

msi

Instruksi Redeem

NEXT-LEVEL AI PC



msi

Step 1 :
Daftarkan Produk Anda

NEXT-LEVEL AI PC

Step 1 : Sign Up / Login ke MSI Member Center

msi PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

Sign Up

MSI is committed to respecting and protecting your privacy.
The information you are providing here will help us provide you with better service.
Items marked with * are required for application

Email*

Password* Confirm Password*

First Name* Last Name

Region / Location* Contact Number

Subscribe Latest Information
Please check the box on the newsletter you want to subscribe, and press [Send] to confirm.
By clicking, I have read and agree to the MSI Privacy Policies

MSI Reward Program
By clicking, I agree to the MSI Reward Program [Terms and condition](#).
Become a member today to earn points, get exclusive offers, special VIP event invites and more!
Learn more about the benefits of the [MSI Reward Program](#)

I acknowledge and agree to [MSI Privacy Policy](#) *

Captcha*
~~24 + 2 =~~

Step 2 : Buka halaman pendaftaran produk



The screenshot displays the MSI website's user interface. At the top, the MSI logo is on the left, and navigation links for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT are in the center. On the right, there are icons for user profile, home, location, and search. The left sidebar contains a user profile icon and a list of menu items: Account Overview, Membership (with sub-items Reward Program, Shout Out, Promotions), Product (with sub-items My Products, Product Registration, Appointment Service), and a red vertical bar. The 'My Products' item is highlighted with a red box. The main content area is titled 'My Products' and features a table with the following headers: Category, Product Name / Serial Number, Purchase Date, and Warranty Period. Below the table header is a red button with a plus icon and the text 'Register New Product'.

Step 3 : Klik “Register New Product”

