

msi

Instruksi Redeem

NEXT-LEVEL AI PC



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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



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Account Overview
Membership
Reward Program
Shout Out
Promotions
Product
My Products
Product Registration
Appointment Service

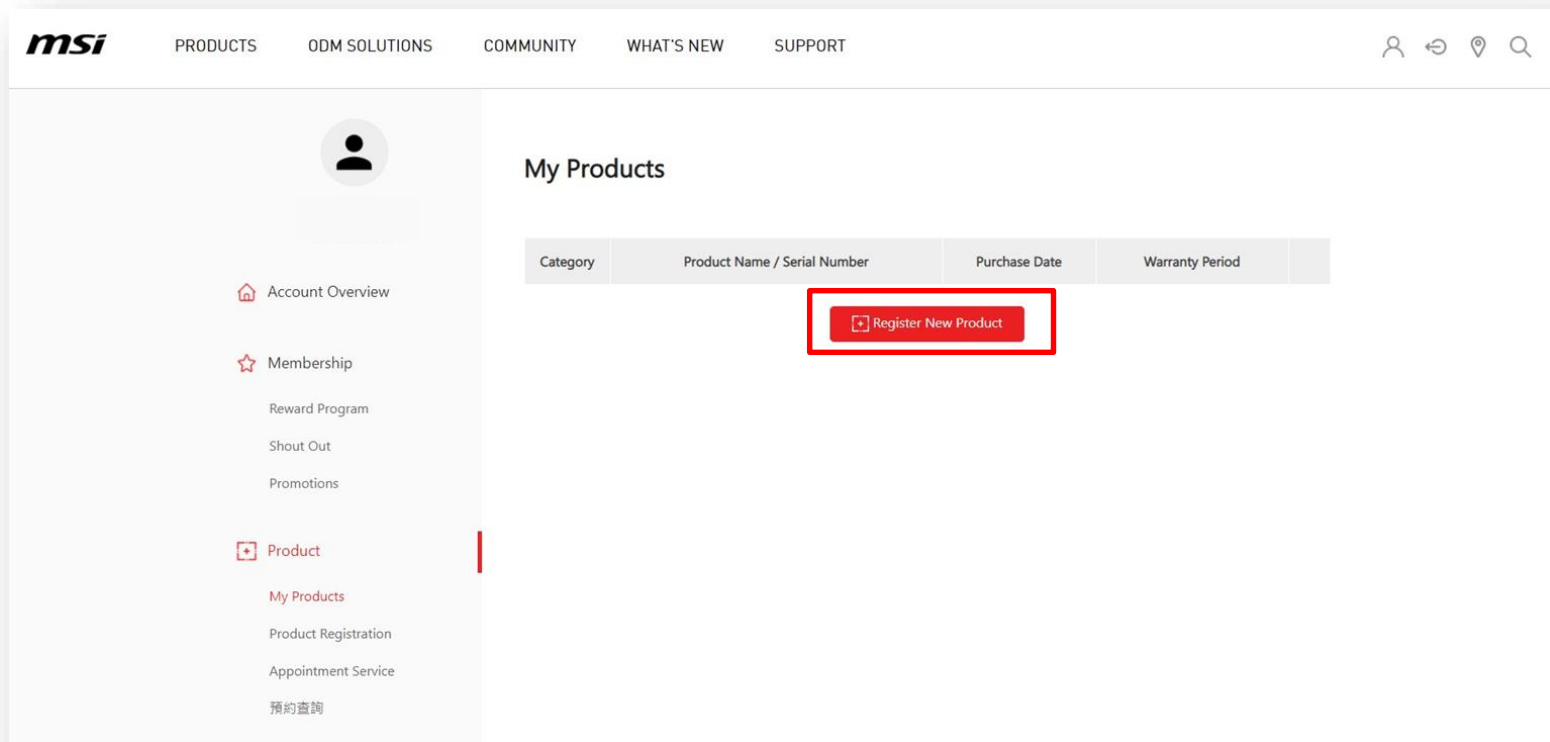
My Products

Category	Product Name / Serial Number	Purchase Date	Warranty Period
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[+ Register New Product](#)

