an illustration that compares the reported product(s) to the registered design.</p> <p>Other supporting information or documents proving the alleged infringement.</p> <p>For more information, refer to the TikTok Shop Academies articles on Design Infringement Reporting: Vietnam, Thailand, Malaysia, Philippines, Singapore, Indonesia, UK.</p>
<p>Utility Patent</p> <p><i>[Not supported for US reports currently]</i></p>	<p>Utility Patent Infringement</p>	<p>The listed product is infringing on a rights owner's issued patent.</p>	<p>A description explaining how you consider the reported product infringes the issued patent along with any other supporting information or documents proving the alleged infringement.</p>

6. SUPPORT

If you have question or feedback regarding TikTok Shop IPPC, please reach out to e-commerce.ipnotice@tiktok.com.