

# Autodesk FY20 Q2-Q3 – Global Field Promotion

## Frequently Asked Questions (FAQ)

Now is a great time for customers to upgrade their perpetual license to a subscription and receive the benefits of subscription. In addition to more value and flexibility than perpetual licenses, customers can save up to 20%\*\* when trading in qualifying perpetual licenses that are not on maintenance plans, for a subscription to the latest Autodesk industry collections or to most individual products—like AutoCAD® including specialized toolsets, AutoCAD LT®, Civil 3D®, Revit®, Inventor®, 3ds Max® and more.

### GENERAL INFORMATION

#### 1. What is the Autodesk FY20 Q2-Q3 Upgrade Your License to a Subscription Global Field Promotion (GFP)?

Customers can save up to 20%\*\* on the Autodesk Suggested Retail Price (SRP) for industry collections or most individual products when they purchase eligible 1-year or 3-year term subscriptions with single- or multi-user access and submit qualifying associated seats of release year 2014-through 2019 perpetual licenses not on an active maintenance plan (any attached maintenance plan must have expired on or before April 30, 2019 for the perpetual license to be eligible for this offer). A valid, eligible serial number must accompany each corresponding perpetual license submitted must be submitted for this promotion.

Serial numbers must be submitted at: <http://www.autodesk.com/tradeinpromo>

Or the Serial Number submission light box on the applicable Autodesk.com/subscribe page.

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

#### 2. How does the order process work?

1. **Submission of the perpetual license serial number 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/tradeinpromo>.
2. At this site, information for the required fields, including but not limited to customer name, submission serial number, and email address, must be provided.
3. After the submission, the perpetual license serial number and all corresponding seats will be flagged in the Autodesk system as no longer valid or eligible to be submitted for other offers.
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 monitor all serial number submissions and orders placed. In the event of a discrepancy between a submission and order, the submitter will be contacted for assistance in resolution.
6. Subject to item 7, the customer agrees that Autodesk may suspend the license corresponding with the submitted serial number(s) and the customer agrees to no longer use such licenses.
7. If the customer returns the subscription within the right of return period in the applicable Terms of Use, the customer will be eligible to switch back to a perpetual license. The return shall be in full and final settlement of all claims.

#### 3. What is the promotional period?

This offer is available May 7 through October 25, 2019 (dates inclusive).

**4. What countries are eligible to participate?**

This offer is available in Japan, Korea, Australia, New Zealand, ASEAN countries, Taiwan, China, Hong Kong and India.

**5. What term lengths can customers purchase at the discount?**

Customers are eligible to submit their perpetual licenses and receive a discount on either a 1- OR a 3-year term subscription.

**6. Is the discount available for both single-user and multi-user subscriptions?**

Yes. The offer applies to both single-user and multi-user subscriptions. Additionally, the deployment of the submitted license does not need to be the same as the deployment of the subscription purchased. For example, a customer may submit a single-user AutoCAD serial number and purchase a multi-user AutoCAD or any other eligible product, including collections.

**7. Is the discount available for subscription renewals?**

No. The offer is for new subscriptions with a perpetual license (not on maintenance) that is submitted as outlined in this FAQ.

**8. 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.

**9. If a customer purchases a Media & Entertainment Collection as part of the GFP, are they eligible to participate in the Media & Entertainment with Arnold Bundle?**

Yes, if a customer purchases a M&E Collection as part of the GFP, the promotion can be combined with this bundle. Therefore, a customer would be eligible to receive the M&E Collection at the GFP discount and receive 5 subscriptions of Arnold for free. Please note the subscription term length for the Arnold subscriptions must match the term length for the M&E Collection.

**10. Can a customer apply an Extra Territory Rights (ETR) uplift to a subscription they purchased with this offer?**

No. Subscriptions purchased through this offer cannot have ETR attached.

**11. Will Autodesk offer the full discount % if the customer is adding to an existing subscription?**

Yes, for same-term subscriptions. This promotion offers the full discount percentage\*\* even if the customer is co-termining to match an existing subscription, provided they are the same term length (new 1- or 3-year to existing 1-year or 3-year term).

