

FY17 Q1 Autodesk – Global Field Promotion

Frequently Asked Questions

Your customers can lock in their price and save with this special offer for their favorite Autodesk products—including AutoCAD®, Revit®, Inventor®, 3ds Max®, and more.

GENERAL INFORMATION

1. What is the Autodesk FY17 Q1 Global Field Promotion (GFP)?

The GFP consists of the following three offers for Authorized Channel Partners selling subscriptions to new or existing customers:

- 1) **70% off the SRP*** of 3-year subscriptions of any eligible product when existing customers trade-in the serial number and all associated seats of any non-current (“legacy”) 2005-2015 perpetual licenses. Refer to the “[Legacy Offer](#)” section for terms and conditions and the “[Appendix](#)” for a complete list of eligible products.
- 2) **5% off the SRP*** of 2-year and **10% off the SRP*** of 3-year subscriptions to any eligible product for resale to new or existing customers. Refer to the “[New Subscription Multi-Year Offer](#)” section for terms and conditions and the “[Appendix](#)” for a complete list of eligible products.

2. What is the promotional period?

The offers are available from February 7, 2016 through April 15, 2016 (dates inclusive).

3. Where can customers learn more about subscription options?

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

4. What countries are eligible to participate?

The offers are available in China, Hong Kong and Taiwan.

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

Yes. The offers apply to both single-user and multi-user subscriptions.

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. Will Autodesk offer the full discount % to Authorized Channel Partners if the customer is adding to an existing subscription or maintenance plan contract?

Yes, for **same-term** subscriptions. This promotion offers the full discount percentage even if the customer is adding an existing subscription or maintenance plan, provided they are the **same term lengths** (2-year to 2-year or 3-year to 3-year).

Customer Status	Example situation	Solution	Additional Information
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New customer	Customer has no Autodesk products.	Buy new 2- or 3- year subscription with 5% or 10% discount respectively.	
Existing customer –no current products, but has 2005-2015 perpetual licenses	Customer has 4 licenses of AutoCAD 2008.	Trade-in perpetual license(s) for new 3-year subscription(s) with 70% discount.	
Existing customer – has 2016 expired maintenance	Customer's AutoCAD 2016 maintenance plan expired	Buy new 2- or 3- year subscription with 5% or 10% discount respectively.	
Existing customer – current maintenance and/or subscription only (no legacy)	Current 2- or 3- year maintenance plan expiring in less than 1 year.	Buy new 2- or 3- year subscription with 5% or 10% discount respectively.	Pro-rated and discounted to remaining months only (no requirement as to how many months must be remaining). Can co-term ONLY if existing maintenance is like term (2-year to 2-year or 3-year to 3-year term).
	Current 1 year maintenance plan or subscription.	Buy new 2- or 3- year subscription with 5% or 10% discount respectively.	Cannot co-term because term lengths are not alike.
	Current 1 year maintenance or subscription plan expiring in current renewal period, Feb-Apr, 2016.	Renew existing maintenance plan and/or purchase new 2- or 3-year subscription.	Cannot add a 2- or 3-year subscription to an existing 1 year subscription or maintenance plan. If renewing an existing maintenance plan, can co-term a new subscription contract.
Existing customer – has current maintenance plan and/or subscription and 2005-2015 perpetual licenses	Current 3-year maintenance plan expiring, in 2016 and an AutoCAD 2012.	Trade-in perpetual license(s) for new 3-year subscription(s) with 70% discount.	Pro-rated and discounted - to remaining months only (no requirement as to how many months must be remaining). Can co-term ONLY if existing maintenance is a 3-year term. Or, can start new contract.
	Current 1 year maintenance plan or subscription expiring in 2016 and an AutoCAD 2012.	Trade-in perpetual license(s) for new 3-year subscription(s) with 70% discount.	Cannot co-term because term lengths are not alike. However, if maintenance plan is within renewal period, can renew and co-term . Or, can purchase 3-year subscription and renew maintenance plan when eligible to co-term to new subscription contract.

9. Can the offers be combined with each other or any other offers?

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

1. EXISTING CUSTOMER “LEGACY” OFFER

10. What is the Q1 “Legacy” offer for Authorized Channel Partners?

70% off the SRP* of 3-year subscriptions of any eligible product when existing customers trade-in the serial number and all associated seats of any non-current (“legacy”) 2005-2015 perpetual licenses. Refer to the “[Legacy Offer](#)” section for terms and conditions and the “[Appendix](#)” for a complete list of eligible products.



