

Langkah-Langkah:

1. Pembeli Melakukan Penukaran Hadiah lewat Website RMS:
 - Daftar akun pembeli cukup hanya satu kali
 - Verifikasi Email & login di Website RMS
 - isi data pembelian produk Samsung dan masukkan alamat lengkap untuk proses pengiriman hadiah
 - Pembeli dapat mengecek status pengiriman hadiah
2. Samsung tim melakukan pengecekan terhadap request Pembeli, bila data yg di isi sudah lengkap & benar maka hadiah akan diproses.
3. Samsung tim akan mengirim hadiah ke alamat yang telah ditentukan oleh Konsumen.

Registrasi

Website URL (Customer): <https://samsung-redemption.com/id>

Akun: Customer

Deskripsi: Tampilan awal akses website. Bila belum mempunyai akun, click "Register Here" untuk proses registrasi



SAMSUNG
REDEMPTION

Email
Password
Masuk

[Belum memiliki akun? Daftar disini](#) [Lupa password](#)

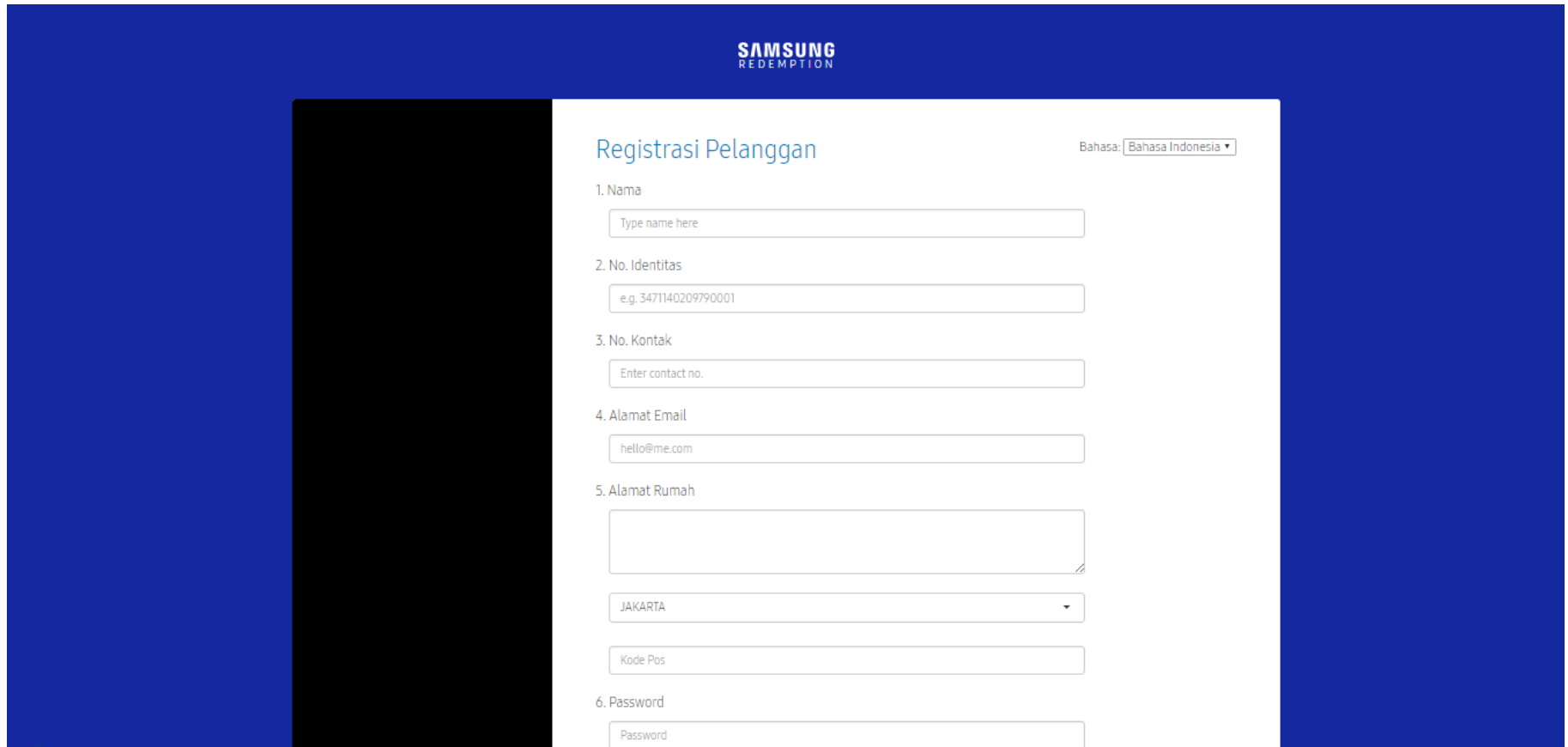
Bebas pulsa 0800-112-8888, Telp (021) 5099-7777 (hunting)

