



msi Redemption Process Software Instruction Manual

[Home](#) » [MSI](#) » msi Redemption Process Software Instruction Manual 

msi Redemption Process Software

Contents

- [1 Register your Product](#)
- [2 Redeem Eligible Promotion](#)
- [3 Check your redemption status](#)
- [4 How to re-upload requested documents?](#)
- [5 How to get the prize?](#)
- [6 Customer Support](#)
- [7 FAQ](#)
- [8 Documents / Resources](#)
 - [8.1 References](#)
- [9 Related Posts](#)

Register your Product

- Step 1 : Register/Login to 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 conditions](#).
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 =

Sign Up

- Step 2 : Go to product registration page

msi PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

My Products

| Category | Product Name / Serial Number | Purchase Date | Warranty Period |
|----------|------------------------------|---------------|-----------------|
|----------|------------------------------|---------------|-----------------|

[Register New Product](#)

Account Overview

Membership

Reward Program

Shout Out

Promotions

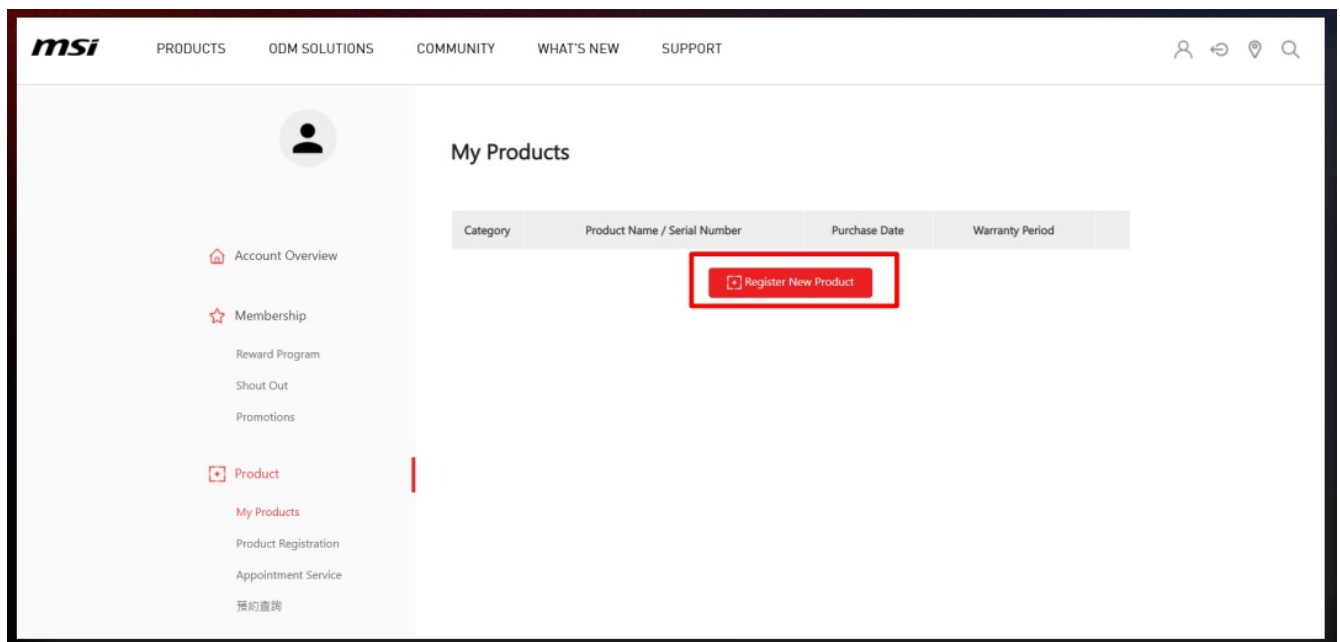
Product

My Products

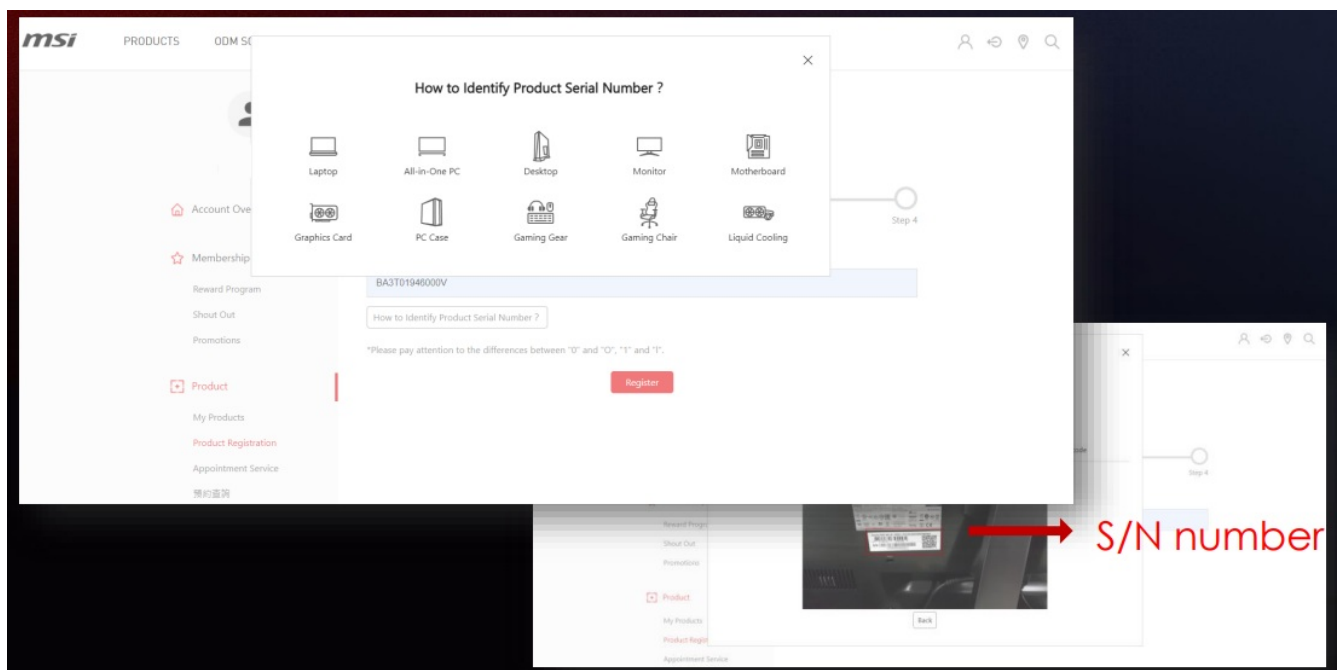
Product Registration

Appointment Service

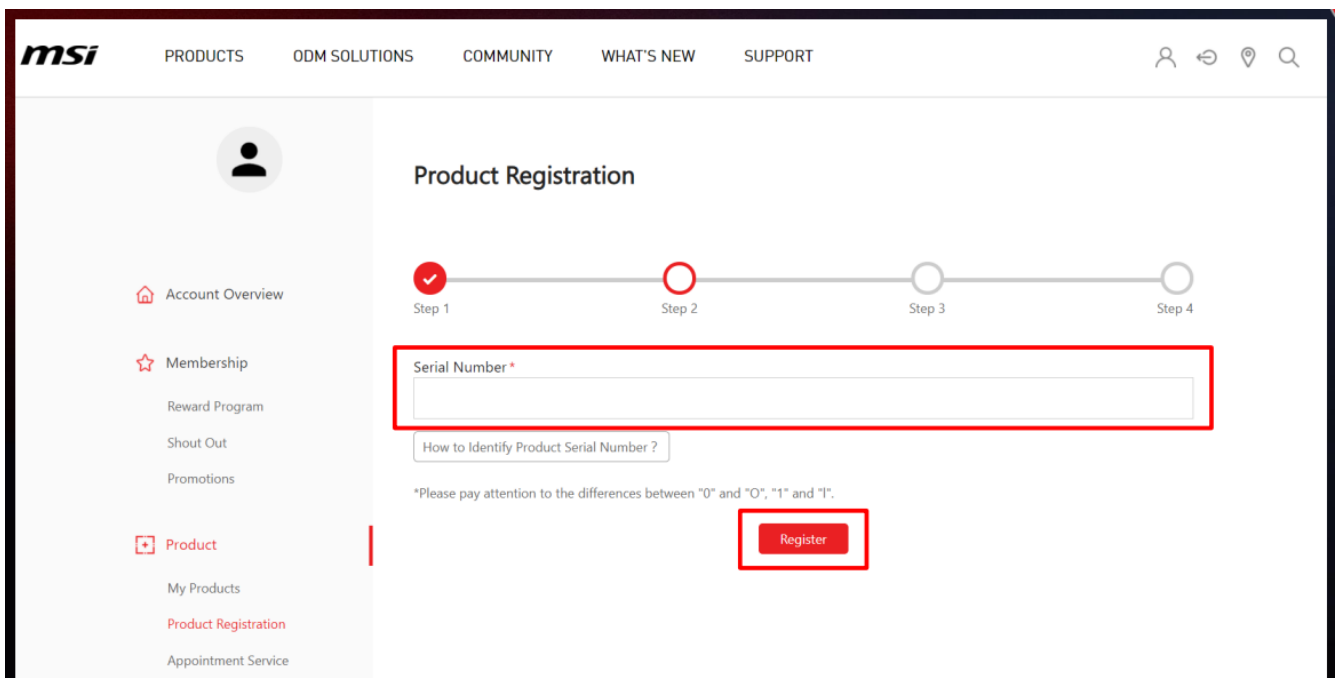
- Step 3 : register a new product



- Step 4 : Click on the product to learn how to identify the S/N number

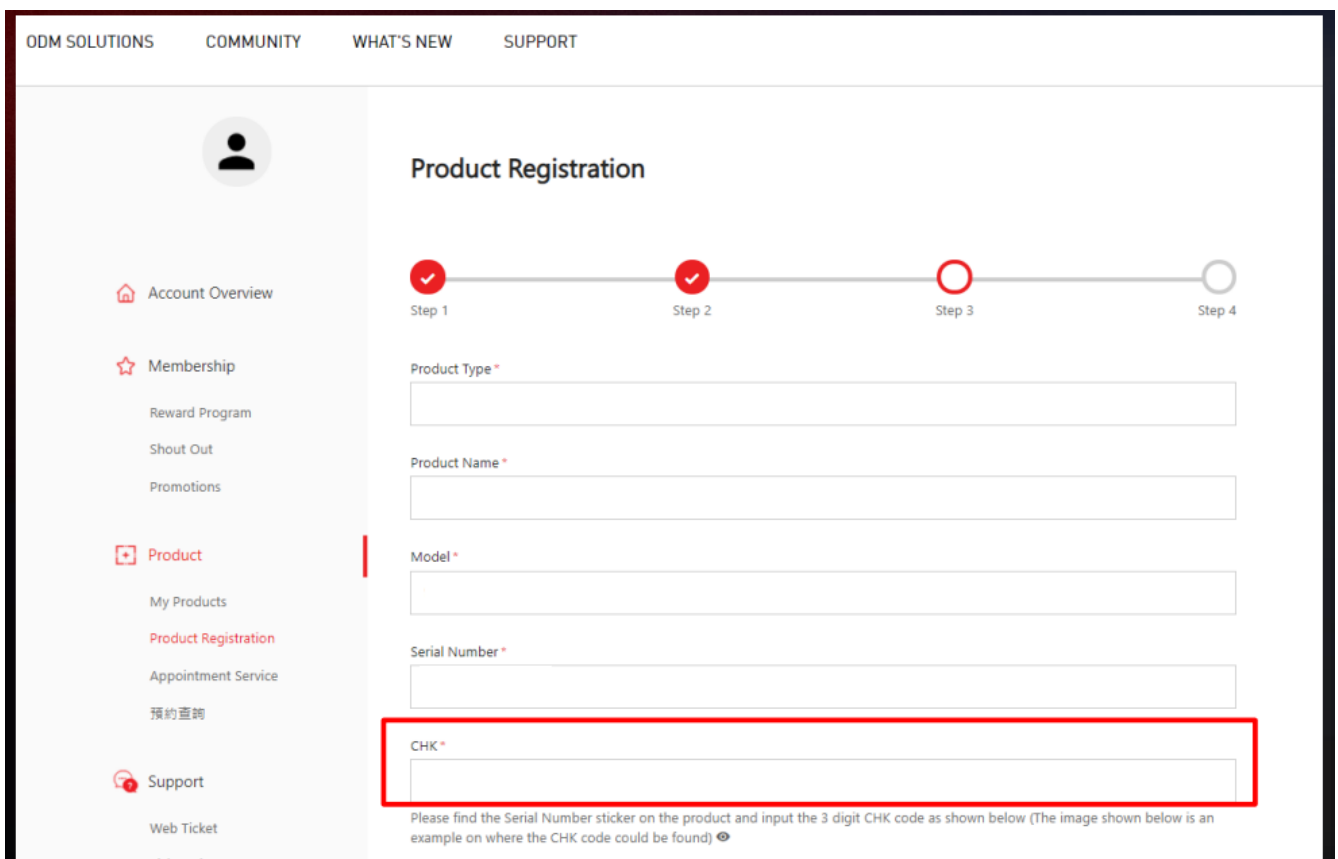


- Step 5-1 : Fill in S/N number



The screenshot shows the MSI Product Registration page at Step 1. The progress bar at the top indicates Step 1 is complete (red checkmark), while Steps 2, 3, and 4 are pending (white circles). The left sidebar contains navigation links: Account Overview, Membership, Reward Program, Shout Out, Promotions, Product (highlighted with a red plus icon), My Products, Product Registration, and Appointment Service. The main content area is titled 'Product Registration' and features a large text input field for 'Serial Number *'. Below this field is a link 'How to Identify Product Serial Number ?' and a note: '*Please pay attention to the differences between "0" and "O", "1" and "I".'. A red 'Register' button is located at the bottom right of the form area.