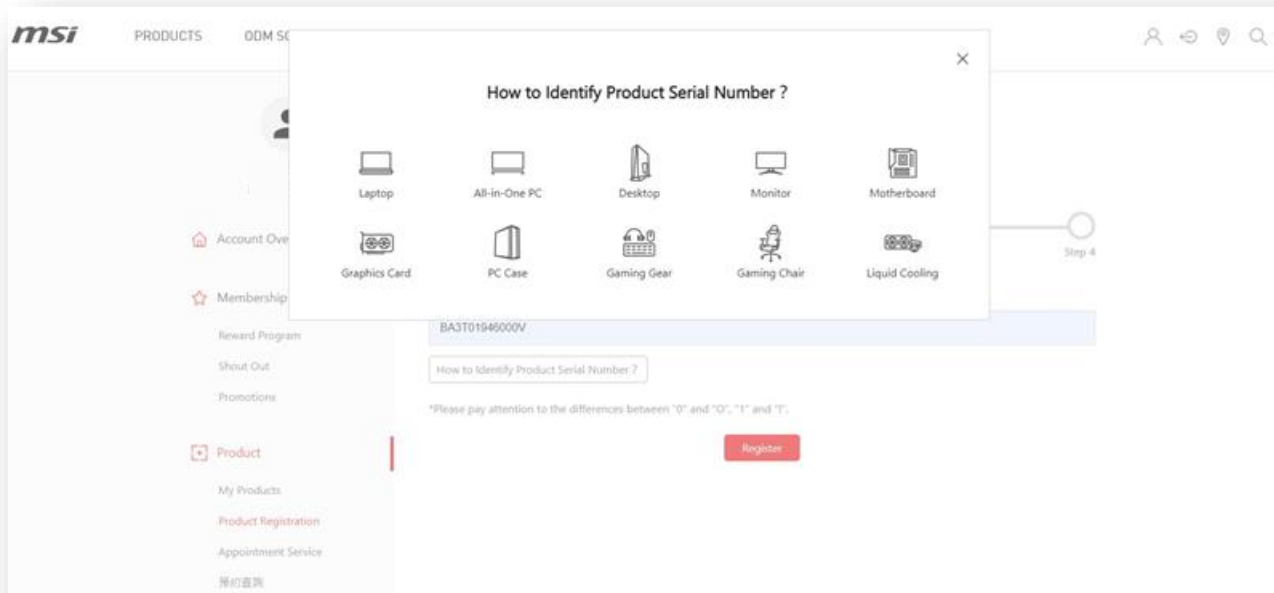
msi

The screenshot displays the MSI user dashboard. At the top, there is a navigation bar with the MSI logo and menu items: PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right side of the navigation bar are icons for user profile, refresh, location, and search. Below the navigation bar is a sidebar on the left containing a user profile icon and a list of menu items: Account Overview, Membership (with sub-items: Reward Program, Shout Out, Promotions), Product (with sub-items: My Products, Product Registration, Appointment Service, 預約查詢), and a red vertical bar next to the Product section.

The main content area is titled "My Products" and features a table with the following columns: Category, Product Name / Serial Number, Purchase Date, and Warranty Period. Below the table, a red button labeled "Register New Product" is highlighted with a red border.

Category	Product Name / Serial Number	Purchase Date	Warranty Period
Register New Product			

Step 4 : Klik pada produk untuk mempelajari cara mengidentifikasi nomor S/N



Step 5-1 : Isi nomor SN produk



PRODUCTS

ODM SOLUTIONS

COMMUNITY

WHAT'S NEW

SUPPORT



Account Overview

Membership

Reward Program

Shout Out

Promotions

Product

My Products

Product Registration

Appointment Service

Product Registration



Step 1



Step 2



Step 3



Step 4

Serial Number *

How to Identify Product Serial Number ?

*Please pay attention to the differences between "0" and "O", "1" and "l".

Register

Step 5-2 : Isi nomor CHK

ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

Product Registration

Step 1 Step 2 Step 3 Step 4

Product Type *

Product Name *

Model *

Serial Number *

CHK *

Please find the Serial Number sticker on the product and input the 3 digit CHK code as shown below (The image shown below is an example on where the CHK code could be found)

Step 5-3 : Lengkapi form pendaftaran produk


Support

- Web Ticket
- Ticket History
- Apply for Service
- Repair Inquiry
- Live Chat

Account

- My Profile
- Login Management
- Change Password
- Subscribe

CHK *

Please find the Serial Number sticker on the product and input the 3 digit CHK code as shown below (The image shown below is an example on where the CHK code could be found) 

Region / Location *

Select

Store Name *

Select

Purchase Date *

Where did you purchase the product *

Retail store Online retailer Reseller

Invoice Upload *

未選擇任何檔案

Please resize the image to a width no greater than 1600px (.jpg, .gif, .png)
The invoice should include the model name, invoice date, and invoice number.

Captcha *

~~23 + 9 =~~

Captcha

Next

★ Jangan lupa untuk upload invoice bukti pembelian!

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Step 2: Redeem Promosi
yang Memenuhi Syarat

NEXT-LEVEL AI PC

Step 6-1 : Buka halaman “Promotions” dan klik redeem

Promotions

All Promotions Redeem History

Boost Your Success:
The Perfect Device for Work and Learning

Christmas Secret Sale
1-31 Desember 2024

BACK TO SCHOOL
Promosi 13 Juni - 31 Juli 2024

Boost Your Success
2025-01-01 - 2025-03-31
AIO, Desktop

Christmas Secret Sale
2024-12-01 - 2024-12-31
Motherboard, Kartu Grafis, Desktop, Monitor, Gaming Gears, Komponen, AIO

Back to School
2024-06-14 - 2024-07-31
Motherboard, Kartu Grafis, Desktop, Monitor, Gaming Gears, Komponen, AIO

Redeem > Redeem > Redeem >

Step 6-2: Upload foto SN produk, dan klik checkbox, lengkapi informasi yang diperlukan, kemudian klik “Next”