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Registrasi

Akun: Customer

Deskripsi : Input data yang diminta sesuai kolom



The screenshot shows a registration form titled "Registrasi Pelanggan" on a blue background. The form is part of the "SAMSUNG REDEMPTION" interface. It includes a language dropdown menu set to "Bahasa Indonesia". The form consists of six numbered steps, each with a text input field:

- 1. Nama: Type name here
- 2. No. Identitas: e.g. 3471140209790001
- 3. No. Kontak: Enter contact no.
- 4. Alamat Email: hello@me.com
- 5. Alamat Rumah: (empty text area)
- 6. Password: Password

Additional fields in step 5 include a city dropdown menu (set to JAKARTA) and a postal code input field.

Registrasi

Akun : Customer

Deskripsi : klik "Register" setelah selesai input data

e.g. 3471140209790001

3. No. Kontak

Enter contact no.

4. Alamat Email

hello@me.com

5. Alamat Rumah

JAKARTA

Kode Pos

6. Password

Password

7. Konfirmasi Password

Konfirmasi Password

Saya telah membaca dan setuju atas [Kebijakan Samsung](#)

Saya bersedia menerima Email dan info produk Samsung, Layanan dan info Promosi Samsung dan/atau Partner-nya

Batal

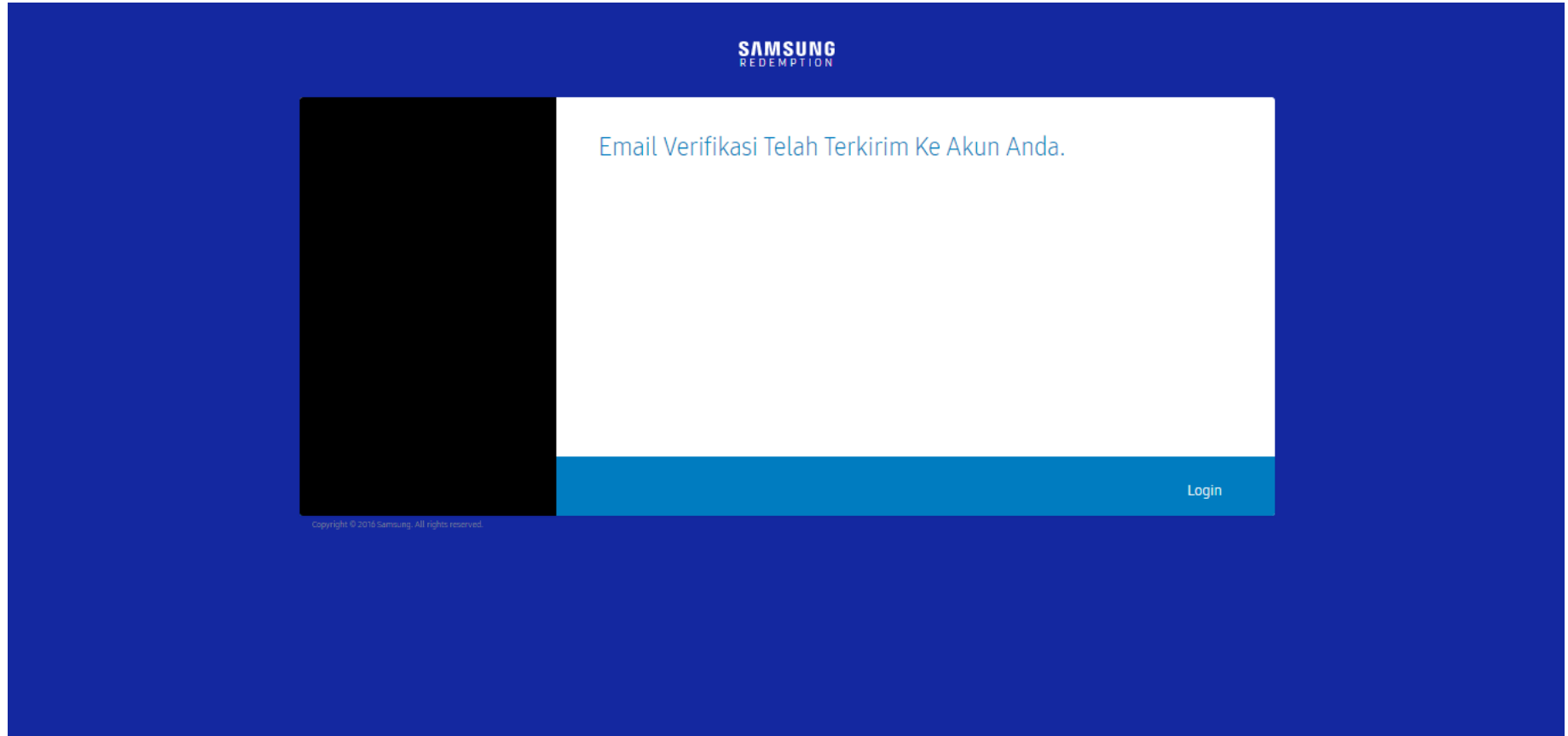
Tambah

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Registrasi

Akun: Customer

Deskripsi: Setelah melakukan input data lengkap, maka proses selanjutnya adalah verifikasi Email



Email notifikasi

Akun: Customer

Deskripsi: Email konfirmasi akan dikirimkan ke alamat email yang didaftarkan, kemudian klik link email konfirmasi

Subject	☆	Samsung Redemption - Customer Registration
Send		Samsung RMS
Recipient		Customer

Welcome!

Thank you for signing up for Samsung Redemption.

Please follow this link to activate your account.