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

Yes. To receive the discount, customers must submit the eligible perpetual license serial number(s) and no longer use any seats associated to that serial number(s). Once the submission is completed the serial number(s) cannot be traded in or used to achieve a promotion discount a second time.

**13. Can customers continue to use the perpetual license after they purchase the discounted 1- or 3-year subscription?**

No. As part of the terms and conditions of this offer, the customer agrees to submit the eligible perpetual license and no longer use any seats associated with that serial number(s). Note that customers who cancel or return their purchase should contact Autodesk\_CS@pmci.com as noted in question 2.4 above.

**14. How do customers know if a perpetual license serial number is valid?**

A license as identified by the serial number is valid if it is a 2014 – 2019 eligible perpetual product license not on maintenance (expired on or before April 30, 2019) and has not been submitted for a previous promotion. Additionally, it could not have been used for a perpetual license upgrade or on a maintenance plan and fulfilled to a newer perpetual license. Licenses must be commercial versions and registered. The submission site is not intended to be used as a singular source to validate serial numbers but will indicate if a serial number has been previously submitted during a legacy trade-in offer and therefore is not eligible.

Submission of a valid serial number is required for compliance with the terms and conditions of this offer.

Note: Customers can request a [License Report](#), which is delivered by Autodesk directly to the customer, and should show a customer’s assets, including those that are eligible.

**15. How many discounted subscriptions may be purchased per serial number?**

Customers are eligible to purchase one new 1- or 3- year subscription for each seat associated with the eligible serial number(s) submitted up to a total of 50 seats.

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

Customers are eligible to purchase one discounted subscription for each seat associated with a valid serial number up to 50 seats but can only submit a serial number one time.

Example: A customer has an AutoCAD LT® 2015 5-pack. They are eligible to receive the discount on up to 5 new subscriptions. At the time of submission, they will be trading in all 5 AutoCAD LT® 2015 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 the example above, they may want to submit 3 licenses and keep 2 perpetual licenses). In those select cases, please contact your Autodesk Reseller for assistance.

**17. Is there a limit as to how many seats can be submitted per customer?**

Yes. Customers are eligible to submit a total of 50 seats under the terms and conditions of this offer. For example: customers may submit 50 serial numbers, each with one seat, OR 1 serial number with 50 seats OR any other variation not to exceed a total of 50 seats, except for AutoCAD LT Family. There is no seat limit for AutoCAD LT Family products being traded in.

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

No, customers do not need to purchase the same product, however the seat and eligibility 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.

**APAC:** Autodesk LT Family product licenses are eligible to be submitted for AutoCAD LT Family and AutoCAD product licenses only.

**Japan:** Autodesk LT Family product licenses are eligible to be submitted for AutoCAD LT Family and AutoCAD product licenses only.

**19. If a customer has a multi-pack or multiple seats for one serial number, do all 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 requirements up to the number of licenses traded in.

**20. How does the Q2 Upgrade Your License to a Subscription GFP Promotion differ from the Move to Subscription Offer?**

The Q2 Upgrade Your License to a Subscription GFP is a limited-time opportunity for customers who have old perpetual licenses without active maintenance plans (expired on or before April 30, 2019) to submit and save up to 20%\*\* on qualifying new 1- or 3-year subscriptions to Autodesk products.

The Move to Subscription Offer is an ongoing opportunity for customers whose maintenance plans are up for renewal to switch to subscription and secure special pricing going forward. More information is available at [www.autodesk.com/campaigns/maintenance-to-subscription](http://www.autodesk.com/campaigns/maintenance-to-subscription).

**21. Is the promotion available on the Autodesk Store?**

Yes, at select Autodesk stores. 1- and 3-year subscriptions to **select** eligible products through this offer are available online through Autodesk stores. Please refer to Autodesk.com to confirm your location.

## Autodesk Partner-specific questions

**1. Where can the promotional SKUs be found?**

The promotional SKUs are available on the current price list. Government customers are eligible to participate by way of Government SKUs where applicable. If Government SKUs do not exist per specific product, the Government customer should purchase commercial promotional SKUs through an authorized reseller.

