



Productivity From Spring!

Redemption Process

Create Your Moments



First step:
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 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](#) *

Capcha *

~~24 + 2 =~~

Step 2 : Go to product registration page



msi PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

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 : Register a new product



The screenshot shows the MSI user interface. 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, home, location, and search. Below the navigation bar is a user profile section with a placeholder icon and a list of menu items: Account Overview, Membership, Reward Program, Shout Out, Promotions, Product (highlighted with a red vertical bar), My Products, Product Registration, Appointment Service, and 預約查詢. The main content area is titled "My Products" and contains a table with the following headers: Category, Product Name / Serial Number, Purchase Date, and Warranty Period. A red box highlights a "Register New Product" button located below the table headers.

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

[Register New Product](#)

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



The screenshot shows the MSI website interface. A dialog box titled "How to Identify Product Serial Number?" is open, displaying a grid of product categories. The "All-in-One PC" category is highlighted with a red box. Below the dialog box, the serial number "BA3T01946000V" is visible. The background shows the MSI website navigation menu and product listing.

How to Identify Product Serial Number ?

- Laptop
- All-in-One PC**
- Desktop
- Monitor
- Motherboard
- Graphics Card
- PC Case
- Gaming Gear
- Gaming Chair
- Liquid Cooling

BA3T01946000V

How to Identify Product Serial Number ?

*Please pay attention to the differences

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How to Identify Product Serial Number ?

All-in-One PC

Box Product Product Barcode

S/N number

Back

Step 5-1 : Fill in S/N number and click Register



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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 : Fill in CHK number



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Appointment Service

預約查詢

Support

Web Ticket

Product Registration

Step 1 Step 2 Step 3 Step 4

Product Type *

Monitor

Product Name *

Optix G27C4

Model *

9S6-3CA91T-003

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 : 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 *

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

Don't forget to upload the invoice!



Second:
Redeem eligible promotion



Step 6-1: Go to "Promotions"



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Subscribe

Promotion Redeem

Productivity From Spring!

Promotion Period : 2021-02-01~2021-05-31
Activity invoice date : 2021-02-01~2021-05-31
Redeem Limit : 3 for each email

Eligible Products Eligible Countries Landing Page Redeem Page Redeem Guide

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2021-03-03	Singapore		PRO MP241 BA9H040230046	<input type="button" value="Upload"/>

Extra Information

Would you like to join the lucky draw of Productivity From Spring? *

Select

You will have a chance to win the electric adjustable desk to level up your efficiency and effectiveness!
More information: <https://www.msi.com/Promotion/Productivity-From-Spring-PRO-series>

Step 6-2: Upload product S/N photo and click Next



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Promotion Redeem

Productivity From Spring!

Promotion Period : 2021-02-01~2021-05-31
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Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2021-03-03	Singapore		PRO MP241 BA9H040230046	<input type="button" value="Upload"/>

Extra Information

Would you like to join the lucky draw of Productivity From Spring? *

Select

You will have a chance to win the electric adjustable desk to level up your efficiency and effectiveness!
More information: <https://www.msi.com/Promotion/Productivity-From-Spring-PRO-series>

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



The screenshot shows a web interface for redeeming a promotion. On the left is a navigation sidebar with categories: Account Overview, Membership (highlighted), Product, Support, and Account. The main content area is titled "Promotion Redeem Confirm" and contains the following sections:

- Redeem Products:** A table of product details.

Product Type	Monitor
Product Name	P50 MP241
Serial Number	BA9H040230046
Purchase Date	2021-03-03
Purchased Region / Location	Singapore
Proof of purchase	
Product Barcode	
- Extra Information:** A question: "Would you like to join the lucky draw of Productivity from Spring? ". The answer "Yes" is selected.
- Captcha:** A captcha challenge showing the equation $23 + 9 =$ with a "Reformat" link and a "Redeem" button highlighted with a red box.