Klik link email konfirmasi

<http://203.254.249.126/id/verify/token/32374f31bbdbc9d5953e9e0d22c5ce2f>

Validasi akun

Akun: Customer

Deskripsi: Bila sukses, maka akun anda sudah dapat masuk ke dalam system website RMS



Proses verifikasi telah selesai, akun anda sudah aktif.

Akun : Customer

Deskripsi : Link Verifikasi email akan expired setelah 24jam dari penerimaan, tapi Customer bisa re-send link tsb kembali.



Oops, the activation link might be expired. To re-send activation email, [click here](#)

Ubah Password / Lupa Password

Akun: Customer

Deskripsi : Bila Customer lupa password, dapat melakukan reset password pada menu "Forgot Password"



SAMSUNG
REDEMPTION

Masuk

[Belum memiliki akun? Daftar disini](#)

[Lupa password](#)

Bebas pulsa 0800-112-8888, Telp (021) 5099-7777 (hunting)

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Redemption

Website URL : <https://samsung-redemption.com/id>

Akun: Customer

Deskripsi: Untuk memulai proses redemption online, customer harus login terlebih dahulu



SAMSUNG
REDEMPTION

Email

Password

Masuk

Bebas pulsa 0800-112-8888, Telp (021) 5099-7777 (hunting)

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Redemption

Akun: Customer

Deskripsi: Click "+ hadiah"

SAMSUNG
REDEMPTION



TEST Buyer

No. Identitas 0987666
No. Kontak 098760
Email testbuyer@test.com
Address faasafafa - 098765

Hadiah

Click button below to redeem your first gift.

+ Hadiah



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Redemption

Akun: Customer

Deskripsi: Pilih nama Promosi Samsung yang ingin di proses (Sesuai periode promo pada saat pembelian), kemudian klik "lanjut ke menu Informasi Pembelian" untuk step selanjutnya.

Informasi Pembelian

Pilih nama Promosi.