Step 3 : Klik “Register New Product”

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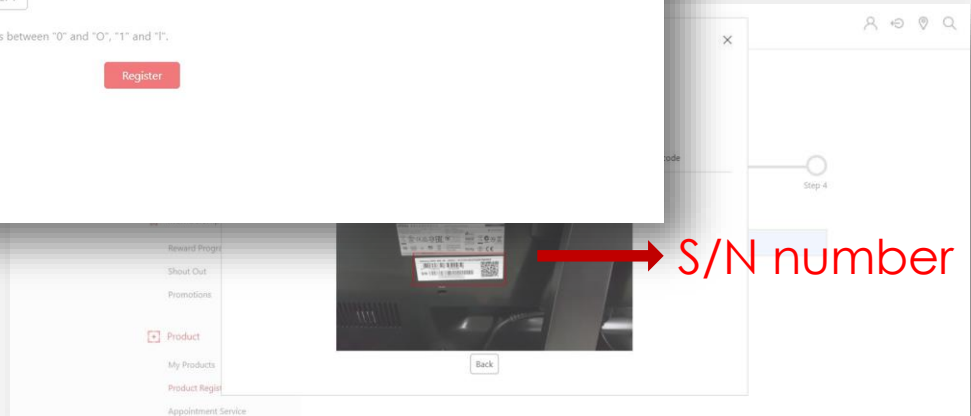
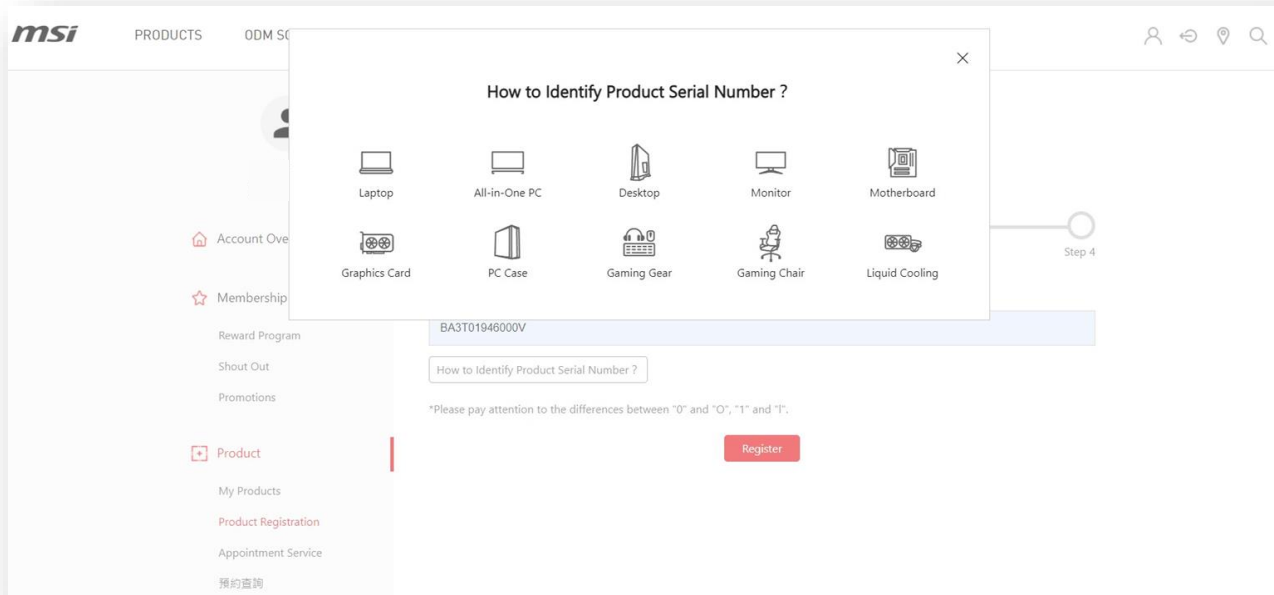


The screenshot displays the MSI user dashboard. At the top, the navigation bar includes the MSI logo, menu items for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT, and utility icons for user profile, refresh, location, and search. The left sidebar contains a user profile icon and a menu with categories: Account Overview, Membership (with sub-items: Reward Program, Shout Out, Promotions), and Product (with sub-items: My Products, Product Registration, Appointment Service, 預約查詢). The main content area is titled 'My Products' and features a table with columns: Category, Product Name / Serial Number, Purchase Date, and Warranty Period. A red-bordered button labeled '+ Register New Product' is positioned below the table headers.