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The screenshot shows the MSI website's 'Promotion Redeem' interface. At the top, there's a navigation bar with 'msi', 'PRODUCTS', 'EDM SOLUTIONS', 'COMMUNITY', 'WHAT'S NEW', and 'SUPPORT'. Below this is a sidebar with a user profile 'joko' and various menu items like 'Account Overview', 'Membership', 'Product', and 'Support'. The main content area is titled 'Promotion Redeem' and features a promotional banner for 'Boost Your Success' with dates from 2025-01-01 to 2025-03-31. Below the banner is a table of 'Redeem Products' with columns for 'Purchase Date', 'Purchase Region / Location', 'Category', 'Product Name / Serial Number', and 'Status'. A single row is visible with a purchase date of '2025-01-01', region 'Indonesia', category 'Laptop', and product name 'Modern AM242 12M'. The 'Status' column has a red-bordered checkbox. Below the table is a 'Recipient Information' form with fields for 'Full Name*', 'Email*', 'Phone*', 'Address*', 'City', 'State / Province / Region', 'Postal Address', 'Apartment / Building / Unit / Floor', 'Contact Name*', and 'Phone'. A red-bordered 'Next' button is located at the bottom center of the page.

Purchase Date	Purchase Region / Location	Category	Product Name / Serial Number	Status
2025-01-01	Indonesia	Laptop	Modern AM242 12M	<input type="checkbox"/>

Recipient Information

Full Name*
joko

Email*
joko@msi.com

Phone*
08123456789

Address*
Jl. Sudirman No. 100

City
Jakarta

State / Province / Region
DKI Jakarta

Postal Address
10110

Apartment / Building / Unit / Floor
-

Contact Name*
joko

Phone
08123456789

Next

Step 7-1: Periksa informasi yang telah Anda isi, kemudian klik “Redeem”

msi

Promotion Redeem Confirm

Redeem Products

Product Type

Product Name

Serial Number

Purchase Date

Purchase Region/Location

Point of purchase

Product Barcode

Recipient Information

First Name*

Last Name*

E-mail*

Phone*

Address*

City*

State*

Zip Code*

Contract Number*

MSI

Captcha

14 + 5 = ?

Submit

Contoh Dokumen yang Diupload

Invoice



The image shows an Amazon.fr invoice titled 'FACTURE'. It includes the Amazon logo, the seller's name 'Amazon EU S.à r.l., Succursale Française', and the address '67 Boulevard du General Leclerc, Clichy 92110, France'. The invoice number is '1' and the date is '11/10/2019'. The items listed are:

Qté	Description de l'article	Prix Unitaire (hors TVA)	Taux TVA%	Prix Unitaire (inclus TVA)	Prix Total (inclus TVA)
1	MSI Trident 3 Arctic BRD-002US	874,17 €	20 %	1049,00 €	1049,00 €
1	MSI 27" LED - Optix MAG27CQ	350,75 €	20 %	420,90 €	420,90 €
TOTAL:					1469,90 €

S /N Produk

PC



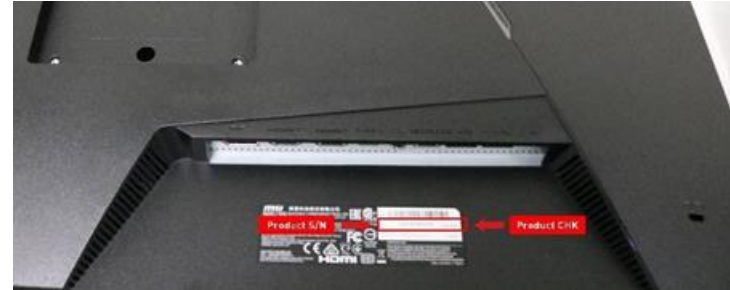
Monitor



*Pastikan Anda telah mengupload 2 item berikut:


1. **Invoice /Bukti Pembelian** : tercantum; 1. Nama Toko pembelian, 2. Tanggal Pembelian, 3. Nama Model Pembelian
2. **Nomor S/N pada produk**, bukan pada packaging (upload seperti contoh diatas)