Select Promotion

Promo LTF2

PROMO TEST

Batal

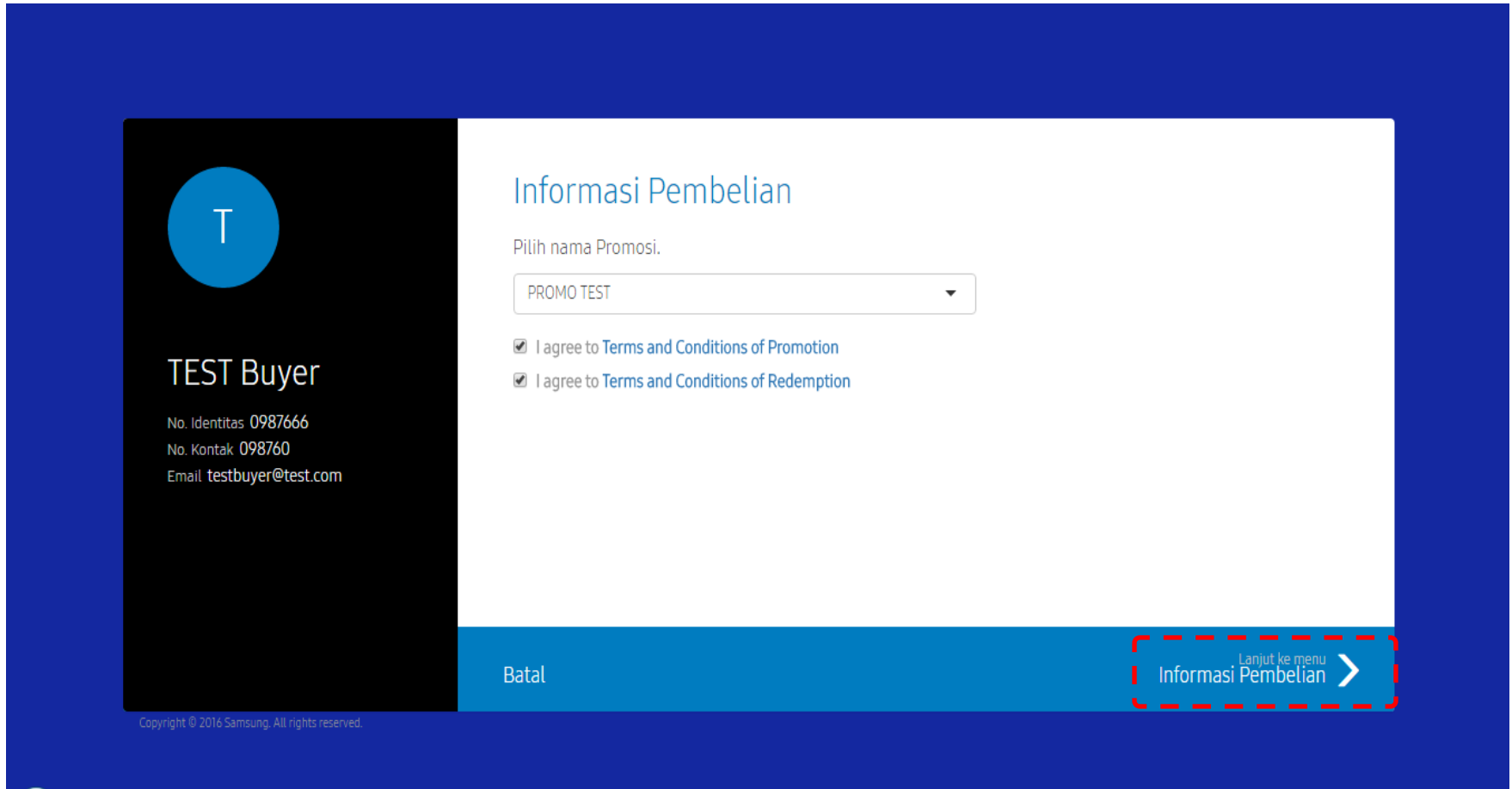
Lanjut ke menu Informasi Pembelian

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Redemption

Akun: Customer

Deskripsi: Customer harus click (cheklist) Syarat & ketentuan promosi, kemudian klik "Lanjut ke menu Informasi Pembelian".



Informasi Pembelian

Pilih nama Promosi.

