

# FY18Q3 Autodesk – Global Field Promotion

## Frequently Asked Questions (FAQ)

Customers can save up to 30%\* when submitting qualifying perpetual serial numbers for subscriptions to the latest Autodesk industry collections, or up to 20%\* on most other products—including AutoCAD®, AutoCAD LT®, Revit®, Inventor®, 3ds Max®, and more.

### GENERAL INFORMATION

#### 1. What is the Autodesk FY18 Q3 Global Field Promotion (GFP)?

Customers can save up to 30%\* on the Autodesk Suggested Retail Price (SRP) for industry collections and/or up to 20%\* on the SRP for most individual products when they purchase eligible 1- or 3-year term subscriptions with single- or multi-user access and submit qualifying (“legacy”) serial numbers and all associated seats of R14 (*release year 1998*) through 2017 perpetual licenses not on an active maintenance plan.

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

For ASEAN countries, qualifying LT family products can be submitted for any eligible 1- or 3-year subscriptions to Autodesk software, including industry collections with single-user access.

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?

For ASEAN countries, the offer is available from August 7, 2017 through October 20, 2017 (dates inclusive).

#### 3. Where can customers learn more about subscription options?

Customers can go to [www.autodesk.com/subscription](http://www.autodesk.com/subscription) for more information about subscription.

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

This offer is available in ASEAN countries.

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

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

#### 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, standalone legacy seats may be submitted to receive the discount on multi-user subscription(s).

Note: Autodesk LT Family product licenses are not eligible to be submitted for a multi-user industry collection subscription in ASEAN countries.

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

No. The offer is for new subscriptions only.

#### 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 and Entertainment Collection as part of the Global Field Promotion, are they eligible to participate in the Media & Entertainment with Arnold Bundle Promotion?**

Yes, if a customer purchases a M&E Collection as part of the GFP, the promotion can be combined with the separate bundle offer. 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. Offer is not available on Autodesk Store.

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

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: Accounts with EBAs (Enterprise Business Agreements) are not eligible. Named Accounts may choose to select either the contracted discount OR the promotional discount, but not both.

**11. Will Autodesk offer the full discount % 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-termining to match an existing subscription, provided they are the same term length (New 1- or 3-year to existing 1- or 3-year term).

Customer Status	Example situation	Solution	Additional Information
Has R14-2017 perpetual licenses	AutoCAD 2008 perpetual licenses. Licenses were never on maintenance or maintenance expired.	Submit perpetual license(s) for new 1- or 3-year subscription(s) with up to 30%* discount.	<b>New contract</b> available.
Has 2017 expired maintenance	AutoCAD 2017 maintenance expired	Submit perpetual license(s) for new 1- or 3-year subscription(s) with up to 30%* discount.	<b>New contract</b> available.
Has current 3-year subscription and R14-2017 perpetual licenses	Current 3-year subscription expiring in 2017 and an AutoCAD 2012.	Submit perpetual license(s) for new 1- or 3-year subscription(s) with up to 30%* discount.	<b>Co-Term</b> available into the 1- or 3-year contract. <b>Prorated</b> discount applied to remaining months only. (No requirement for how many months must be remaining).  (OR) <b>New 3-year contract</b> available.

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

Yes. To receive the 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 please note Qu. 12 below.

**13. 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.

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

A serial number is valid if it is an R14-2017 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.

**15. 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 the submission, the perpetual license serial number and all seats corresponding will be flagged in the Autodesk system as no longer valid or 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](mailto: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.

**16. Is there a limit as to how many new, 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 serial number(s) they submit.

**17. 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 may be submitted, providing they follow the terms and conditions of the offer.

**18. 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, but can only submit a serial number one time.

Example: A customer has an AutoCAD LT® 2008 5-pack. They are eligible to receive up to 20%\* discount on **up to 5** new subscriptions. At the time of purchase, they will be submitting 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 the example above, they may want to submit 3 licenses and keep 2 perpetual licenses). In those select cases, please contact Client Services and they can split the serial number prior to placing the order. The original serial number should be the one used for the submission.

**19. 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: For ASEAN countries, Autodesk LT Family licenses are **not** eligible to be submitted for discounted multi-user Industry Collections subscription.

**20. 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.

**21. How does the Q3 GFP License Submission Offer differ from the Maintenance to Subscription Offer?**

The Q3 GFP License Submission Offer is a limited-time opportunity for customers who have old perpetual licenses without active maintenance plans to submit license and save up to 30%\* on qualifying new 1- or 3-year subscriptions to Autodesk products.

The Maintenance to Subscription Offer is an ongoing opportunity for customers whose maintenance plans

are up for renewal to switch to subscription and secure discounted pricing going forward. More information is available at [www.autodesk.com/campaigns/maintenance-to-subscription](http://www.autodesk.com/campaigns/maintenance-to-subscription).

**22. Can I purchase all eligible products on Autodesk Store**

Select products will be available on the Autodesk Store in Singapore from August 13, 2017 through October 20, 2017. These products will be available for 1 year term only.

