



Instruksi Redeem

INNOVATE
BEYOND



msi

Step 1 :
Daftarkan Produk Anda

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 Policy](#).

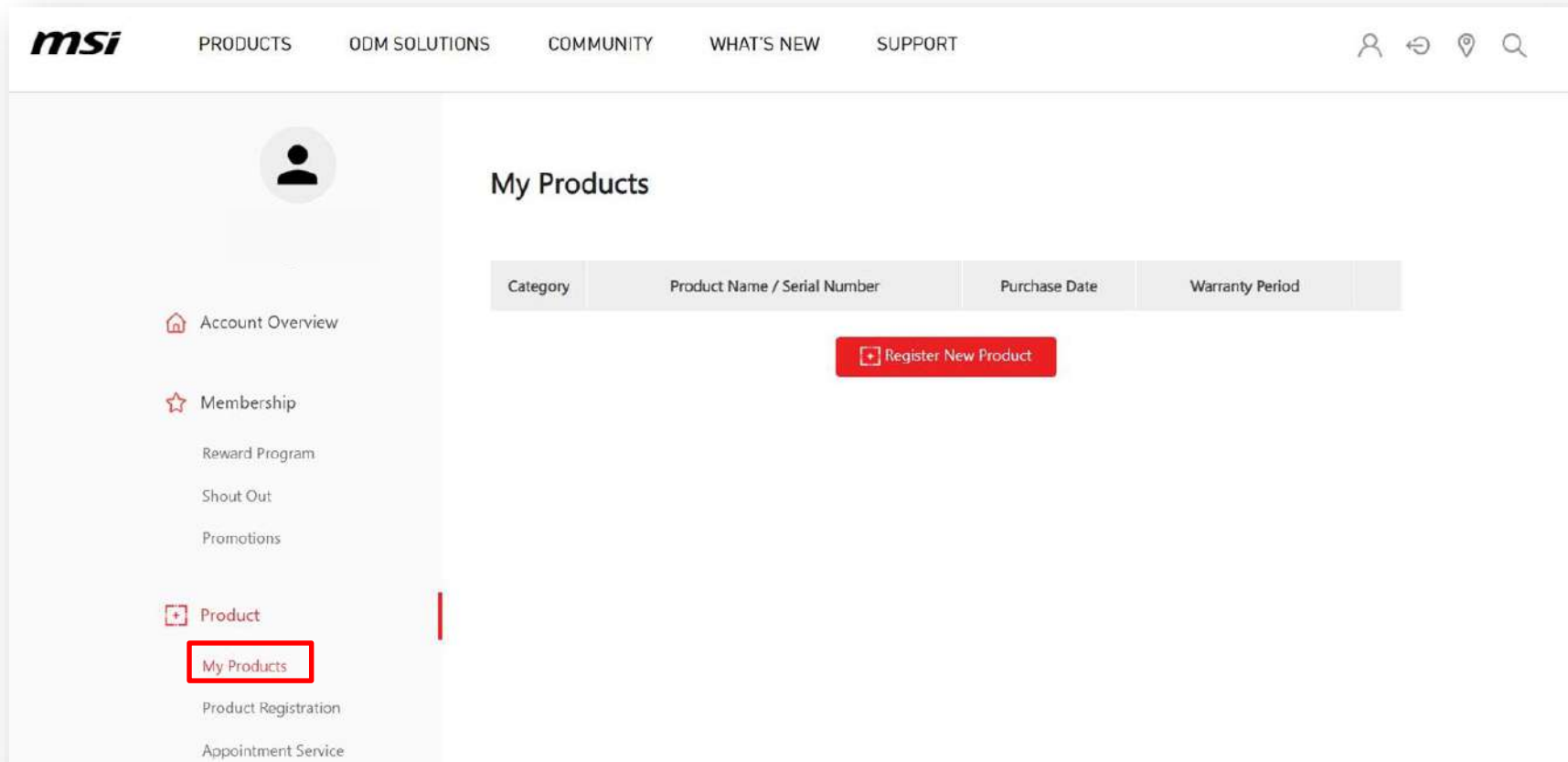
MSI Reward Program
By clicking, I agree to the MSI Reward Program [Terms and condition](#)
Become a member today to earn points, get exclusive offers, special VIP event invites and more!
Learn more about the benefits of the [MSI Reward Program](#).