PROMO TEST

I agree to [Terms and Conditions of Promotion](#)

I agree to [Terms and Conditions of Redemption](#)

Batal

Lanjut ke menu
Informasi Pembelian >

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Redemption

Akun: Customer

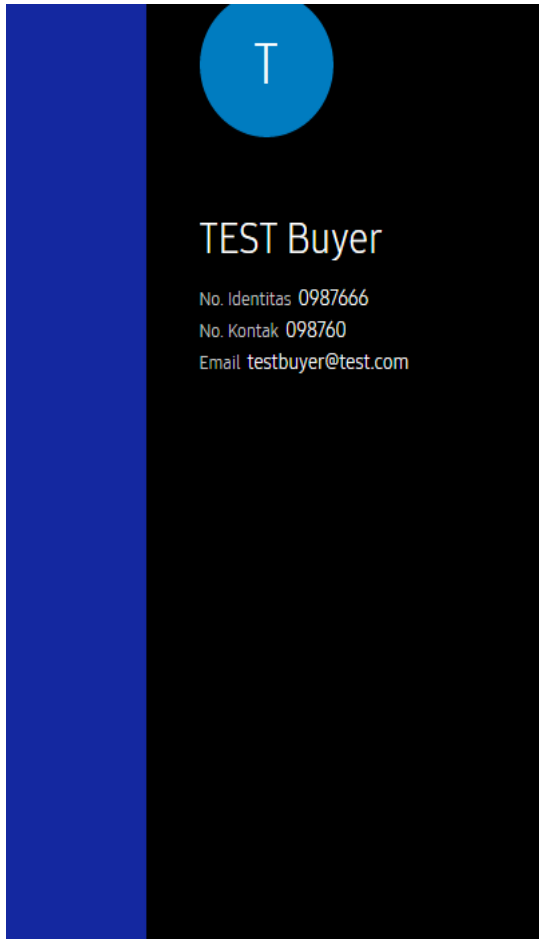
Deskripsi: Isi data lengkap pembelian produk samsung, kemudian klik "Lanjut ke menu Lampiran"

The screenshot shows the Samsung Redemption interface. At the top, the Samsung logo and 'REDEMPTION' text are displayed. Below this is a progress bar with five steps: 'Informasi Pembelian' (highlighted), 'Unggah Lampiran', 'Pilih Hadiah', 'Ringkasan', and 'Hadiah'. On the left side, there is a user profile card for 'TEST Buyer' with a blue circular avatar containing the letter 'T'. The profile card lists the following information: 'No. Identitas 0987666', 'No. Kontak 098760', and 'Email testbuyer@test.com'. The main form area contains four numbered steps: 1. 'Pilih Produk yang dibeli.' with a dropdown menu showing '50 SUHD 4K Flat Smart TV JS7200 Series 7'; 2. 'Pilih Tempat pembelian.' with a dropdown menu showing 'Traditional'; 3. 'Pilih tanggal pembelian.' with a text input field containing '08 Agu 2016'; 4. 'isi IMEI / Nomor Serial Produk?' with a text input field containing '0A323RAH405136'. At the bottom of the form, there are three navigation options: a left arrow labeled 'Balik ke menu Pilih Promosi', a 'Batal' button, and a right arrow labeled 'Lanjut ke menu Lampiran'.

Redemption

Akun: Customer

Deskripsi: Upload data KTP/kartu identitas, Serial Number dan Invoice/Faktur Pembelian



Upload Attachment

1. Upload a copy of your identity card (KTP) in GIF, JPG, JPEG, PDF format. (10 MB only)

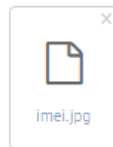


Contoh:
KTP

2. Upload a copy of the IMEI or Serial Number in GIF, JPG, JPEG, PDF format. (10 MB only)

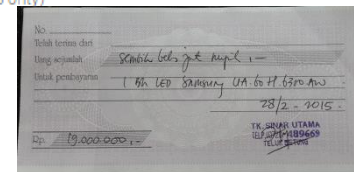
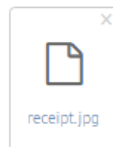
* IMEI : Mobile phone, Tablet, Wearable

