

## FAQ

### About Accounts

- 1. Q: I forgot my password and clicked “forget password” to try to reset my password. Why I did not receive the email which will assist me to reset my password?**

When you clicked “forget password”, the system will automatically forward you an email with new password to your registered email address. In case you did not receive it, the possible reasons are as follows:

If you registered with sina.com, qq.com or other email address, the email may be blocked or categorized in the junk box. Please check your junk box.

The email may be blocked by your company’s fire wall. Please check the configuration of the fire wall.

- 2. Q: I don't want to use IPPS anymore. How to log out of my account?**

Cancellation of account cannot be done by yourself, please send an email to [patrol@voghion.com](mailto:patrol@voghion.com), we will cancel your IPPS account after confirming with you.

- 3. Q: How to modify identity information?**

Click "Modify" to make changes. Please note that you need to wait for identity verification after modifying the information.

### About Intellectual Property

- 1. Q: What intellectual property documents need to be submitted?**

- 1) For registered trademarks/patents/copyrights:**

- a) Identification documents, such as the business license of your company or IPR

owner.

- b) Certificate of IPR, such as certificate of trademark, patent, or copyright.
- c) Authorization letter, such as Letter of Authorization or Power of Attorney (for authorized intellectual property enforcement agent or law firm).

**2) For unregistered copyrights:**

- a) Identification documents, such as business license of your company or IPR owner.
- b) Copyright claim statement (see the attachment). You need to fill out the statement and provide original images and corresponding links in the “Copyright work” section.
- c) Authorization letter, such as Letter of Authorization or Power of Attorney (for authorized intellectual property enforcement agent or law firm).

**2. Q: What to do after an intellectual property document expires ?**

You need to submit the intellectual property renewal certificate and update the valid period to the latest in the system.

**3. Q: What to do after the authorization document expires?**

You need to submit the latest authorization file and update the authorization valid period to the latest in the system.

**4. Q: In case we have only none CN & EN IPR document(s), can we record them in the IPSS?**

Yes, but please provide translation for our reference. The translation shall include but not limited to “the application date, the name, the type, the registration number, the registrant, the class and the registered country/region of the IPR”.

**5. Q: Why can I not record IPR when my identification document(s) are approved? I keep receiving the notice “the IPR is already existed in the system”.**

Normally, it is because you have registered the identical IPR (the name is identical) in the system and it is currently valid. Please confirm the existed IPR is the one you wish to record in the system. If yes, no further recordation will be needed and you may file complaint(s) with the existed IPR. If not, it is suggested to add a prefix before the name of the IPR (for example, TM+IPR name or registration number + IPR name) to distinguish it with the existing IPR in the system.

**6. Q: When recording the IPR, why can I not modify the owner's information?**

If you have chosen to register as “IP owner”, during the registration procedure, the owner name of all the IPRs you may record in the IPSS will be identical with the

owner name you input during the above registration procedure. If you have chosen to register as “Agent”, you may modify the owner name every time you record a new IPR. Please kindly choose the correct identity when registering in the IPPS.

## About Complaint

### 1. Q: Why was the submission of the infringing product code unsuccessful?

The following situations may prevent the submission of complaints :

- a) Item code(s) doesn't/don't exist on Voghion platform
- b) Item code(s) doesn't/don't be shown temporarily on DHgate platform
- c) The target Item code probably has complained by you or others, and it/they still be in processed

### 2. Q: Is there a deadline for responding to the seller's appeal? What will happen if there is no response?

You need to respond within 5 natural days after the seller appeals. If not, the complaint will automatically fail and you can resubmit the complaint.

### 3. Q: What can I do if I encounter difficulties when using the IPPS?

You may send an email to [patrol@voghion.com](mailto:patrol@voghion.com), for inquiry purpose. If it is a technical issue, it is suggested to attach the screenshot of the error message/page which will be more convenient for us to arrange engineers to solve the issue.