## APPENDIX

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

Eligible subscription products #		New 1- or 3-year subscription discount with serial number submission
<b>Industry Collections</b>	Autodesk® AEC Collection	30%*
	Autodesk® Product Design and Manufacturing Collection	30%*
	Autodesk® M&E Collection	30%*
<b>General Design</b>	Autodesk® AutoCAD® / Autodesk® AutoCAD® for Mac	20%*
	Autodesk® AutoCAD® Raster Design	20%*
<b>AEC</b>	Autodesk® AutoCAD® Architecture	20%*
	Autodesk® Advance Steel Premium	20%*
	Autodesk® AutoCAD® Civil 3D®	20%*
	Autodesk® AutoCAD® Map 3D	20%*
	Autodesk® AutoCAD® MEP	20%*
	Autodesk® AutoCAD® P&ID	20%*
	Autodesk® AutoCAD® Plant 3D	20%*
	Autodesk® Dynamo Studio	20%*
	Autodesk® Fabrication CADmep/CAMduct/ESTmep	20%*
	Autodesk® Infracore 360	20%*
	Autodesk® Navisworks® Manage/ Autodesk® Navisworks® Simulate	20%*
	Autodesk® Point Layout	20%*
	Autodesk® Revit®	20%*
	Autodesk® Robot™ Structural Analysis Pro	20%*
	Autodesk® Vehicle Tracking	20%*
	<b>ANIM</b>	Autodesk® 3ds Max®
Autodesk® Maya®		20%*
Autodesk® Maya® LT		20%*
Autodesk® MotionBuilder		20%*
<b>MFG</b>	Autodesk® Alias Concept	20%*
	Autodesk® AutoCAD® Electrical	20%*
	Autodesk® AutoCAD® Mechanical	20%*
	Autodesk® CFD Advanced	20%*
	Autodesk® CFD Basic	20%*
	Autodesk® CFD Design Study Environment	20%*
	Autodesk® CFD Motion	20%*
	Autodesk® Fusion 360	20%*
	Autodesk® Inventor® Professional	20%*
	Autodesk® Moldflow Adviser Premium	20%*
	Autodesk® Moldflow Adviser Ultimate	20%*
	Autodesk® Moldflow Insight Standard	20%*
	Autodesk® Moldflow Insight Premium	20%*
	Autodesk® Moldflow Insight Ultimate	20%*
	Autodesk® Moldflow Synergy	20%*
Autodesk® Nastran	20%*	
Autodesk® Vault Office	20%*	

	Autodesk® Vault Professional	20%*
	Autodesk® VRED Design	20%*
<b>LT Family*</b>	Autodesk® AutoCAD® LT / Autodesk® AutoCAD® LT for Mac	20%*
	Autodesk® AutoCAD® LT with CALS Tools	20%*
	Autodesk® Inventor LT™	20%*
	Autodesk® AutoCAD Inventor LT™ Suite	20%*
	Autodesk® Revit LT™	20%*
	Autodesk® AutoCAD Revit LT™ Suite	20%*

#For ASEAN countries, qualifying perpetual licenses of Autodesk LT Family products are eligible be submitted for 1- or 3-year subscriptions with single- or multi-user access to all eligible individual products, as well as subscriptions with single-user access to industry collections; however, they are not eligible to be submitted for subscriptions with multi-user access to industry collections.

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

“Coming From” qualifying R14-2017* perpetual licenses not on an active maintenance plan (Recent products titles listed. Eligible products are all equivalent titles from R14-2017)		
<b>General Design</b>	Autodesk® AutoCAD® / Autodesk® AutoCAD® for Mac	
	Autodesk® AutoCAD® Design Suite (Standard, Premium, or Ultimate)	
<b>AEC/ENI</b>	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® Plant Design Suite (Standard, Premium, or Ultimate)	
	Autodesk® Infrastructure Design Suite (Standard, Premium, or Ultimate)	
	Autodesk® AutoCAD® Visualization Suite	
	Autodesk® Building Design Suite (Standard, Premium, or Ultimate)	
	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® Advance Steel Premium/ Advance Steel AutoCAD® Bundle	
	AutoCAD LT Civil Suite	
	CAiCE Visual Construction/Roads/Survey/Survey and Roads	
	<b>ANIM</b>	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 or Ultimate)
	Autodesk® Entertainment Creation Suite (Standard, Premium, or Ultimate)
<b>MFG</b>	Autodesk® Alias Design
	Autodesk® AutoCAD® Electrical
	Autodesk® AutoCAD® Mechanical
	Autodesk® Building Electrical
	Autodesk® CFD Design Study Environment
	Autodesk® CFD (Basic, Advanced, Motion)
	Autodesk® Factory Design Suite (Standard, Premium, or Ultimate)
	Autodesk® HSMWorks Premium/Professional
	Autodesk® Intent Professional
	Autodesk® Inventor® HSM, Inventor HSM Professional
	Autodesk® Inventor®/ Inventor® Engineer-to-Order/ Inventor® Professional/ Inventor® Publisher
	Autodesk® Inventor® Series (AIS), Inventor Suite
	Autodesk® Inventor® Suites – Professional, Routed, Simulation
	Autodesk® Moldflow Adviser (Standard, Premium, Ultimate)
	Autodesk® Moldflow Design
	Autodesk® Moldflow Insight (Standard, Premium, Ultimate)
	Autodesk® Moldflow Synergy
	Autodesk® Nastran
	Autodesk® Nastran In-CAD
	Autodesk® Product Design Suite (Standard, Premium, or Ultimate)
	Autodesk® Showcase®
	Autodesk® Simulation Mechanical
	Autodesk® Vault Office
Autodesk® Vault Professional	
Autodesk® Vault Workgroup	
<b>LT Family</b>	Autodesk® AutoCAD® LT / Autodesk® AutoCAD® LT for Mac
	Autodesk® Inventor LT™
	Autodesk® AutoCAD Inventor LT™ Suite
	Autodesk® Revit LT™
	Autodesk® AutoCAD Revit LT™ Suite



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\*Discounts calculated using SRP (excluding taxes) for selected product in your region, converted to local currency as applicable. SRP is used for reference purposes only. Actual retail price is determined by your reseller, and may include additional fees and taxes. Offer subject to reseller participation. Resellers are independent and free to set their own prices. Reseller prices may vary.

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