Cara Mengidentifikasi nomor S/N dan nomor CHK



Step 7-2: Tunggu feedback dari Customer Service MSI




Tsai Jamieeeee
jamietsai@msi.com

Peninjauan akun

Produk

Produk saya

Registrasi produk

keanggotaan

Program Reward

SHOUT OUT

Promosi

penunjang

pesan

Dear Pelanggan,
Permintaan Anda berhasil dikirim. Pengajuan sedang diproses, mohon diperhatikan bahwa seluruh pengajuan akan diperiksa oleh staf kami dan membutuhkan waktu 7-14 hari kerja.
Terima kasih atas kesabaran Anda
Apabila Anda tidak menerima email dari kami pada inbox Anda, silahkan periksa pada Spam, Junk, Trash, Delete Items atau Archive folder

[Kembali ke promosi](#) [riwayat penukaran](#)

*Perlu diingat bahwa semua pengajuan redeem mungkin memerlukan waktu hingga 7 – 14 hari kerja untuk diverifikasi.

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Periksa Status Redeem
Anda

NEXT-LEVEL AI PC

Step 8: Buka halaman “Promotions” untuk memeriksa status redeem Anda

Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2025-01-01	Boost Your Success	Modern AM242 12M	Redeem qualification under reviewing

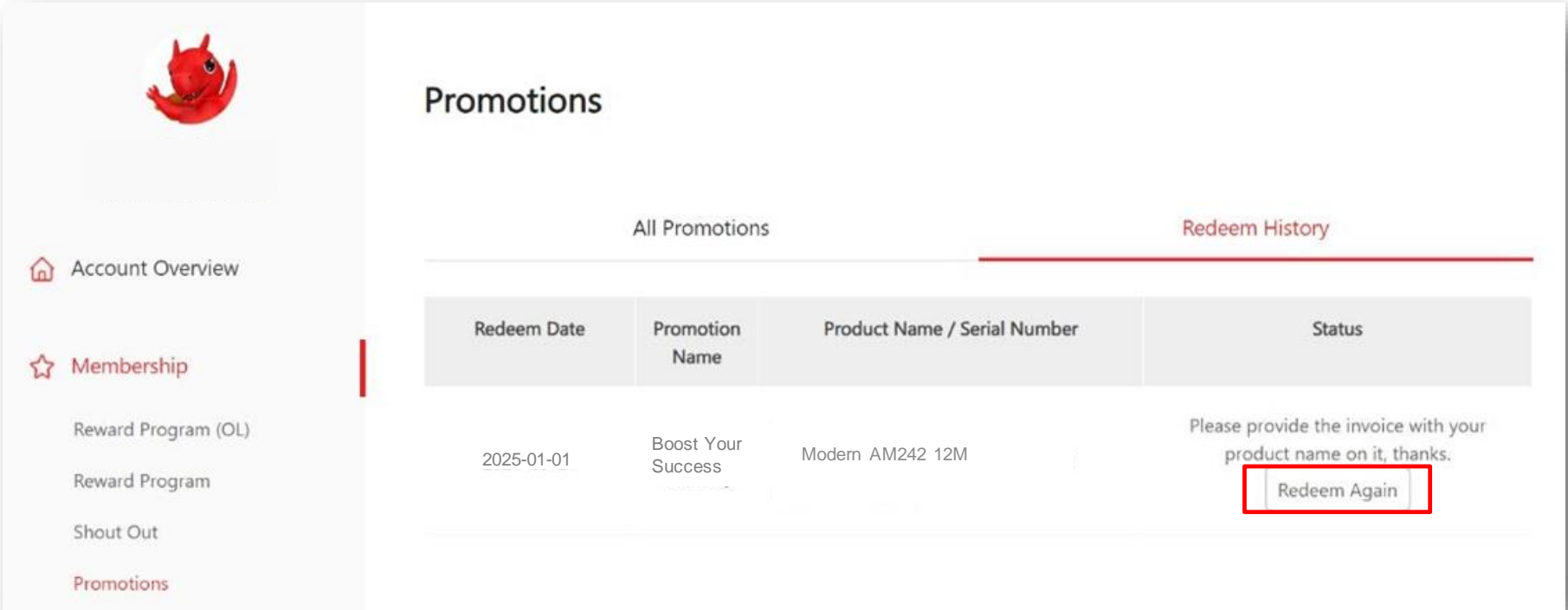
msi

Bagaimana Cara Upload Ulang Dokumen yang Diminta?