* Serial Number : TV, REF, W/M, A/C, Monitor, etc



Cotnoh:
IMEI / SN

3. Upload a copy of the receipt in GIF, JPG, JPEG, PDF format. (10 MB only)

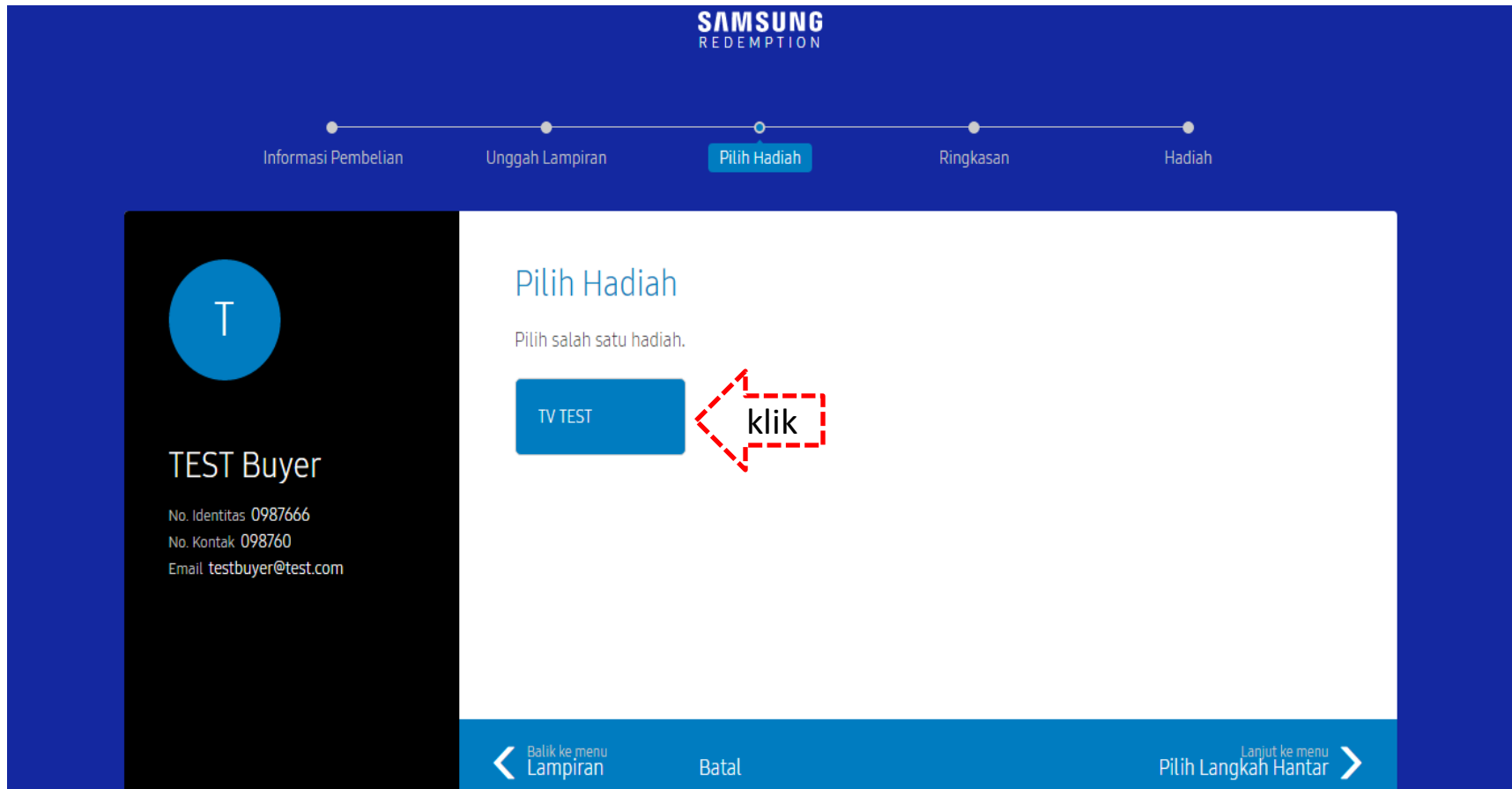


Contoh:
invoice

Redemption

Akun: Customer

Deskripsi: Pilih hadiah yang diinginkan dengan cara meng`klik` nama hadiah tersebut,



Redemption

Akun: Customer

Deskripsi: Pilih alamat pengiriman [klik "Use a different address"]
cantumkan data dibawah ini:

Nama penerima - Alamat lengkap - No. telp yg dapat dihubungi

The screenshot shows a mobile application interface for selecting a collection mode. On the left, there is a user profile card for 'TEST Buyer' with a blue circular avatar containing the letter 'T'. Below the name, the following contact information is listed: 'No. Identitas 0987666', 'No. Kontak 098760', and 'Email testbuyer@test.com'. The main content area is titled 'Pilih Mode Koleksi' and includes the instruction 'Pilih salah satu dari Cara Pengambilan Barang.'. Below this, there is a form with the text 'Kirim Hadiah ke alamat ini' and a text input field containing 'singapore' and '456456 JAKARTA, Indonesia.'. At the bottom of the form, there is a button labeled 'Gunakan Alamat yang berbeda' which is highlighted with a red dashed border. A red arrow points to this button with the word 'klik' written inside it. At the very bottom of the screen, there is a navigation bar with three options: 'Balik ke menu Pilih Hadiah' (with a left arrow), 'Batal', and 'Lanjut ke menu Ringkasan' (with a right arrow).

Redemption

Akun: Customer

Deskripsi: Cek ulang apa yang sudah diinput (Summary)



TEST Buyer

No. Identitas 0987666

No. Kontak 098760

Email testbuyer@test.com

Informasi Pembelian

Promosi PROMO TEST Produk 50 SUHD 4K Flat Smart TV JS7200 Series 7

Tanggal Awal Promosi 01 Agu 2016 Tanggal Akhir Promosi 15 Des 2016

Kode Model UA32FH4003RXXD Nomor Serial 0A323RAH405136

Tanggal Pembelian 08 Agu 2016

Lampiran

- 📄 kad Identitas
- 📄 Nomor Serial
- 📄 Kwitansi Pembelian

Hadiah Yang Dipilih

TV TEST

Collection Mode

Deliver the gift to this address.

Jakarta

098765 JAKARTA, Indonesia.

Redemption

Akun: Customer

Deskripsi: Proses redemption berhasil, anda akan mendapat emai konfirmasi

The screenshot shows the 'SAMSUNG REDEMPTION' interface. At the top, a progress bar indicates five steps: 'Purchase Info', 'Upload Attachment', 'Select Gift', 'Review Summary', and 'Redeem Gift'. The 'Redeem Gift' step is highlighted in blue. Below the progress bar, a white card displays the user's profile on a black background and a confirmation message on a white background. The profile card includes a blue circle with the letter 'T', the name 'TEST Buyer', and contact details: 'IC No. (N.I.K) 0987666', 'Contact No. 098760', and 'Email testbuyer@test.com'. The confirmation message reads: 'Your Redemption Request Has Been Submitted.' followed by 'You will receive an Email Notification upon successful Redemption Request.' At the bottom right of the white card, there is a blue button with the text 'Go back to Select Promotion' and a right-pointing arrow.

SAMSUNG
REDEMPTION

Purchase Info Upload Attachment Select Gift Review Summary **Redeem Gift**

T

TEST Buyer
IC No. (N.I.K) 0987666
Contact No. 098760
Email testbuyer@test.com

Your Redemption Request Has Been Submitted.
You will receive an Email Notification upon successful Redemption Request.

Go back to Select Promotion >

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Redemption

Akun: Customer

Deskripsi: Customer akan menerima Email bila sudah melakukan proses redemption online

Subject ☆	Samsung Redemption - Successful Redemption Request
Send	Samsung RMS
Recipient	Customer

Your Redemption Request has been successfully submitted!

Your Redemption ID is RDP0000000139.