**2. Are Named Accounts with volume purchase programs eligible to participate in the GFP?**

Yes, but discounts offered by Autodesk under this offer cannot be combined with any discounts provided by Autodesk to contracted accounts according to any relevant agreements. Example: Customers with Volume Purchase Agreements (VPAs) cannot combine volume discounts provided under their VPA contract. Named Accounts may choose to select either the contracted discount OR the promotional discount, but not both.

**3. How can Autodesk Partners determine if a serial number is valid?**

Submission of a valid serial number is required for compliance with the terms and conditions of the offer.

- The submission site is not intended to be used as a singular source to validate serial numbers but will indicate if a serial number has been used previously during a previous submission offer and therefore is not eligible.
- To further validate serial number eligibility Partners should go to Partner Center > Operations > Account Search > enter Serial Number, at which point the Partner will be able to view information on that serial number. Then select the tab "Non-Contracted Assets". Licenses eligible for trade-in will have;
  - Status = Registered
  - License Behavior = Permanent (perpetual license)
  - Usage Type = COM (commercial license)

For more information refer to Partner Center > Help > Partner Help and search for ‘Serial Number Validation’.

The Account Search can also be used to search for all Account Assets where the Partner is reseller of record by searching for the Account Name or CSN.

Note: Customers can request a [License Report](#), which is delivered by Autodesk directly to the customer, and should show a customer’s assets.

**4. Can customers use a serial number that was previously submitted for another Legacy offer?**

No. If a serial number has been submitted for a previous offer, the serial number(s) cannot be submitted a second time.

**5. Will Partner Center reflect if a perpetual license has been submitted for this promotion?**

Partner Center will not be updated in real time to reflect all serial numbers submitted. However, the submission site will indicate if a serial number has been used in a previous offer and therefore is not eligible. To further validate serial number eligibility Partners should go to Partner Center. It is also recommended that Partners maintain records of their submissions.

**6. What is the process for Autodesk partners if customers have multi-packs or multiple seats for one serial number and wish to submit only a portion?**

Example: A customer has an AutoCAD LT® 2015 5-pack, however wish to submit only 3 licenses.

In these select cases, the Autodesk partners should contact Client Services and the license can be split into two serial numbers before placing the order. The original serial number is the one that should be the one used for submission. Please note this cannot be completed in Partner Center.

**7. Where can I find additional sales and marketing information for this offer?**

All specific GFP promotional sales & marketing tools can be found on the Partner DAM starting May 1, 2019:

<https://dam.autodesk.com/portals/govx0i5e/GFPGlobal>

Including sales sheet, customer presentation, flyer, banners, emails, campaign imagery, copy, etc.

## APPENDIX

**Table 1:** The following list includes the eligible “going to” subscription products. Customers may submit for a 1-year OR a 3-year subscription and receive up to 20% off the SRP. Note the SRP of a subscription with a 3-year term reflects a 10% savings as compared to the annual price times 3 years.

Subscription Products Eligible for 20% savings off SRP	
Industry Collections	<a href="#">AEC Collection</a>
	<a href="#">Product Design and Manufacturing Collection</a>
	<a href="#">M&amp;E Collection</a>
General Design	<a href="#">AutoCAD® including specialized toolsets</a>
AEC	<a href="#">Advance Steel</a>
	<a href="#">Civil 3D®</a>
	<a href="#">Fabrication CADmep/CAMduct/ESTmep</a>
	<a href="#">Infraworks 360</a>
	<a href="#">Navisworks® Manage/ Autodesk® Navisworks® Simulate</a>
	<a href="#">Point Layout</a>
	<a href="#">Revit®</a>
ANIM	<a href="#">3ds Max®</a>
	<a href="#">Maya®</a>
	<a href="#">Maya® LT</a>
	<a href="#">MotionBuilder</a>
MFG	<a href="#">Alias Concept</a>
	<a href="#">CFD Premium, Ultimate</a>
	<a href="#">EAGLE</a>
	<a href="#">Fusion 360</a>
	<a href="#">Inventor® Professional</a>
	<a href="#">Moldflow Adviser Premium</a>
	<a href="#">Moldflow Adviser Ultimate</a>
	<a href="#">Moldflow Insight Standard</a>
	<a href="#">Moldflow Insight Premium</a>
	<a href="#">Moldflow Insight Ultimate</a>
	<a href="#">Moldflow Synergy</a>
	<a href="#">Vault Office</a>
	<a href="#">Vault Professional</a>
	LT Family*
<a href="#">AutoCAD® LT with CALS Tools (Japan only)</a>	
<a href="#">Revit LT™</a>	
<a href="#">AutoCAD Revit LT™ Suite</a>	
Subtractive	<a href="#">FeatureCAM® Standard, Premium, Ultimate</a>
	<a href="#">PowerInspect® Standard, Premium, Ultimate</a>
	<a href="#">PowerMill® Standard, Premium, Ultimate</a>
	<a href="#">PowerShape® Standard, Premium, Ultimate</a>

