

FY17 Q3 Autodesk – Global Field Promotion

Frequently Asked Questions (FAQ) for Autodesk Customers

Customers can save up to 50%* when submitting qualifying perpetual licenses for subscriptions to the latest Autodesk products—including AutoCAD®, Revit®, Inventor®, 3ds Max®, and more.

GENERAL INFORMATION

1. What is the Autodesk FY17 Q3 Global Field Promotion (GFP)?

Existing commercial customers can save up to 50% off the 3-year subscription SRP* of select products when they submit qualifying (“legacy”) serial numbers and all associated seats of R14 (*release year 1998*) through 2016 perpetual licenses and/or 2017 perpetual licenses not on an active maintenance plan. Submission of the qualifying serial numbers is required and those serial numbers may not be eligible for future promotion offers as a result. Serial Numbers must be submitted at: <http://www.autodesk.com/autodesksubmission>

Refer to the [“Appendix”](#) for a complete list of qualifying “coming from” and “going to” products.

2. What is the promotional period?

The offer is available August 7 through October 21, 2016 (dates inclusive).

3. Where can customers learn more about subscription options?

Customers can go to www.autodesk.com.au/subscription for more information about subscription.

4. What countries are eligible to participate?

This offer is available in Japan, Korea, Australia, New Zealand, ASEAN countries, India and the Greater China Region.

5. Are the discounts available for both single-user and multi-user subscriptions?

Yes. The offer applies to both single-user and multi-user subscriptions. Additionally, the offer is eligible for customers who own standalone and network perpetual licenses. Note: Autodesk LT® Family product licenses are not eligible to be submitted for a multi-user industry collection subscription purchase at this promotional discount.

6. Are the discounts available for subscriptions with either Basic Support or Advanced Support?

Yes. The offers apply to subscriptions with either Basic or Advanced Support.

7. Are the discounts available for subscription renewals?

No. The offers are for new subscriptions only.

8. Are R2016 or R2017 subscription products eligible to participate?

No. Only R14 (*release year 1998*) through 2016 perpetual licenses and/or 2017 perpetual licenses not on maintenance plans are eligible to be submitted.

9. Can this offer be combined with any other offers?

No. The offer may not be combined with any other discounts, promotions, or other incentives offered by Autodesk unless specified.

10. Will the full discount % be available if the customer is adding to an existing subscription plan?

Yes, for **same-term** subscriptions. This promotion offers the full discount percentage even if the customer is co-terming to match an existing subscription plan, provided they are the **same term length** (New 3-year to existing 3-year term).

Customer Status	Example situation	Solution	Additional Information
Has R14-2016 perpetual licenses	AutoCAD 2008 perpetual licenses. Licenses were never on maintenance or maintenance expired.	Submit perpetual license(s) for new 3-year subscription(s) with promotional discount.	New contract available.
Has 2017 expired maintenance	AutoCAD 2017 maintenance plan expired	Submit perpetual license(s) for new 3-year subscription(s) with promotional discount.	New contract available.
Has current 3-year subscription plan and R14-2017 perpetual licenses	Current 3-year subscription plan expiring in 2017 and an AutoCAD 2012.	Submit perpetual license(s) for new 3-year subscription(s) with promotional discount.	Co-Term available into the 3-year Contract. Prorated discount applied to remaining months only. (no requirement for how many months must be remaining). (OR) New 3-year contract available.
Has current Annual or 2-year subscription plan and R14-2017 perpetual licenses	Current 1-year subscription plan expiring in 2016 and an AutoCAD 2012.	Submit perpetual license(s) for new 3-year subscription(s) with promotional discount.	New contract available. Cannot co-term into 1-year contract. Term lengths are not the same. Note: At the time the 1-year contract expires, it may be co-termed into the new 3-year contract.

11. Are customers required to submit their existing perpetual serial number(s)?

Yes. To receive the promotional discount, customers must submit the eligible perpetual serial number(s). Once the submission is complete the customer may continue to use the serial number(s) and license, however cannot submit a second time to achieve a promotion discount.

12. Can customers continue to use the perpetual license after they purchase the discounted 3-year subscription?

Yes, customers may continue to use the license they have submitted, however they may not submit the license a second time to receive a promotional discount.