Example of Uploaded Documents



INVOICE

Product S/N

amazon.fr

FACTURE

Adresse de facturation: Amazon EU S.à r.l., Succursale Française
87 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

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 €

PC



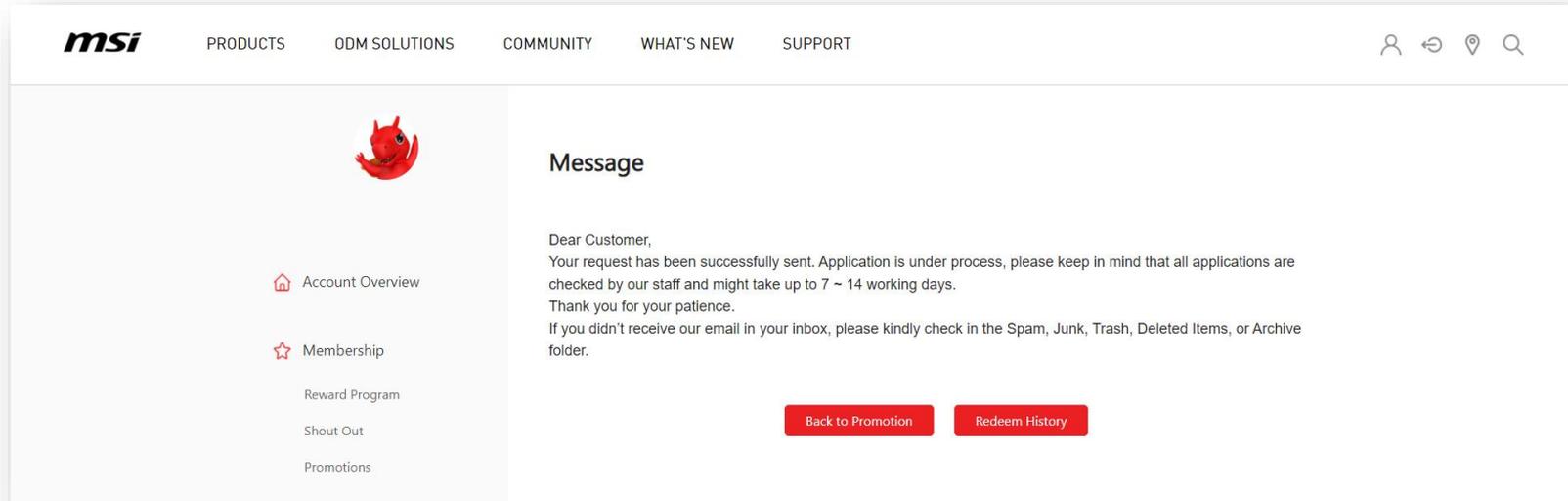
Monitor



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

A screenshot of the MSI Customer Service website. The top 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 main content area is titled "Message" and contains a red dragon icon, a navigation sidebar with "Account Overview", "Membership", "Reward Program", "Shout Out", and "Promotions", and a message body. The message body includes a greeting, a confirmation of a successful request, a 7-14 day processing time, a thank you, and a note to check spam folders. At the bottom of the message are two red buttons: "Back to Promotion" and "Redeem History".

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Message

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](#)

*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



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Change Password
Subscribe

Promotion Redeem

Productivity From Spring!

- Promotion Period: 2021-02-01~2021-05-31
- Activity invoice date: 2021-02-01~2021-05-31
- Redeem Limit: 3 for each email

[Eligible Products](#) [Eligible Countries](#) [Landing Page](#) [Redeem Page](#) [Redeem Guide](#)

Redeem Products

No products eligible for redemption

[Register Your Product](#)

Extra Information

Would you like to join the lucky draw of Productivity From Spring? *

Select

You will have a chance to win the electric adjustable desk to level up your efficiency and effectiveness!
More information: <https://www.msi.com/Promotion/Productivity-From-Spring-PRO-series>

[Next](#)

Redeem Records

Redeem Date	Order ID	Product Name / Serial Number	Status
2021-04-13	0a25b02278	PRO MP241 8491040230046	Redeem qualification under reviewing



How to re-upload
requested documents?