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 *

選擇檔案 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 =~~ Reformat

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

Back to School
2025-07-01 ~ 2025-08-31
MB, PLC, Desktop, Monitor, VGA, SSD, PBM, AIO, Gaming Gear
Redeem >

Ramadan Super Sale
2025-02-24 ~ 2025-04-07
MB, PLC, Desktop, Monitor, VGA, SSD, PBM, AIO, Gaming Gear, Networking
Redeem >

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

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

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Promotion Redeem

Back to School

Promotion Period
2025-07-01 – 2025-08-31

Max Redemption Rate
2025-07-01 – 2025-08-31

Redem Unit
3 for each email

[Upload Products](#) [Upload Location](#) [Landing Page](#) [Redem Guide](#)

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
<input type="checkbox"/>	2025-08-01	Indonesia	Modern AM242 12M D05461530738	<input type="button" value="Upload"/>

Recipient information

First Name*
jame

Last Name*

Username*

Address*

City

State / Province / Region

Street address

Apartment / Building / Unit / Floor

Contact Number*

08123456789

Note

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

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Promotion Redeem Confirm

Redeem Products

Product Type

Product Name


Serial Number
MS 5

Purchase Date

Purchased Region / Location

Proof of purchase

Product Barcode



Recipient Information

First Name *

Last Name *

Zipcode *
123456

Address *

test city
test state
test address
test address2

Contact Number *
09123456789

Note

Captcha

14 + 5 = ?

Contoh Dokumen yang Diupload

Invoice

amazon.fr

FACTURE

Adresse de facturation: Amazon EU S.à r.l., Succursale Française
67 Boulevard du General Leclerc
Clichy 92110
France
TVA: FR1248773327

Adresse de livraison:

Numéro de commande: _____ Numéro de facture: _____
Date de la commande: 11/10/2019 Date de la facture/Date de la provision: 11/10/2019

Qty	Description de l'article	Prix Unitaire (hors TVA)	Taux TVA%	Prix Unitaire (inclus TVA)	Prix Total
1	MSI Trident 3 Arctic 8RD-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



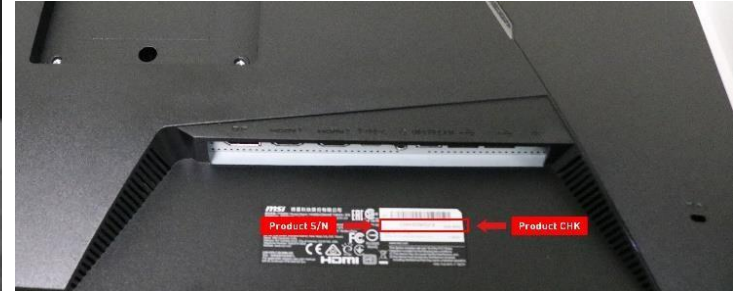
Monitor



*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
2025-08-01	Back to School	Modern AM242 12M	Redeem qualification under reviewing

