

Zach

Nov 15, 16:43

Hi Kyla,

I have checked the pin <https://www.pinterest.com/pin/165859198765272694/> that you have provided and could you confirm is this pin from your claimed Instagram account? Could you please confirm whether this is one pin you want to remove the tagged or there are multiple pins with a similar issue?

Looking forward to your response!

Regards

Zach

Kyla Herbes

November 15, 2019 at 7:27 PM



Re: [Pinterest for Business] Re: Shop The Look

To: Pinterest for Business

Yes this pin is from my Instagram account and yes I have claimed my Instagram account.

I have not looked thru all of my pins, but I've seen it on my pins. I've also seen it on pins that are mine but someone else has pinned them to their account. Is there any way to remove Shop The Look from my pins as a whole?

Zach

Nov 18, 16:44

Hi Kyla,

Thank you for the information and I appreciate your efforts!

Regarding the pin from your claimed Instagram that has products tagged and leading to different websites, Please note that prior to the release of the Pinterest tagging tool, Pinterest was using internal tagging (humans doing it manually) for STL Pins. Pins tagged during this time had no regard for whether the Pin's destination URL was the same as the user's confirmed website. As a result, there are users who can currently see STL on their Pins, despite never having tagged their own Pins before.

However, as your website is claimed to your account, be assured that no one will be able to tag products to your pin and lead to a different website.

Also regarding the other pin links that you have shared, I see they are not tagged for any products however they have a More to shop option at the bottom. This is expected behavior as we show related products from other domains under More to shop category. Also, note that even your pins could be showcased in other user pins under "More to Shop".

Hope this helps! Please let me know if you need anything else.

Regards

Zach

Kyla Herbes

Nov 18, 17:13

Hi Zach,

The pin from my Instagram account was pinned only 10 days ago. Your explanation of manually tagging makes this sound as if that's an old process. Can you please explain this better? I never tagged my Instagram pin for products. My Instagram was claimed months ago. Who would be tagging these pins?

Also, who is receiving the money for these now monetized pins?

For the More To Shop pins, can I have that removed? Someone is making money from my creative and this feels like a copyright infringement. Please help me understand this.

Thanks!

Kyla

Zach

Nov 19, 15:04

Hi Kyla,

Thank you for reporting on the issue related to products leading to different websites tagged on your pin. This looks like a technical issue on our end, sorry about that! I've reported your case to my team so we can look into it further. I'll let you know as soon as I have an update.

Regarding more to shop pins: More to shop option comes up only for pins related to home decor, fashion. It is expected to see related products from other domains under more to shop section. Also, your pins related to home decor can be shown to a different user under their more to shop section. As of now, we do not have an option to remove it. I appreciate bringing this to our notice, I have passed this feedback to our team who are working to improve the user experience on Pinterest and suggestions like this will help to shape our product.

Please let me know if you need anything else.

Regards

Zach

Zach

Nov 25, 16:55

Hi Kyla,

I appreciate your patience!

Could you please reconfirm whether the pin was from your claimed Instagram or a different Instagram account?

Regards

Zach

Kyla Herbes

Nov 25, 19:00

It's from my claimed Instagram account.

Zach

Nov 26, 16:49

Hi Kyla,

Thank you for the confirmation!

I have reported this and our team is working on it, I will get back to you when we have an update.

I appreciate your patience in the meantime!

Regards

Zach

Zach

Dec 4, 08:24

Hi Kyla,

I appreciate your patience!

This is one of the rarest issues reported and we have not encountered users writing to us on a similar issue. I appreciate your efforts in bringing this to our notice, Our team is already working on this and it is taking a little longer than expected and they have provided a maximum timeline of 8 weeks. I understand that 8 weeks is a long time but this is the maximum time and it can be fixed within the said time however be assured that we will not only deliver a fix but also make sure this issue does not happen in the future. I'm going to close out this ticket in the meanwhile.

I apologies for any inconvenience this has caused. Feel free to reach back out if you see the issue persist after 8 weeks, and we'll be happy to investigate further.

Please let me know if you need anything else.

Regards

Zach

Kyla Herbes

Dec 4, 08:47

No, no, no, no, no. Don't close this ticket out. You have not answered my main question.

Who is receiving the commission money on my copyrighted work? And what was the total?

You've never once answered that question.



No Response Needed

Ticket: Shop The Look

Requested Nov 15, 06:14 PST

The following people are CC'd on this ticket:

Zach

Dec 4, 10:47

Hi Kyla,

Kindly note that the pin in which you have this issue is an organic pin and you will not have an option to promote (advertise) a pin that is tagged with different products. I will agree that there are chances that people viewing your pin can click on the dots to which products are tagged that will direct them to a different landing page and in this case, we do not have a feature to track the sale coming out of it as these are organic pins. I have passed this feedback to have a feature to track sales from organic content on Pinterest.

Our team is working to remove products tagged on your pin that open door for a potential sale of their items from your pin. As stated this is the first time we have come across a user reporting issue of this kind.

I appreciate your patience as our team has set a timeline of a maximum of eight weeks for the issue to be fixed and ensure it does not occur again.

Please let me know if you need anything else.

Regards

Zach