- Step 5-2 : Fill in CHK number



The screenshot shows the MSI Product Registration page at Step 2. The progress bar indicates that both Step 1 and Step 2 are complete (red checkmarks), while Steps 3 and 4 are pending (white circles). The left sidebar is identical to the previous step, with 'Product' and 'Product Registration' highlighted. The main content area is titled 'Product Registration' and contains several text input fields: 'Product Type *', 'Product Name *', 'Model *', 'Serial Number *', and 'CHK *'. The 'CHK *' field is highlighted with a red border. Below the 'CHK *' field is a note: '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)'. An eye icon is visible at the end of this note.

- Step 5-3 : Complete the product registration form

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

★ Don't forget to upload the invoice!

Redeem Eligible Promotion

- Step 6-1 : Go to “Promotions” and click redeem

Account Overview

Membership

Reward Program

SHOUT OUT

Promotions

Product

My Products

Product Registration

Support

Web Ticket

Promotions

All Promotions

Redeem History

GO FORWARD AND UPGRADE

GET UP TO USD \$1000 STEAM CODE

2022-04-25~2022-05-31

Motherboard, Liquid Cooling, Power Supply, PC Case, Chair

Redeem >

LIVE IN EVERYDAY PASSION

2021-07-01~2021-09-30

Laptop

Redeem >

BACK TO MODERN

2021-06-17~2021-07-18

Monitor

Redeem >

- Step 6 -2: Upload product S/N photo, fill in the required information and click Next

MSI PRODUCTS CDN SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

Promotion Redeem

Christmas Deals

GO FORWARD AND UPGRADE
Get up to US\$ 500 off your order

Redeem Products

| Purchase Date | Purchased Region / Location | Category | Product Name / Serial Number | Upload |
|---------------|-----------------------------|--------------|------------------------------|---------------------------------------|
| 2022-04-25 | Korea | MSI 2880 ACB | MSI 2880 ACB | <input type="button" value="Upload"/> |

Recipient Information

Real Name *

Last Name *

Province *

Address *

City

Street address

Apartment / Building / Unit / Floor

Contact Number *

Note

- Step 7-1: Check the information you filled, and click “Redeem”

MSI PRODUCTS CDN SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

Promotion Redeem Confirm

Redeem Products

Product Type

Product Name

Serial Number

Purchase Date

Purchased Region / Location

Proof of purchase

Product Barcode

Recipient Information

Real Name *

Last Name *

Province *

Address *

City

Street address

Apartment / Building / Unit / Floor

Contact Number *

Note

Captcha

- Example of Uploaded Documents
INVOICE

amazon.fr

FACTURE

Adresse de facturation:

Amazon EU S.à r.l., Succursale Française
67 Boulevard du General Leclerc
Clichy 92110
France
TVA: FR12487773327

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 (inclus TVA) |
|--------|--------------------------------|--------------------------|-----------|----------------------------|-------------------------|
| 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 € |

INVOICE Product S/N

- Motherboard



- Liquid Cooling

*Please make sure you have uploaded 2 items:

1. Invoice/Purchase Proof : 1. Channel Name 2. Purchase Date 3. Purchase Model Name
2. S/N number on the product, not on the package (show like upper example)

- Step 5-1 : Click on the Product to Learn How to Identify the S/N number and CHK number
 - Case