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

Yes. For Partners to receive the 70% discount, customers must agree to trade-in the eligible perpetual serial number and uninstall all seats corresponding to that serial number.

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

No. As part of the terms and conditions of the “Legacy” offer, the customer agrees to trade-in the eligible perpetual license serial number and uninstall all seats corresponding to that serial number.

13. How does the order process work?

Trade-in of the perpetual license must occur prior to purchase. The end customer, or the partner on behalf of the customer, completes the trade-in by going to www.autodesk.com/tradeinpromo. At this site, required fields including but not limited to customer name, trade-in serial number, and email address must be completed. The status of each serial number entered will be available in real time. Confirmation of qualified serial numbers will be sent by email within moments of submission. Invalid serial numbers will be nullified on the site and will not be included in the confirmation email. Upon receipt of the confirmation email, customers and/or partners are eligible to complete the purchase using the appropriate promotion skus from the current price list. Subsequent to validation, the submitted perpetual license serial number and all seats corresponding will be flagged in the Autodesk system as no longer valid or eligible to be used.

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

Partners are eligible to purchase one new 3-year subscription for **each seat** corresponding with a single serial number, providing the end customer agrees to trade-in and uninstall the perpetual license(s).

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

No. There is no limit as to how many valid serial numbers for eligible products customers may use, providing they agree to trade-in and uninstall the perpetual license(s).

16. Can a customer use a serial number that was used for one of the legacy offers in FY16?

Yes. As long as the serial number is eligible under the terms and conditions of the current offer, serial numbers that were previously used in FY16 for other legacy offers are eligible to be traded-in.

17. What if the customer has multi-packs or has multiple seats for one serial number?

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

For example: A customer has an AutoCAD LT 2008 5-pack. Partners are eligible to receive the 70% discount on **up to 5** new subscriptions for resale to the customer, provided the customer trades in all 5 AutoCAD LT 2008 licenses.

18. Does the subscription need to be the same as the perpetual serial number?

Generally, no. Partners are eligible for the discount for any 3-year subscription listed in [Table 1](#) of the Appendix purchased with the trade-in of an eligible perpetual license for any of the products listed in [Table 2](#) of the Appendix.

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

No. Customers may purchase any of the eligible products listed in [Table 1](#) of the Appendix.

20. What products are eligible to be purchased with the discount?

Please refer to [Table 1](#) in the Appendix for a complete list of eligible products.

21. What are the 2005-2015 perpetual licenses that can be traded-in to receive the subscription discount?

Please refer to [Table 2](#) of the Appendix for a complete list of eligible 2005-2015 perpetual licenses that are eligible to be traded-in to receive the subscription discount.

2. NEW SUBSCRIPTION MULTI-YEAR OFFER

22. What is the New Subscription Multi-Year Offer?

5% off the SRP* of 2-year and **10% off the SRP*** of 3-year subscriptions to any eligible product for new or existing customers. Refer to the "[New Subscription Multi-Year Offer](#)" section for terms and conditions and the "[Appendix](#)" for a complete list of eligible products.

23. Is there a limit as to how many multi-year subscriptions can be purchased at the discounted price?

No. The discounts are applicable on all new multi-year subscriptions.

24. Are perpetual license maintenance plans eligible for the discounts?

No. The offer is for multi-year purchases of subscriptions. It is not applicable to maintenance plans.

25. What products are eligible to be purchased with the discount?

Please refer to [Table 1](#) in the Appendix for a complete list of eligible products.

APPENDIX

Table 1: The following list includes the subscription products eligible for the offers.