13. How do I know if a serial number is valid?

A serial number is valid if it is a R14-2016 perpetual license and/or a 2017 perpetual license not on maintenance. Licenses must be commercial versions and registered. The submission site is not intended to be used as a source to validate serial numbers.

14. How does the order process work?

1. Submission of the perpetual license must occur prior to purchase. The end customer or the partner on behalf of the customer, completes the submission by going to <http://www.autodesk.com/autodesksubmission>
2. At this site required fields including but not limited to customer name, submission serial number, and email address must be provided.
3. Subsequent to submission, the perpetual license serial number and all seats corresponding will be flagged in the Autodesk system as no longer eligible to be submitted.
4. If a customer decides not to make a purchase or cancels the purchase, the submission may be retracted by contacting Autodesk_CS@pmci.com

5. Autodesk will continually monitor all serial number submissions and orders placed. In the event of a discrepancy between a submission and order, the Partner will be contacted for assistance in resolution.

15. Is there a limit as to how many new, 3-year subscriptions may be purchased per serial number?

Customers are eligible to purchase one new 3-year subscription for **each seat** associated with serial number(s) they submit.

16. Is there a limit as to how many serial numbers can be submitted per customer?

No. There is no limit as to how many valid serial numbers for eligible products customers may be submitted, providing they follow the terms and conditions of the offer.

17. What if customers have multi-packs or multiple seats for one serial number?

Customers are eligible to purchase one 3-year subscription for **each seat** associated with a valid serial number, but can only submit a serial number one time.

Example: A customer has an AutoCAD LT® 2008 5-pack. They are eligible to receive the promotional discount on **up to 5** new subscriptions. At the time of submission, they will be trading in all 5 AutoCAD LT® 2008 perpetual licenses, regardless of how many of the discounted new subscriptions they are purchasing.

Exceptions are available for customers who want to purchase fewer new subscriptions and are not willing to submit all licenses associated with the serial number (for instance, in this example, they may want to submit 3 licenses and keep 2 perpetual licenses). In those select cases, the serial number can be split prior to placing the order. Splitting the serial number can be done in Partner Center. The original serial number should be the one used for the submission.

18. Do customers have to purchase the same products as the perpetual license?

No, customers do not need to purchase the same product, however the restrictions mentioned above apply.

See [Table 1](#) of the Appendix to see eligible products for this offer. See [Table 2](#) of the Appendix to see eligible products to submit.

Note: Autodesk LT® Family licenses are not eligible to be submitted for industry collection multi-user product.

19. If a customer has a multi-pack or multiple seats for one serial number, do all of the new subscriptions have to be the same product?

No. Customers may purchase any of the eligible products listed in the appendix tables and per the aforementioned requirements up to the number of licenses.

APPENDIX

Table 1: The following list includes the eligible “going to” subscription products.

Eligible subscription products	
General Design	Autodesk® AutoCAD®/AutoCAD® for Mac
	Autodesk® AutoCAD® Raster Design
AEC	Autodesk® AutoCAD® Architecture
	Autodesk® Advance Steel Premium/ Advance Steel AutoCAD® Bundle
	Autodesk® AEC Industry Collection
	Autodesk® AutoCAD® Civil 3D®
	Autodesk® AutoCAD® Map 3D
	Autodesk® AutoCAD® MEP
	Autodesk® AutoCAD® P&ID
	Autodesk® AutoCAD® Plant 3D
	Autodesk® AutoCAD® Utility Design
	Autodesk® Dynamo Studio
	Autodesk® Fabrication CADmep/CAMduct/ ESTmep
	Autodesk® Infracore 360
	Autodesk® MEP Fabrication Suite
	Autodesk® Navisworks® Manage/ Autodesk® Navisworks® Simulate
	Autodesk® Point Layout
	Autodesk® Revit®
	Autodesk® Robot™ Structural Analysis Pro
	Autodesk® Structural Fabrication Suite
	Autodesk® Vehicle Tracking
	ANIM
Autodesk® M&E Collection	
Autodesk® Maya®	
Autodesk® Maya® LT	
Autodesk® MotionBuilder	
MFG	Autodesk® AutoCAD® Electrical
	Autodesk® Fusion 360
	Autodesk® AutoCAD® Mechanical
	Autodesk® Inventor® Professional
	Autodesk® Product Design Collection
	Autodesk® Vault Professional
	Autodesk® Vault Office
Autodesk® Vault Workgroup	
LT Family	Autodesk® AutoCAD® LT/LT for Mac
	Autodesk® AutoCAD® LT Civil Suite
	Autodesk® Inventor LT™
	Autodesk® AutoCAD Inventor LT™ Suite
	Autodesk® Revit LT™
	Autodesk® AutoCAD Revit LT™ Suite