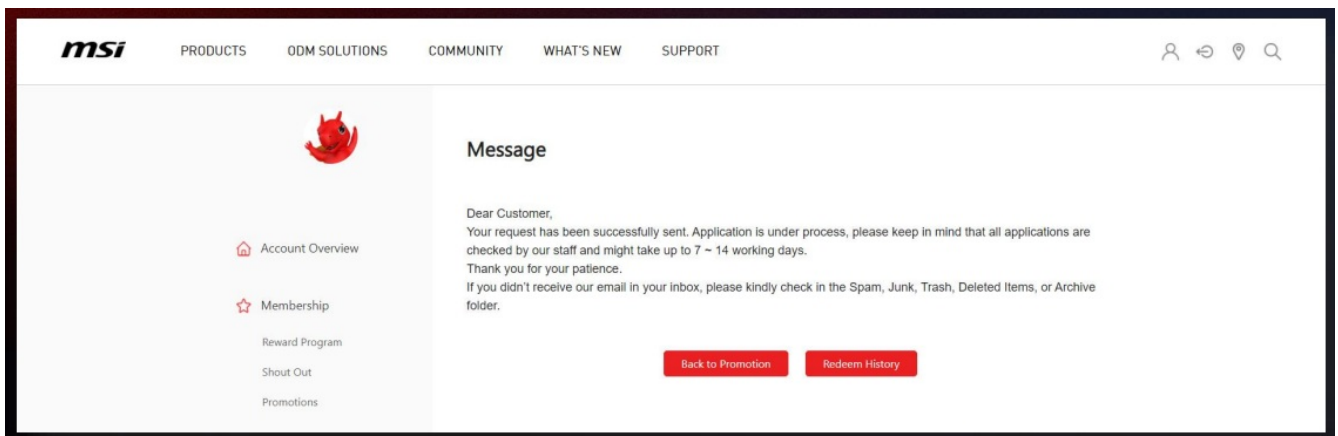
- PSU



- Chair



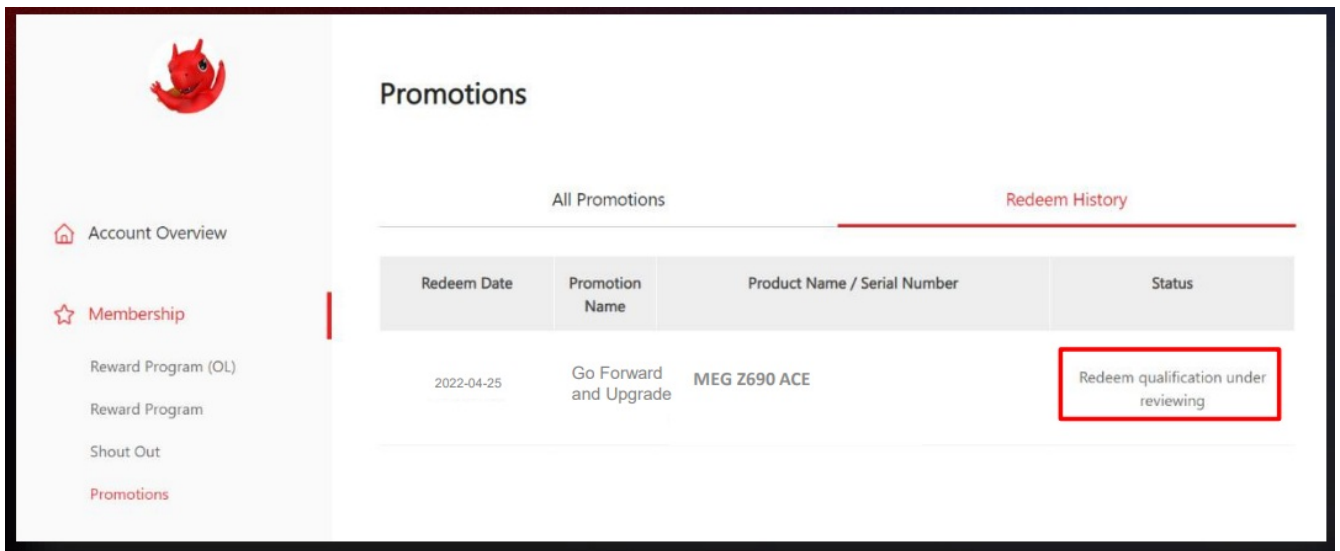
- Step 7-2: Wait for the feedback from MSI Customer Service



*Keep in mind that all applications might take up to 7 – 14 working days to be verified.