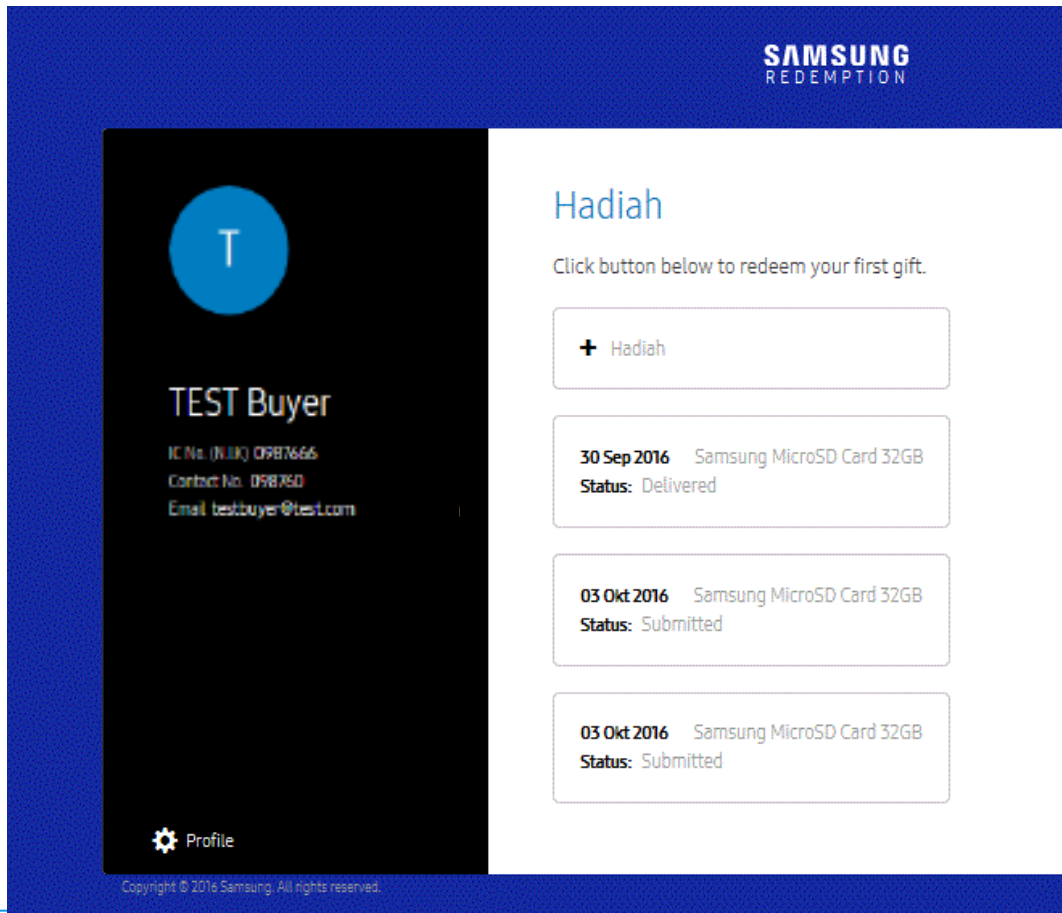
Please login to [Samsung Redemption](#) to check the details of your Redemption Request.

Tracking Status

Website URL (Customer): <https://samsung-redemption.com/id>

Akun: Customer

Deskripsi: Customer bisa melihat status pengiriman hadiah yang sudah diinput, nomor pengiriman (AWB) akan dikonfirmasi via email.



The screenshot displays the Samsung Redemption website interface. At the top right, the logo reads "SAMSUNG REDEMPTION". On the left, a dark blue sidebar contains a circular profile picture with the letter "T", the name "TEST Buyer", and contact information: "IC No. (N.IK) 0987666", "Contact No. 098760", and "Email testbuyer@test.com". A gear icon labeled "Profile" is at the bottom of the sidebar. The main content area is titled "Hadiah" and includes the instruction "Click button below to redeem your first gift." Below this is a "+ Hadiah" button. A list of three gift entries follows, each in a white box with a light blue border:

- 30 Sep 2016** Samsung MicroSD Card 32GB
Status: Delivered
- 03 Okt 2016** Samsung MicroSD Card 32GB
Status: Submitted
- 03 Okt 2016** Samsung MicroSD Card 32GB
Status: Submitted

At the bottom left of the page, the copyright notice reads "Copyright © 2016 Samsung. All rights reserved."

Tracking Status – Email Notifikasi

Akun: Customer

Deskripsi: Berikut adalah email notifikasi yang akan terkirim otomatis ke customer

Subject ☆	Samsung Redemption - Delivery Starts
Send	Samsung RMS
Recipient	Customer

Hello!

*Please be informed that we are preparing to deliver your Redemption Gift.
The delivery ID is 14344.*

For more details, please check the shipping progress using delivery ID [here](#)

or

Please login to [Samsung Redemption](#) and check the delivery status.