Table 2: The following list includes the “coming from” qualifying perpetual licenses.

“Coming From” qualifying R14-2017 (Recent products titles listed. Eligible products are all equivalent titles from R14-2017)	
Suites	All Autodesk Design or Creation Suites (Ultimate, Premium or Standard)
General Design	Autodesk® AutoCAD®/AutoCAD® for Mac
AEC/ENI	Autodesk® AutoCAD® Architecture / Architectural Desktop
	Autodesk® Architectural/ Architectural Professional/ Architectural Designer
	Autodesk® AutoCAD® Civil/ Civil 3D®
	Autodesk® AutoCAD® Civil Series
	Autodesk® Fabrication Products
	Autodesk® AutoCAD® Land Development Dsktp (LDDT)/ Land Dsktp (LDT)
	Autodesk® AutoCAD® Map3D
	Autodesk® AutoCAD® Map3D Enterprise
	Autodesk® AutoCAD® MEP
	Autodesk® AutoCAD® P&ID
	Autodesk® AutoCAD® Plant 3D
	Autodesk® AutoCAD® Visualization Suite
	Autodesk® Building Services
	Autodesk® InfraWorks™/ Infrastructure Modeler
	Autodesk® Navisworks® Manage
	Autodesk® Revit® Architecture/Revit® MEP/Revit® Structure & Revit® Suites
	Autodesk® Revit®
	Autodesk® Revit® Building
	Autodesk® Revit® Series /Building
	Autodesk® Revit® Series – AutoCAD®, Structure, Systems Plus
	Autodesk® Robot™ Structural Analysis/Professional
	Autodesk® Survey
	Autodesk® AutoCAD® Utility Design
	Autodesk® Advanced Steel Premium/ Advanced Steel AutoCAD® Bundle
	AutoCAD LT Civil Suite
	CAiCE Visual Construction/Roads/Survey/Survey and Roads
ANIM	Autodesk® 3ds Max®
	Autodesk® 3ds Max® Design
	Autodesk® 3ds Max® Real-Time Animation
	Autodesk® 3ds VIZ®
	Autodesk® Maya®
	Autodesk® Maya® LT
	Autodesk® Maya® Unlimited/Complete
	Autodesk® MotionBuilder

	Autodesk® Maya® Entertainment Creation Suite Standard
	Autodesk® 3ds Max® Entertainment Creation Suite Standard
	Autodesk® 3ds Max® Entertainment Creation Suite Ultimate
MFG	Autodesk® AutoCAD® Electrical
	Autodesk® Building Electrical
	Autodesk® HSMWorks Premium/Professional
	Autodesk® Intent Professional
	Autodesk® Inventor®/Inventor® Engineer-to-Order/Inventor Professional /Inventor® Publisher
	Autodesk® Inventor® Series (AIS), Inventor Suite
	Autodesk® Inventor® Suites – Professional, Routed, Simulation
	Autodesk® AutoCAD® Mechanical
	Autodesk® Vault Professional
LT Family	Autodesk® AutoCAD® LT/LT for Mac
	Autodesk® Inventor LT™
	Autodesk® AutoCAD Inventor LT™ Suite
	Autodesk® Revit LT™
	Autodesk® AutoCAD Revit LT™ Suite

* Discounts and savings are based on SRP for the selected product. SRP is Autodesk’s suggested retail price (excluding freight, handling and taxes) for the specified product in your region. SRP is used for reference purposes only as the actual retail price is determined by your reseller. Offer subject to reseller participation. Resellers are independent and free to set their own prices. Reseller prices may vary.

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