Check your redemption status

- Step 8: Select “Promotions” to check the review status



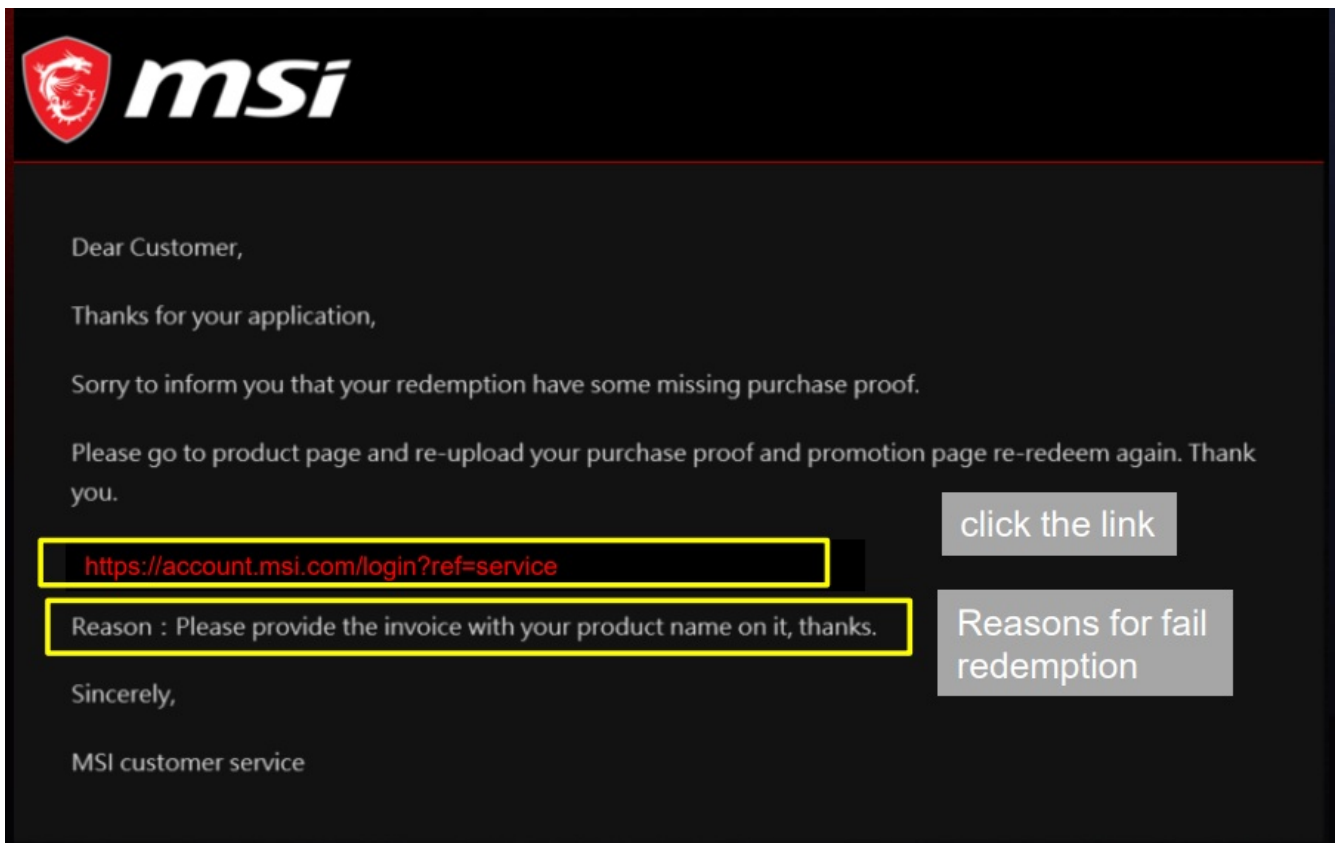
The screenshot shows the MSI Promotions page. On the left is a sidebar with navigation links: Account Overview, Membership (highlighted), Reward Program (OL), Reward Program, Shout Out, and Promotions. The main content area is titled 'Promotions' and has two tabs: 'All Promotions' and 'Redeem History'.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

| Redeem Date | Promotion Name | Product Name / Serial Number | Status |
|-------------|------------------------|------------------------------|--------------------------------------|
| 2022-04-25 | Go Forward and Upgrade | MEG Z690 ACE | Redeem qualification under reviewing |

How to re-upload requested documents?

- Failure redemption step 1:

If receive the notifications in your mailbox



The screenshot shows an email from MSI. The header features the MSI logo. The body of the email reads:

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.


Below the text, there is a link highlighted in a yellow box: <https://account.msi.com/login?ref=service>. To the right of this link is a grey button labeled 'click the link'.

Below the link, there is another yellow box containing the text: 'Reason : Please provide the invoice with your product name on it, thanks.' To the right of this box is a grey button labeled 'Reasons for fail redemption'.

The email concludes with 'Sincerely,' and 'MSI customer service'.

- Fail redemption step 2:

Then go to My Product: click relative promotion



Promotions

[Account Overview](#)
[Membership](#)
[Reward Program \(OL\)](#)
[Reward Program](#)
[Shout Out](#)
[Promotions](#)


All Promotions


Redeem History

| Redeem Date | Promotion Name | Product Name / Serial Number | Status |
|-------------|------------------------|------------------------------|---|
| 2022-04-25 | Go Forward and Upgrade | MEG Z690 ACE | <div> Please provide the invoice with your product name on it, thanks. </div> <div>Redeem Again</div> |

- Fail redemption step 3:

Fill in the required information and click “Redeem”


[PRODUCTS](#)
[ODM SOLUTIONS](#)
[COMMUNITY](#)
[WHAT'S NEW](#)
[SUPPORT](#)



Promotion Redeem Ask again

[Account Overview](#)
[Membership](#)
[Reward Program \(OL\)](#)
[Reward Program](#)
[Shout Out](#)
[Promotions](#)