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 main content area is titled 'My Products' and contains a table with the following columns: Category, Product Name / Serial Number, Purchase Date, and Warranty Period. Below the table is a red button with a plus icon and the text 'Register New Product'. On the left side, there is a vertical navigation menu with a user profile icon at the top. The menu items are: Account Overview, Membership (with sub-items: Reward Program, Shout Out, Promotions), Product (with sub-items: My Products, Product Registration, Appointment Service). The 'My Products' item is highlighted with a red rectangular box.

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My Products

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

[+ Product](#)

- My Products**
- Product Registration
- Appointment Service

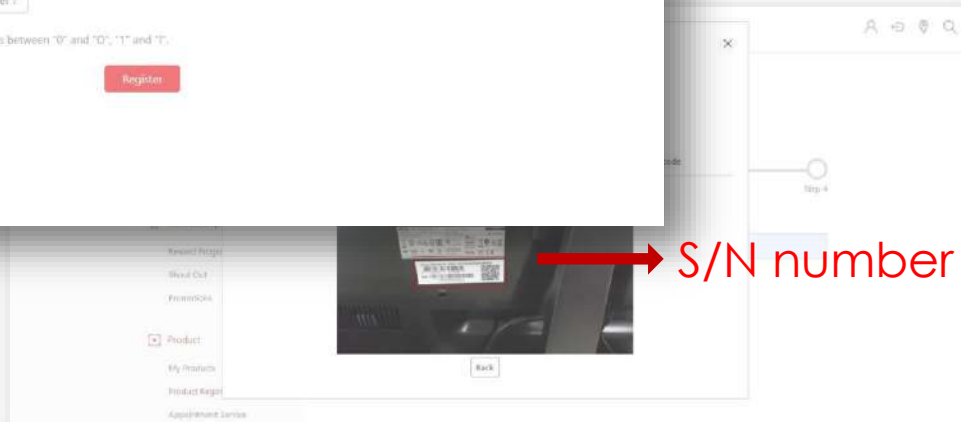
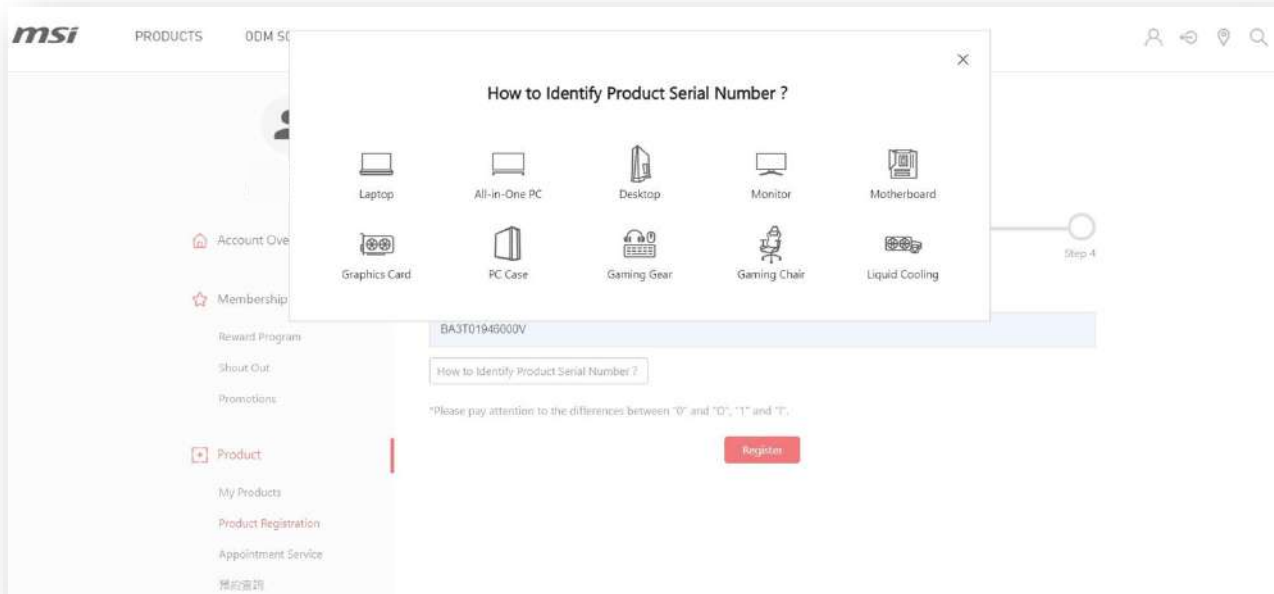
Step 3 : Klik “Register New Product”