Eligible subscription products		New 2-year subscription discount	New 3-year subscription discount	New 3-year subscription discount with trade-in
General Design	Autodesk® AutoCAD®/AutoCAD® for Mac	5%	10%	70%
	Autodesk® AutoCAD® Raster Design	5%	10%	70%
AEC	Autodesk® AutoCAD® Architecture	5%	10%	70%
	Autodesk® Advanced Steel Premium/ Advanced Steel AutoCAD® Bundle	5%	10%	70%
	Autodesk® AutoCAD® Civil 3D®	5%	10%	70%
	Autodesk® AutoCAD® Map 3D	5%	10%	70%
	Autodesk® AutoCAD® MEP	5%	10%	70%
	Autodesk® AutoCAD® P&ID	5%	10%	70%
	Autodesk® AutoCAD® Plant 3D	5%	10%	70%
	Autodesk® AutoCAD® Utility Design	5%	10%	70%
	Autodesk® Building Design Suite Standard, Premium, or Ultimate	5%	10%	70%
	Autodesk® Dynamo Studio	5%	10%	70%
	Autodesk® Fabrication CADmep/CAMduct/ ESTmep	5%	10%	70%
	Autodesk® Infrastructure Design Suite Standard, Premium, or Ultimate	5%	10%	70%
	Autodesk® Infracore 360	5%	10%	70%
	Autodesk® MEP Fabrication Suite	5%	10%	70%
	Autodesk® Navisworks® Manage/ Autodesk® Navisworks® Simulate	5%	10%	70%
	Autodesk® Plant Design Suite Standard, Premium or Ultimate	5%	10%	70%
	Autodesk® Point Layout	5%	10%	NA
	Autodesk® Revit® Architecture	5%	10%	70%
	Autodesk® Revit® Collaboration Suite	5%	10%	70%
	Autodesk® Revit® MEP	5%	10%	70%
	Autodesk® Revit® Structure	5%	10%	70%
	Autodesk® Robot™ Structural Analysis Pro	5%	10%	70%
	Autodesk® Structural Fabrication Suite	5%	10%	70%
Autodesk® Vehicle Tracking	5%	10%	70%	

ANIM	Autodesk® 3ds Max®	5%	10%	70%
	Autodesk® 3ds Max® Entertainment Creation Suite Standard	5%	10%	70%
	Autodesk® Entertainment Creation Suite Ultimate	5%	10%	70%
	Autodesk® Maya®	5%	10%	70%
	Autodesk® Maya® LT	5%	10%	70%
	Autodesk® Maya® Entertainment Creation Suite Standard	5%	10%	70%
	Autodesk® MotionBuilder	5%	10%	70%
	Autodesk® Stingray	5%	10%	70%
MFG	Autodesk® Alias AutoStudio/Concept/Design/Speedform/ Surface	5%	10%	NA
	Autodesk® AutoCAD® Electrical	5%	10%	70%
	Autodesk® AutoCAD® Mechanical	5%	10%	70%
	Autodesk® CFD Flex	5%	10%	NA
	Autodesk® Factory Design Suite Standard, Premium or Ultimate	5%	10%	70%
	Autodesk® HSMWorks Premium/Professional	5%	10%	NA
	Autodesk® Inventor®/Inventor Professional	5%	10%	70%
	Autodesk® Inventor®HSM/Inventor HSM Pro	5%	10%	NA
	Autodesk® Moldflow Flex	5%	10%	NA
	Autodesk® Product Design Suite Premium or Ultimate	5%	10%	70%
	Autodesk® Showcase®	5%	10%	NA
	Autodesk® Simulation Mechanical Flex	5%	10%	NA
	Autodesk® Studio Wall	5%	10%	NA
	Autodesk® Vault Office/Professional/Workgroup	5%	10%	70%
Autodesk® VRED/VRED Design/Presenter/Professional/Render Node/Server	5%	10%	NA	
LT Family*	Autodesk® AutoCAD® LT/LT for Mac	5%	10%	70%
	Autodesk® Inventor LT™	5%	10%	70%
	Autodesk® AutoCAD Inventor LT™ Suite	5%	10%	70%
	Autodesk® Revit LT™	5%	10%	70%
	Autodesk® AutoCAD Revit LT™ Suite	5%	10%	70%

Table 2: The following list includes the “coming from” eligible perpetual licenses and related “going to” subscriptions.

“Coming From” eligible 2005-2015 perpetual license products	
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 Design
	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® Navisworks® Simulate
	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® AutoCAD® Utility Design
	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® Unlimited/Complete
	Autodesk® MotionBuilder
	Autodesk® Softimage®/Advanced/ECS
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 Office/Professional/Workgroup
LT Family*	Autodesk® AutoCAD® LT/LT for Mac
	Autodesk® Inventor LT™

	Autodesk® AutoCAD Inventor LT™ Suite
	Autodesk® Revit LT™
	Autodesk® AutoCAD Revit LT™ Suite

* SRP is Autodesk's suggested retail price (excluding freight, handling and taxes) for the specified product in your region.

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