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

"Coming From" qualifying 2014-2019\* perpetual licenses not on an active maintenance plan  
(expired on or before April 30, 2019)

General Design	AutoCAD® / AutoCAD® for Mac
	AutoCAD® Design Suite (Standard, Premium, or Ultimate)
AEC	Advance Steel Premium/ Advance Steel AutoCAD® Bundle/Advance Concrete
	AutoCAD® Architecture / Architectural Desktop
	AutoCAD® LT Civil Suite
	AutoCAD® Map3D
	AutoCAD® MEP
	AutoCAD® P&ID
	AutoCAD® Plant 3D
	Building Design Suite (Standard, Premium, or Ultimate)
	CAiCE Visual Construction/Roads/Survey/Survey and Roads
	Civil 3D®
	Fabrication Products
	Infrastructure Design Suite (Standard, Premium, or Ultimate)
	InfraWorks™/ Infrastructure Modeler
	Navisworks® Manage
	Plant Design Suite (Standard, Premium, or Ultimate)
	Revit® Architecture/Revit® MEP/Revit® Structure
	Revit®
	Robot™ Structural Analysis Professional
ANIM	3ds Max®
	3ds Max® Design
	3ds Max® Entertainment Creation Suite Standard
	Entertainment Creation Suite Ultimate
	Maya®
	Maya® Entertainment Creation Suite Standard
	Maya® LT*
	Maya® Unlimited/Complete
	MotionBuilder
MFG	Alias Design
	AutoCAD® Electrical

	AutoCAD® Mechanical
	CFD Design Study Environment
	CFD (Basic, Advanced, Motion)
	Factory Design Suite (Standard, Premium, or Ultimate)
	HSMWorks Premium/Professional
	Inventor® HSM, Inventor HSM Professional
	Inventor®/ Inventor® Engineer-to-Order/ Inventor® Professional/ Inventor® Publisher
	Moldflow Adviser (Standard, Premium, Ultimate)
	Moldflow Design
	Moldflow Insight (Standard, Premium, Ultimate)
	Moldflow Synergy
	Nastran
	Nastran In-CAD
	Product Design Suite (Standard, Premium, or Ultimate)
	Showcase®
	Simulation Mechanical
	Vault Office
	Vault Professional
	Vault Workgroup
LT Family	AutoCAD® LT / AutoCAD® LT for Mac*
	Inventor LT™
	AutoCAD Inventor LT™ Suite
	Revit LT™
	AutoCAD Revit LT™ Suite
Delcam	ArtCAM®, Standard, Premium, Ultimate
	FeatureCAM® Standard, Premium, Ultimate
	PowerInspect® Standard, Premium, Ultimate
	PowerMill® Standard, Premium, Ultimate
	PowerShape® Standard, Premium, Ultimate

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\*\*Offer subject to reseller participation. Channel partners are independent and free to set their own prices. Reseller prices may vary. Advertised discounts and savings are based on the Autodesk Suggested Retail Price (excluding taxes) for specified product. Autodesk's Suggested Retail Price is used for reference purposes only and may not be in local currency. Actual retail price is determined by customer's selected reseller and is subject to currency fluctuation. Autodesk, the Autodesk logo, AutoCAD LT, 3ds Max, ArtCAM, AutoCAD, Civil 3D, FeatureCAM, Infracore, Inventor, Inventor LT, Maya, Maya LT, MotionBuilder, Navisworks, Revit, Revit LT, Robot, Showcase, are registered trademarks or trademarks of Autodesk, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective holders. Autodesk reserves the right to alter product and services offerings, and specifications and pricing at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document.  
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