Account Overview

Membership

- Reward Program (OL)
- Reward Program
- Shout Out
- Promotions

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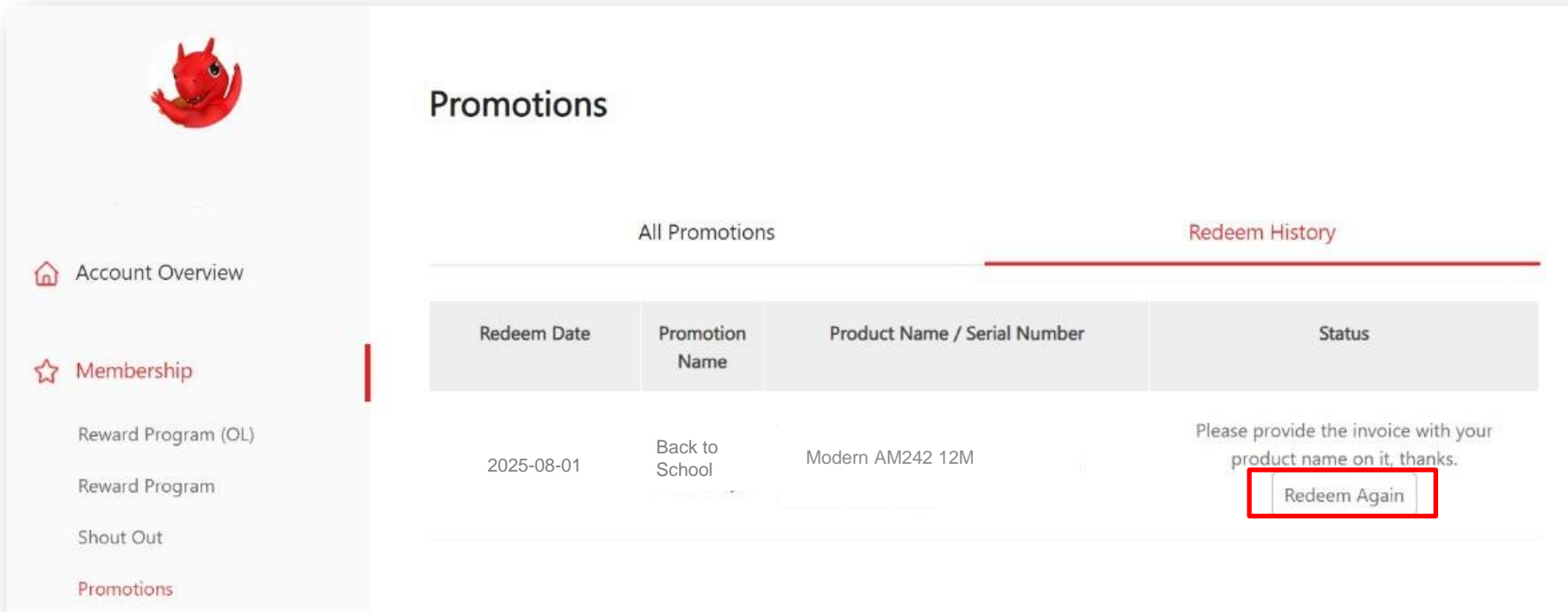
Bagaimana Cara Upload Ulang Dokumen yang Diminta?

AI ERA

OF COMPUTING

Step Kegagalan Redeem 2:

Buka halaman My Product: klik “relative promotion”