AI ERA
OF COMPUTING

Step Kegagalan Redeem 2:

Buka halaman My Product: klik “relative promotion”



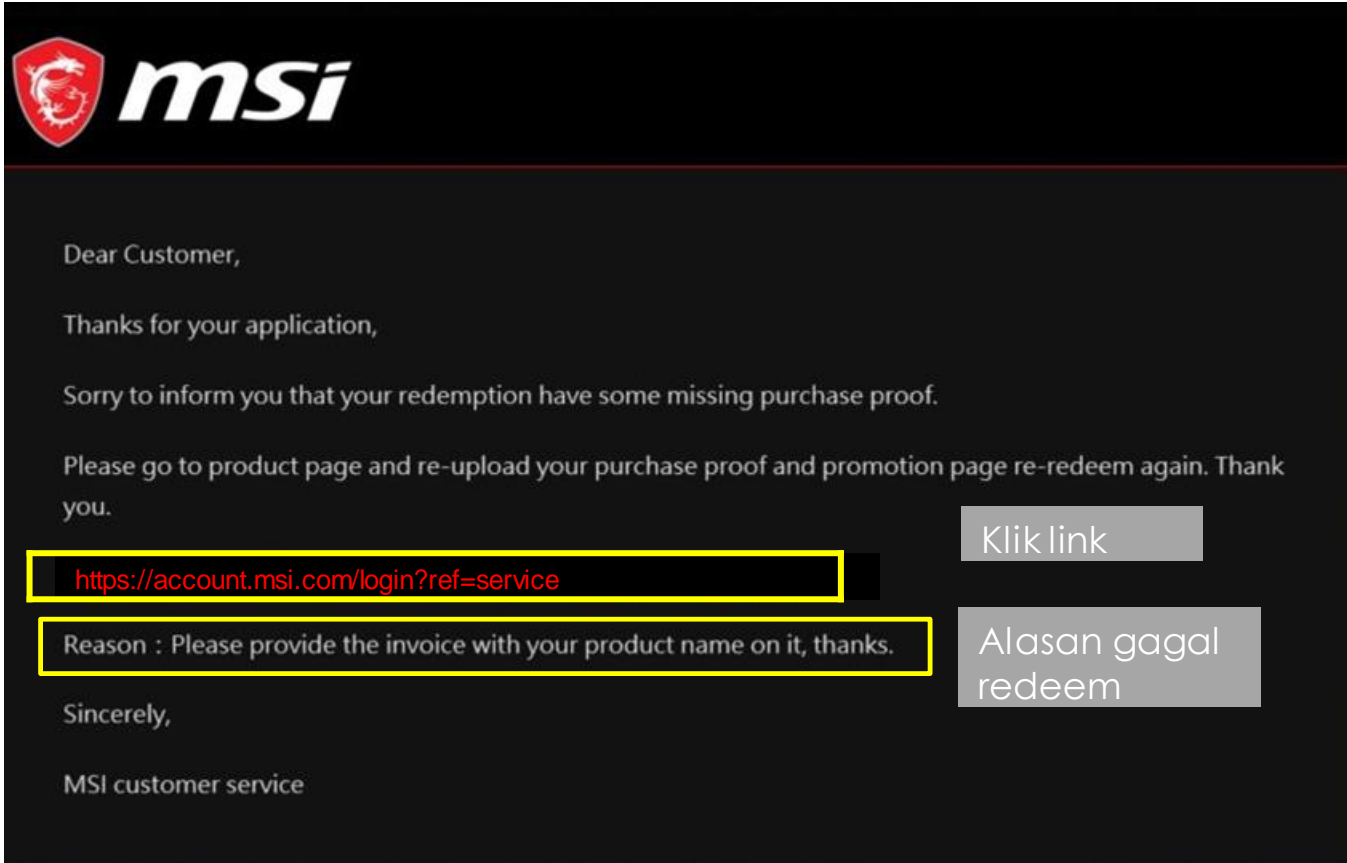
The screenshot shows the MSI My Product interface. On the left is a sidebar with navigation options: Account Overview, Membership (highlighted with a red vertical bar), Reward Program (OL), Reward Program, Shout Out, and Promotions. The main content area is titled 'Promotions' and has two tabs: 'All Promotions' and 'Redeem History' (which is active). Below the tabs is a table with the following data:

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2025-01-01	Boost Your Success	Modern AM242 12M	Please provide the invoice with your product name on it, thanks. Redeem Again


Step Kegagalan Redeem 1:

Jika menerima pemberitahuan di email Anda

msi



The image shows a screenshot of an email from MSI. At the top left is the MSI logo, which consists of a red shield with a white dragon and the word "msi" in white lowercase letters. The email body is on a dark background with white text. It starts with "Dear Customer," followed by "Thanks for your application," and "Sorry to inform you that your redemption have some missing purchase proof." Below this, it says "Please go to product page and re-upload your purchase proof and promotion page re-redeem again. Thank you." There are two yellow rectangular highlights: one around the URL <https://account.msi.com/login?ref=service> and another around the text "Reason : Please provide the invoice with your product name on it, thanks." To the right of the URL is a grey button with the text "Klik link". To the right of the reason text is a grey button with the text "Alasan gagal redeem". At the bottom, it says "Sincerely," and "MSI customer service".



Dear Customer,

Thanks for your application,

Sorry to inform you that your redemption have some missing purchase proof.

Please go to product page and re-upload your purchase proof and promotion page re-redeem again. Thank you.

<https://account.msi.com/login?ref=service>

Reason : Please provide the invoice with your product name on it, thanks.

Sincerely,

MSI customer service

Klik link

Alasan gagal redeem

Step Kegagalan Redeem 3:

Isi informasi yang dibutuhkan dan klik "Redeem"

The screenshot shows the MSI website's 'Promotion Redeem Ask again' page. The page has a navigation bar with 'msi', 'PRODUCTS', 'ODM SOLUTIONS', 'COMMUNITY', 'WHAT'S NEW', and 'SUPPORT'. A sidebar on the left contains menu items like 'Account Overview', 'Membership', 'Product', 'Support', and 'Account'. The main content area is titled 'Promotion Redeem Ask again' and features a 'Redeem Products' section with a table. The table has columns for 'Purchase Date', 'Purchased Region / Location', 'Category', 'Product Name / Serial Number', and 'Upload'. One row is visible with the date '2025-01-01', a location icon, and the product name 'Modern AM242 12M'. The 'Upload' button in this row is highlighted with a red box. Below the table is a 'Recipient Information' form, also highlighted with a red box. The form includes fields for 'First Name *', 'Last Name *', 'Zipcode*' (with the value '123456'), 'Address *' (with sub-fields for 'test city' and 'test state'), 'Contact Number *' (with the value '09123456789'), and a 'Note' field. At the bottom of the form is a 'Captcha' section with the text '27 + 5 =' and a 'Reformat' button. At the very bottom of the page are 'Redeem' and 'Cancel' buttons.

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2025-01-01			Modern AM242 12M	Upload

Recipient Information

First Name *

Last Name *

Zipcode*
123456

Address *
test city test state

test address, test address2, test address2
test address2

Contact Number *
09123456789

Note

Captcha
27 + 5 =
Reformat

Redeem Cancel



Tsai Jamieeeee
jamietsai@msi.com

Peninjauan akun

Produk

Produk saya

Registrasi produk

keanggotaan

Program Reward

SHOUT OUT

Promosi

penunjang

pesan

Dear Pelanggan,

Permintaan Anda berhasil dikirim. Pengajuan sedang diproses, mohon diperhatikan bahwa seluruh pengajuan akan diperiksa oleh staf kami dan membutuhkan waktu 7-14 hari kerja.