[Product](#)
[My Products](#)
[Product Registration](#)
[Online Store](#)

[Support](#)
[Web Ticket](#)
[Ticket History](#)
[Apply for Service](#)
[Repair History](#)
[Live Chat](#)

[Account](#)
[My Profile](#)
[Login Management](#)
[Change Password](#)
[Subscribe](#)

Redeem Products

| Purchase Date | Purchased Region / Location | Category | Product Name / Serial Number | Upload |
|---------------|-----------------------------|----------|------------------------------|-------------------|
| 2022-04-25 | | | MEG Z690 ACE | <div>Upload</div> |

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

- Redeem Complete


[PRODUCTS](#)
[ODM SOLUTIONS](#)
[COMMUNITY](#)
[WHAT'S NEW](#)
[SUPPORT](#)



Message

[Account Overview](#)
[Membership](#)
[Reward Program](#)
[Shout Out](#)
[Promotions](#)

Dear Customer,

Your request has been successfully sent. Application is under process, please keep in mind that all applications are checked by our staff and might take up to 7 ~ 14 working days.

Thank you for your patience.

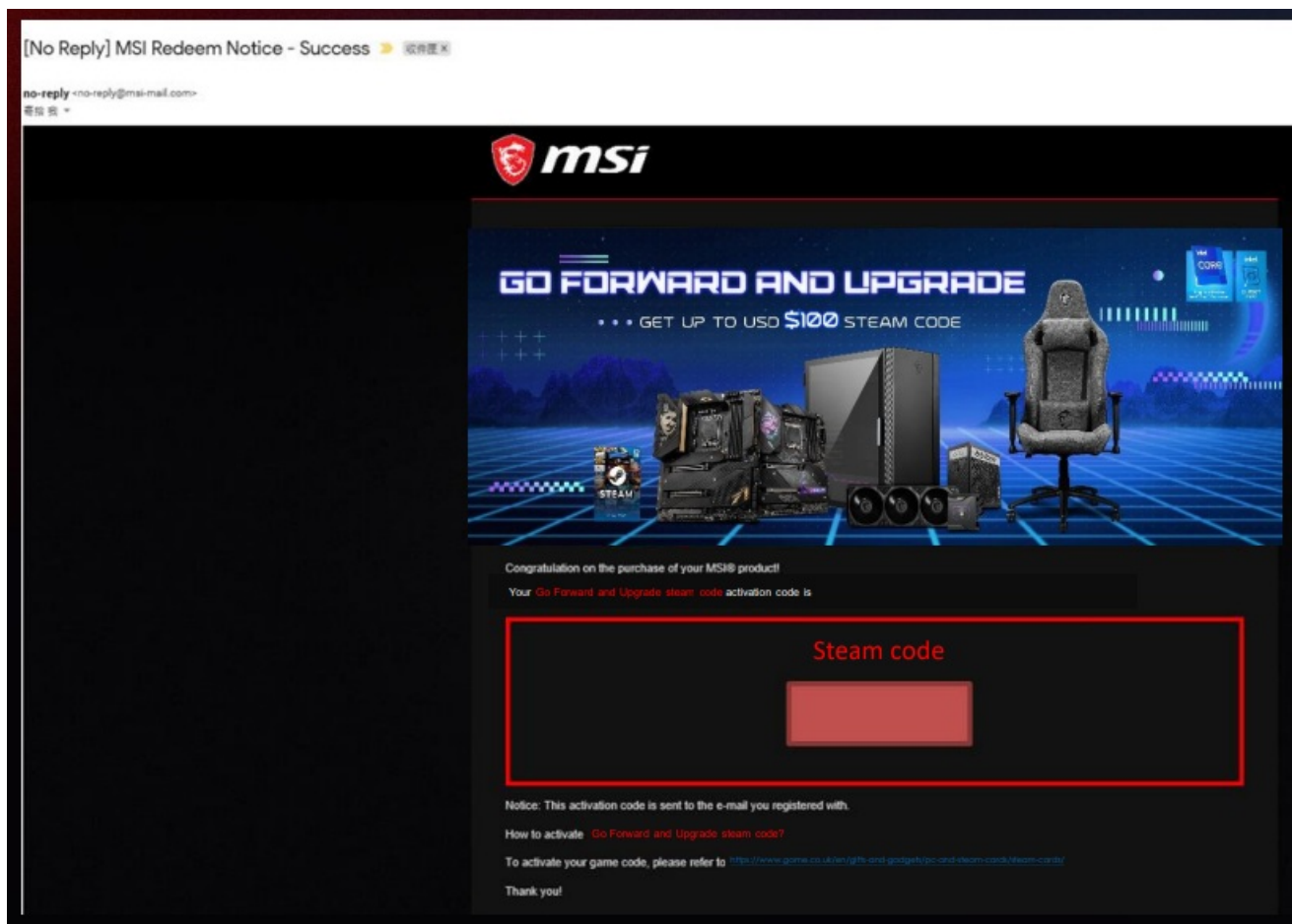
If you didn't receive our email in your inbox, please kindly check in the Spam, Junk, Trash, Deleted Items, or Archive folder.