The screenshot shows the MSI user dashboard. At the top, there is a navigation bar with the MSI logo and links for PRODUCTS, ODM SOLUTIONS, COMMUNITY, WHAT'S NEW, and SUPPORT. On the right side of the navigation bar, there are icons for user profile, refresh, location, and search. Below the navigation bar, the main content area is titled "My Products". On the left side, there is a sidebar menu with a user profile icon at the top. The sidebar menu includes: 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 line indicating the current selection. The main content area displays a table with the following headers: Category, Product Name / Serial Number, Purchase Date, and Warranty Period. Below the table, there is a red button with a plus icon and the text "Register New Product", which is highlighted with a red rectangular 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



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

DDM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT



Account Overview

Membership

Reward Program

Shout Out

Promotions

Product

My Products

Product Registration

Appointment Service

預約查詢

Support

Web Ticket

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!



Step 2: Redeem Promosi
yang Memenuhi Syarat

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

Promotions

All Promotions Redeem History

MSI Smart Office Rewards
01 Apr - 30 Jun 2025
Belanja Mini PC atau All-in-One MSI dan claim Digital Code hingga Rp100.000

RAMADAN LUMINARY DEALS
10 Februari - 27 Maret 2025

BACK TO SCHOOL
1 Juli - 31 Agustus 2025

Account Overview
Membership
Reward Program
SHOUT OUT
Promotions
Product
My Products
Product Registration
Support
Web Ticket


Smart Office Rewards
2026-04-01 - 2026-06-31
AIO, PRO DT
Redeem >

Ramadan Luminary Deals
2026-02-10 - 2026-03-30
MB, PLC, Desktop, Monitor, VGA, SSD, PBM, AIO, Gaming Gear
Redeem >

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

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

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

Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2026-04-01	Smart Office Rewards	Modern AM242 1M	Redeem qualification under reviewing

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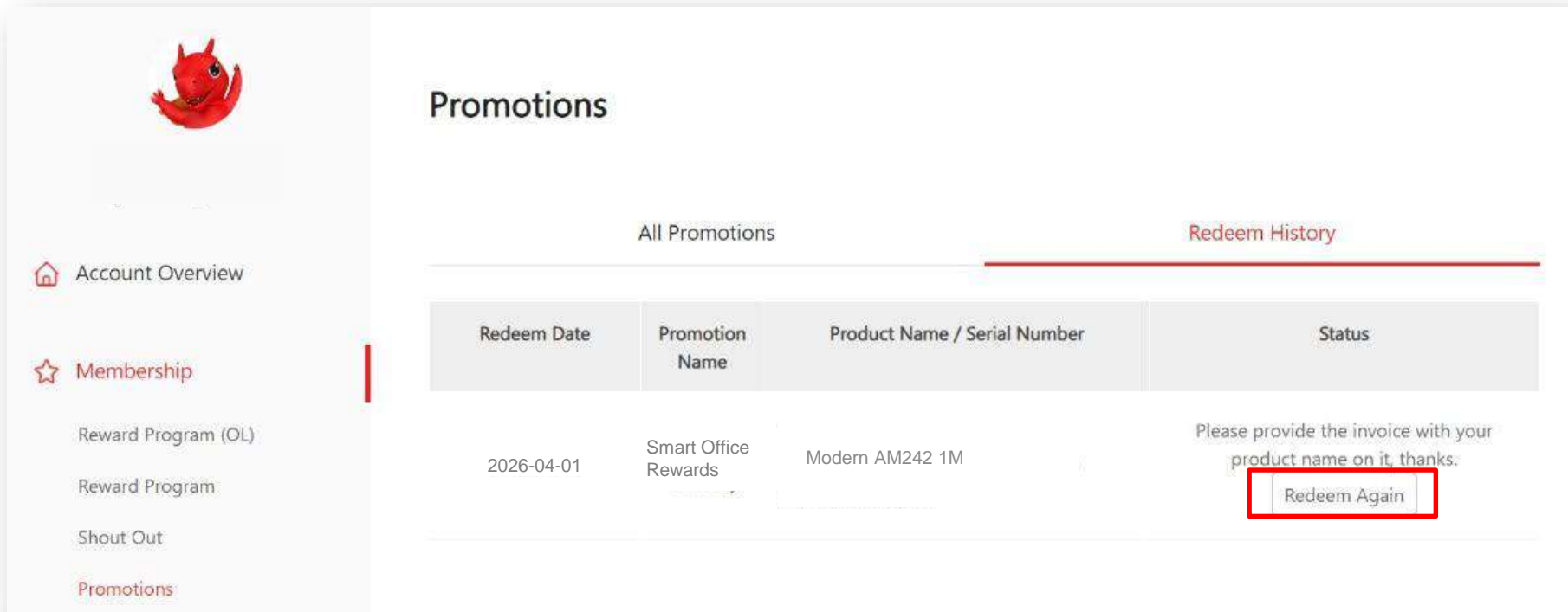
Bagaimana Cara Upload Ulang Dokumen yang Diminta?