Failure redemption step 1: If receive the notifications in your mailbox



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://register.msi.com/event/redeem/nb_2020_nov_watchdogs_eu

click the link

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

Reasons for fail redemption

Sincerely,

MSI customer service

Failure redemption step 2: Then go to “Promotions”, click “Redeem Again”



msi PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT

Account Overview
Membership
Product
Support
Account

Promotion Redeem

Productivity From Spring!

- Promotion Period : 2021-02-01-2021-05-31
- Activity Invoice date : 2021-02-01-2021-05-31
- Redeem Limit : 3 for each email

Eligible Products Eligible Countries Landing Page Redeem Page Redeem Guide

Redeem Products

No products eligible for redemption
[Register Your Product](#)

Extra Information

Would you like to join the lucky draw of Productivity From Spring? *

Select

You will have a chance to win the electric adjustable desk to level up your efficiency and effectiveness!
More information: <https://www.msi.com/Promotion/Productivity-From-Spring-PRD-series>

[Next](#)

Redeem Records

Redeem Date	Order ID	Product Name / Serial Number	Status
2021-04-13	0x25b02278	PRO MP241 SA19H40220946	Redeem not qualified.Please re-upload data and redeem again. Please provide the correct information and try again, thanks.

[Redeem Again](#)

Fail redemption step 3: Fulfill the required information and click "Redeem"



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Account Overview
Membership
Reward Program
Shout Out
Promotions
Product
My Products
Product Registration
Support
Web Ticket
Ticket History
Repair History
Live Chat

Promotion Redeem Ask again

Redeem Products

Purchase Date	Purchased Region / Location	Category	Product Name / Serial Number	Upload
2021-03-03	Singapore		PRO MP241 BA9H040230046	<input type="button" value="Upload"/>

Extra Information

Would you like to join the lucky draw of Productivity From Spring!? *

Yes

You will have a chance to win the electric adjustable desk to level up your efficiency and effectiveness!
More information: <https://www.msi.com/Promotion/Productivity-From-Spring-PRO-series>

Captcha

~~24 + 4 =~~

Redeem Complete



PRODUCTS ODM SOLUTIONS COMMUNITY WHAT'S NEW SUPPORT👤 ↩️ 📍 🔍



- 🏠 Account Overview
- ★ Membership
 - Reward Program
 - Shout Out
 - Promotions

Message

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 digital
prize?



Step 9-1 : Eventually, check your prize via your mailbox



Tue 4/13/2021 11:31 AM
no-reply@msi-mail.com
[No Reply] MSI Promotion - Productivity From Spring!- Notice
收件箱

msi



Dear Customer,

Thank you for purchasing an MSI product

Redeem for **Productivity From Spring!** has been approved.

Your activation code is:

test

Keys look like the following: **AAAAA-BBBBB-CCCCC**

Landing Page: <https://www.msi.com/Promotion/Productivity-From-Spring-PRO-series>

To activate your code, please refer to <https://play.google.com/store>

Thank you!

Step 9-2 : Eventually, check your prize via MSI member center



The screenshot displays the MSI member center 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. A left sidebar contains a user profile picture and menu items: Account Overview, Membership (highlighted with a red vertical bar), Reward Program, Shout Out, Promotions, and Product. The main content area is titled 'Promotions' and has two tabs: 'All Promotions' and 'Redeem History' (which is selected). Below the tabs is a table with the following data:

Redeem Date	Promotion Name	Product Name / Serial Number	Status
2021-02-14	Productivity From Spring!	PRO MP242 PA1T060A01074	Redeem Success X7V275JGLNK8P8GT Go to redeem



FAQ



FAQ



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

1. Check if your product is eligible model
2. Check if your invoice is in eligible period
3. Make sure the country you live is in the eligible country for the promotion

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

Please make sure that you had provide:

1. Invoice/purchase proof which include purchase date, purchase store, and purchase model
2. 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.
- *Cashback - 30 work days after receiving redemption successful confirmation letter
- *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.

My steam code does not work!

Please make sure to enter the steam code without additional space characters, steam code only has 15 character, if you receive more than one code please help to enter the code separate
Keys look like the following: AAAAA-BBBBB-CCCCC



MADE FOR **GAMERS & CREATORS**