Back to Promotion

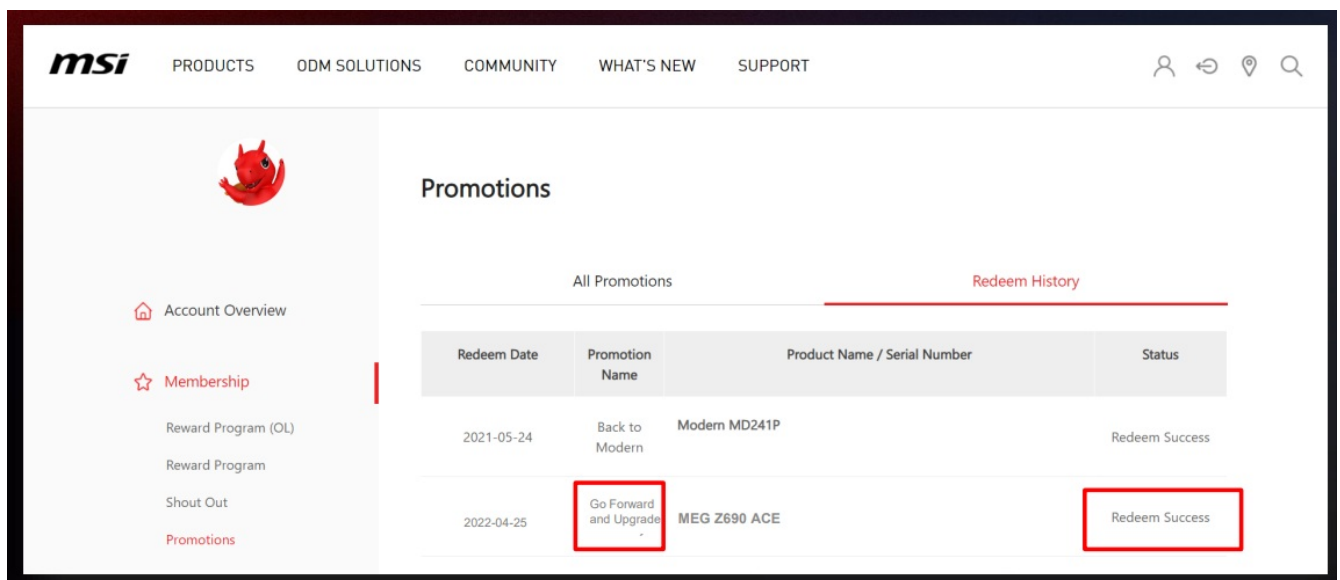
Redeem History

How to get the prize?

- Step 9-1 : Check your prize via your mailbox

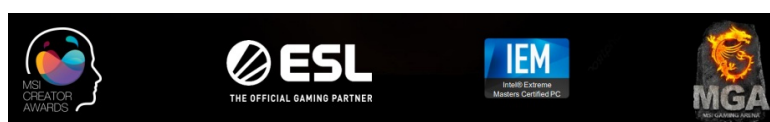


- Step 9-2 : Check your redeem status in MSI member center



Customer Support

*Any more question feel free to ask in <https://account.msi.com/>





FAQ

Why there is no any relative promotion in my member center account?

Check if your product is eligible model

Check if your invoice is in eligible period

Make sure the region you live is in the eligible region for the promotion

Make sure you purchased the eligible product from MSI partners in your domiciled region

What should I do if I received an email inform me that my claim was incomplete?

Please make sure that you had provide:

Invoice/purchase proof which include purchase date, purchase store, and purchase model

SN number picture that on the product itself, not on the package

How long does it takes to process the application and when will I receive my gift?

All applications might take up:

*Digital code – 7~14 working days to be verified.

*Physical Prize – 8 -12 weeks to delivered after your redemption got approved


Why am I not receive any email after my participation?

If you have not received an email, please check your spam folder and deactivate your email filter.

Documents / Resources

| | |
|---|---|
|  | msi Redemption Process Software [pdf] Instruction Manual Redemption Process Software, Process Software, Software |
|---|---|

References

-  [MSI Member Center](#)
-  [MSI Member Center](#)
-  [Steam Gift Cards, Vouchers and Wallet Top Ups | GAME](#)