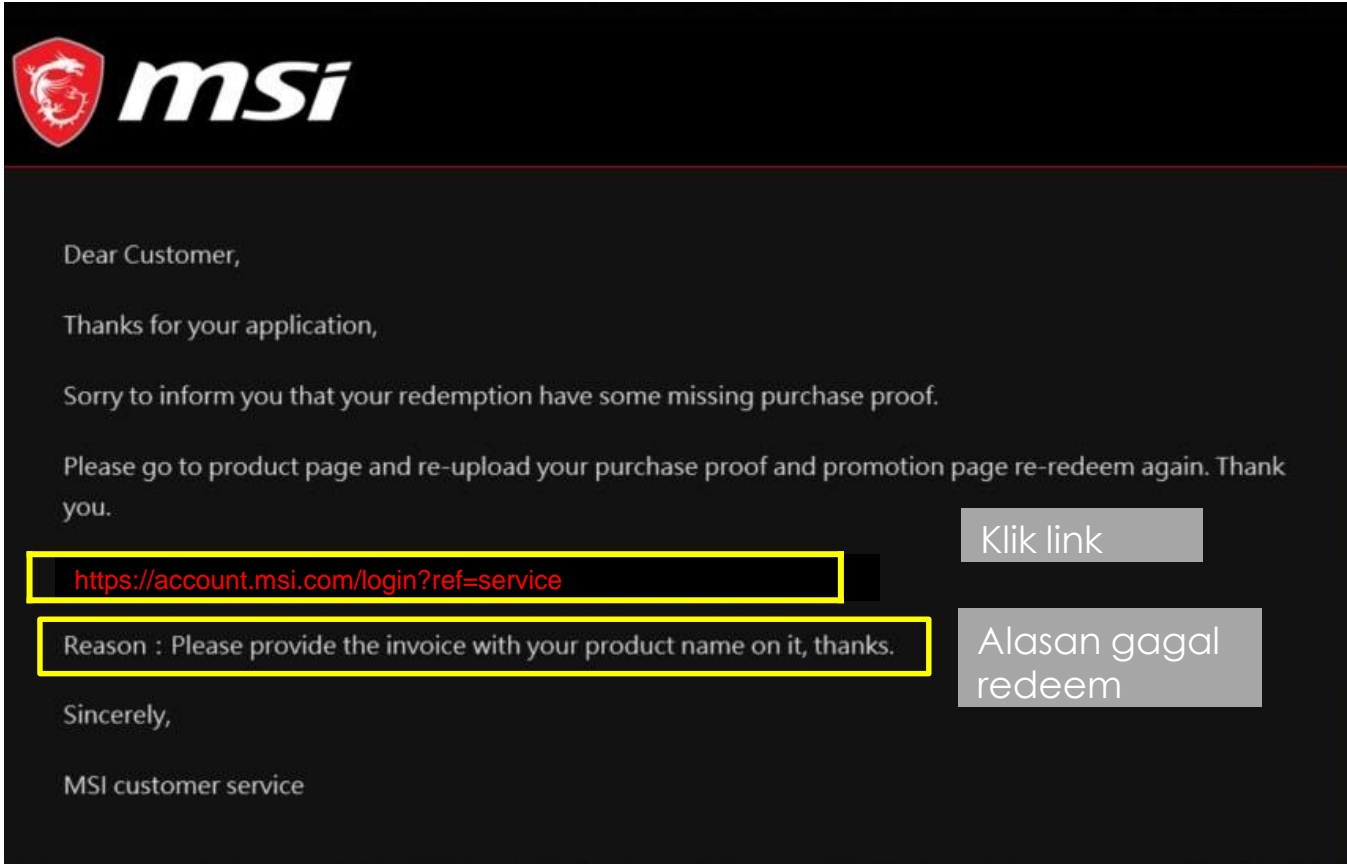
The screenshot shows the MSI My Product interface. On the left is a sidebar with a red dragon logo and navigation links: Account Overview, Membership (highlighted), Reward Program (OL), Reward Program, Shout Out, and Promotions. The main content area is titled 'Promotions' and has two tabs: 'All Promotions'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

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2025-08-01	Back to School	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

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The image shows a screenshot of an email notification 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. Below the logo, the text reads: "Dear Customer," followed by "Thanks for your application," and "Sorry to inform you that your redemption have some missing purchase proof." The next line says "Please go to product page and re-upload your purchase proof and promotion page re-redeem again. Thank you." Below this, there is a red URL: <https://account.msi.com/login?ref=service>. To the right of the URL is a grey button with the text "Klik link". Below the URL, there is a red text box containing the message: "Reason : Please provide the invoice with your product name on it, thanks." To the right of this box is another grey button with the text "Alasan gagal redeem". At the bottom, the text reads "Sincerely," followed by "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>

Klik link

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

Alasan gagal redeem

Sincerely,

MSI customer service

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: 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 '2025-08-01', a monitor 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' link. At the very bottom of the page are 'Redeem' and 'Cancel' buttons.

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2025-08-01			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](#)

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Bagaimana Cara
Mendapatkan Hadiahnya?

NEXT-LEVEL AI PC

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

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no-reply@msi-mail.com

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

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Dear Customer,

Terima kasih telah membeli produk MSI!

Redeem promosi **Back to School** telah disetujui.

Hadiah: Netflix Voucher IDR 186,000

*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
2024-02-24	Ramadan Super Sale	MPG 321URX QD-OLED	Redeem Success
2025-08-01	Back to School	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 image is a dark blue, glowing digital grid that recedes into the distance, 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



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Official Partner

AMG
MOTORSPORT