AI ERA

OF COMPUTING

Step Kegagalan Redeem 2:

Buka halaman My Product: klik “relative promotion”





Promotions

All Promotions Redeem History

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2026-04-01	Smart Office Rewards	Modern AM242 1M	Please provide the invoice with your product name on it, thanks. Redeem Again

Account Overview

Membership

Reward Program (OL)

Reward Program

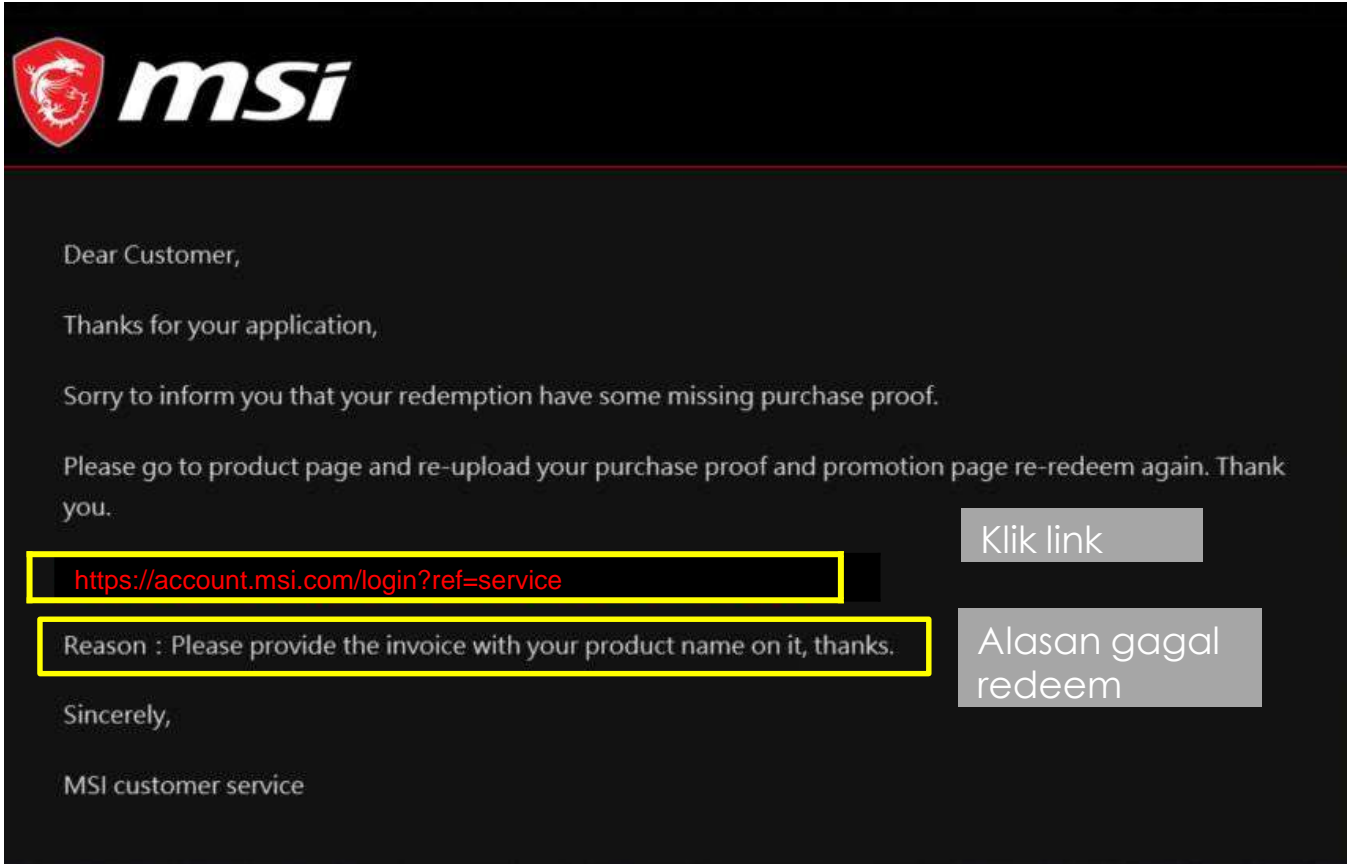
Shout Out

Promotions


Step Kegagalan Redeem 1:

Jika menerima pemberitahuan di email Anda

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The screenshot shows an email interface with a black background. At the top left is the MSI logo, consisting of a red shield with a white dragon and the text 'msi' in white. 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 are two highlighted yellow boxes. The first contains the URL 'https://account.msi.com/login?ref=service' in red text. To its right is a grey button labeled 'Klik link'. The second highlighted box contains the text 'Reason : Please provide the invoice with your product name on it, thanks.' To its right is a grey button labeled '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>

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 like 'Account Overview', 'Membership', 'Product', 'Support', and 'Account'. The main content area is titled 'Promotion Redeem Ask again' and features a table with the following data:

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2025-11-01			Modem AM242 12M	Upload

Below the table is a 'Recipient Information' form with the following fields:

- First Name *
- Last Name *
- Zipcode* (123456)
- Address* (first address, last address2, last address2)
- Contact Number* (09123456789)
- Note

At the bottom of the form is a captcha '27 + 5 =' and 'CReformit' text. A red box highlights the 'Upload' button in the table and the entire recipient information form.