Terima kasih atas kesabaran Anda

Apabila Anda tidak menerima email dari kami pada inbox Anda, silahkan periksa pada Spam, Junk, Trash, Delete Items atau Archive folder

[Kembali ke promosi](#)

[riwayat penukaran](#)

msi

Bagaimana Cara
Mendapatkan Hadiahnya?

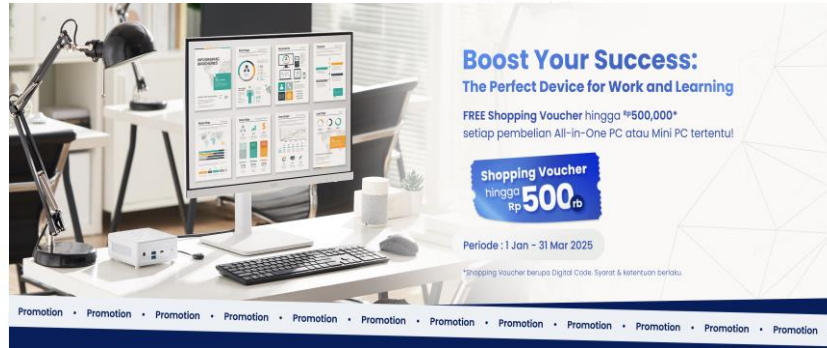
NEXT-LEVEL AI PC

Step 9-1 : Periksa hadiah Anda melalui mailbox email Anda



no-reply@msi-mail.com

[No Reply] MSI Promotion – ID_Christmas Secret Sale- Notice



Dear Customer,

Terima kasih telah membeli produk MSI!

Redeem promosi **Boost Your Success** telah disetujui.

Hadiah: Digital Code IDR 500.000

*Hadiah akan dikirimkan pada akhir periode promosi setelah ada konfirmasi dari kami

Step 9-2 : Periksa status redeem Anda di MSI Member Center



msi PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

Account Overview
Membership
Reward Program (OL)
Reward Program
Shout Out
Promotions

Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2024-12-01	Christmas Secret Sale	MPG 321URX QD-OLED	Redeem Success
2025-01-01	Boost Your Success	Modern AM242 12M	Redeem Success

The MSI logo is displayed in a white, italicized, sans-serif font. The letters 'm', 's', and 'i' are lowercase, while 'M', 'S', and 'I' are uppercase. The background of the entire slide is a dark blue, glowing digital grid with a perspective effect, creating a sense of depth and technology.

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FAQ (Frequently Asked Questions)

NEXT-LEVEL AI PC

Mengapa tidak ada promosi relatif di akun pusat anggota saya?

1. Periksa apakah produk Anda memenuhi syarat model
2. Periksa apakah invoice Anda dalam periode yang memenuhi syarat
3. Pastikan wilayah tempat tinggal Anda berada di wilayah yang memenuhi syarat untuk promosi
4. Pastikan Anda membeli produk yang memenuhi syarat dari mitra MSI di wilayah domisili Anda

Apa yang harus saya lakukan jika saya menerima email yang memberitahukan bahwa klaim saya tidak lengkap?

Harap pastikan bahwa Anda telah memberikan:

1. Invoice/bukti pembelian yang meliputi tanggal pembelian, toko pembelian, dan model pembelian
2. Foto nomor SN yang ada di fisik produk itu sendiri, bukan di packaging

Berapa lama waktu yang dibutuhkan untuk memproses aplikasi dan kapan saya akan menerima hadiah saya?

Semua aplikasi mungkin menggunakan:

- *Kode digital - 7~14 hari kerja untuk diverifikasi.
- *Hadiah Fisik - 8 -12 minggu untuk dikirimkan setelah redeem Anda disetujui

Mengapa saya tidak menerima email apa pun setelah partisipasi saya?

Jika Anda belum menerima email, silakan periksa folder spam Anda dan nonaktifkan filter email Anda.

*Pertanyaan lebih lanjut silahkan menghubungi :

<https://account.msi.com/>

msi

AI ERA OF COMPUTING



msi



Official Partner

AMG
MOTORSPORT



PGR
POST-CONSUMER RECYCLED