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](#)



Bagaimana Cara
Mendapatkan Hadiahnya?

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


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no-reply@msi-mail.com

[No Reply] MSI Promotion – ID_Wok Smart Sale - Notice

01/07

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The banner features the MSI logo at the top left. On the left side, there is an image of a computer setup including a monitor, keyboard, and mouse. The monitor displays a blue-themed interface with a large '500' and '200' on it. To the right of the image, the text reads 'Smart Office Rewards' in blue. Below this, it says 'Belanja Mini PC atau All-in-One MSI dan claim Digital Code hingga Rp500.000!*' in black and red. Underneath, the period is listed as 'Periode: 1 Apr - 30 Jun 2026'. At the bottom right of the banner, there are two digital code cards: one for 'All-in-One PC' with a value of 'Rp500' and another for 'Mini PC' with a value of 'Rp200'. A small asterisked note '*Berat & ketentuan berlaku.' is located below the cards.

Smart Office Rewards

Belanja Mini PC atau All-in-One MSI dan claim Digital Code hingga Rp500.000!*

Periode: 1 Apr - 30 Jun 2026

All-in-One PC Digital Code Rp500

Mini PC Digital Code Rp200

*Berat & ketentuan berlaku.

Dear Customer,

Terima kasih telah membeli produk MSI!

Redeem promosi **Smart Office Rewards** 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



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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
2026-01-01	Smart Office Rewards	Modern AM242 1M	Redeem Success



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FAQ
(Frequently Asked Questions)

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/>



40TH
ANNIVERSARY



msi



Official Partner

AMG
MOTORSPORT