

FY19 Q2 Autodesk – Global Field Promotion

Frequently Asked Questions (FAQ)

Customers can subscribe and save up to 15%* when trading in to suspend qualifying old perpetual licenses that are not on maintenance plans for subscriptions to the latest Autodesk industry collections or most individual products—like AutoCAD® including specialized toolsets, AutoCAD LT®, Civil 3D®, Revit®, Inventor®, 3ds Max® and more.

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1. What is the Autodesk FY19 Q2 Trade-In Global Field Promotion (GFP)?

Customers can save up to 15%* **on the Autodesk Suggested Retail Price (SRP) for industry collections and/or most individual products** when they purchase eligible 1-year or 3-year term subscriptions with single- or multi-user access and trade in to suspend qualifying (“legacy”) serial numbers and all associated seats of R14 (*release year 1998*) through 2018 perpetual licenses **not on an active maintenance plan** (expired on or before March 21, 2018). A valid, eligible serial number must be submitted for this promotion.

Note for Autodesk LT Family products:

- EMEA except Russia/CIS/Turkey: Autodesk LT Family product licenses are eligible to be traded in for eligible 1- or 3-year subscriptions to other LT Family products only.
- Russia/CIS/Turkey: Qualifying LT family products can be traded in for any eligible 1- or 3-year subscriptions to Autodesk software, including industry collections with single-user access.

Serial numbers must be traded in to complete suspension at: <http://www.autodesk.com/tradeinpromo>.

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, required fields including but not limited to customer name, submission serial number, and email address must be provided.
3. After the trade-in, the perpetual license serial number and all seats corresponding will be flagged in the Autodesk system as no longer valid or eligible to be traded in. This will enact the suspension.
4. If a customer decides not to make a purchase or cancels the purchase, the submission may be retracted and license re-instated 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 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 in accordance with the applicable Autodesk software license agreement the customer will be eligible to re-instate the legacy license as set out in questions 3 to 6. The return shall be in full and final settlement of all claims. The customer may provide the serial number traded in and will then be eligible to re-instate the perpetual license. No refund will be provided under this scenario.

3. What does “switch-back option” mean?

We’re confident that customers will be satisfied with their new subscription, but if for any reason that is not the case, customers are eligible to re-instate their perpetual license within the 30-day returns period or at the end of either the 3-year term, or the end of the second year of an annual term (1 year plus 1 year renewal). If the subscription is not returned within the 30-day period, then the serial number of the legacy license will be suspended and is no longer eligible to be used for any type of future promotion, regardless of a potential customer future switch back. Note that customers are only able to switch back to the versions set out below.

Version submitted	Switch back: within “eligible term” **	Customer obligations
2017, 2018	<ul style="list-style-type: none">• 2016 version• same product• same deployment (e.g. SLM or NLM)	Contact Autodesk for details of how to switch-back
1998 – 2016	<ul style="list-style-type: none">• Same version• same product• same deployment (e.g. SLM or NLM)	Retain media kits, download and/or activation details, and any other item necessary for operation of legacy license

** *Eligible term is the end of one 3-year term or after 2 consecutive 1-year terms (1-year term plus renewal and completion of a second 1-year term).*

4. If a customer wants to “switch back”, how is that done?

Within 30 days after the expiration of the eligible term (eligible term is the end of one 3-year term or after 2 consecutive 1-year terms; 1-year term plus renewal and completion of second 1-year term), customers choosing to switch back to their perpetual licenses contact Autodesk and provide the serial number to be reclassified and re-instated to “active”. Use of the perpetual license may then resume. Only the registered licensee is eligible for the switch-back to a perpetual license. Autodesk reserves the right to request supporting documentation and, in the event of a dispute, Autodesk has the final discretion.

Note: customers with 2017 or 2018 licenses will need to contact Autodesk for assistance with the process to switch back to a 2016 version.

5. Will Autodesk provide new media or downloads for the perpetual license software if a customer chooses to “switch back”?

No. Customers are responsible for retaining media kits, download and/or activation details, and any other item necessary for reactivating the legacy perpetual licenses if they wish to utilize the “switch-back option”.

6. Can maintenance be added to a perpetual license if the customer switches back?

No. The customer may not add maintenance to the perpetual license.

7. What is the promotional period?

The offer is available May 7 through July 20, 2018 (dates inclusive).

8. What countries are eligible to participate?

The offer is available in the European Economic Area, Switzerland, Albania, Bosnia Herzegovina, Kosovo, Macedonia, Montenegro, Serbia and sales regions, Middle East and Africa (MEA), Mediterranean (MED, including Turkey), Russia and the Commonwealth of Independent States (CIS). Note – The Crimean Peninsula is not eligible. Some products and conditions vary per region.

9. What term lengths can customers purchase at the discount?

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

10. 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 suspended license does not need to be the same as the deployment of the subscription purchased. For example, a customer may trade in a single-user AutoCAD serial number and purchase a multi-user AutoCAD or any other eligible product, including collections.

EMEA except Russia/CIS/Turkey: Autodesk LT Family product licenses are eligible to be traded in for eligible 1- or 3-year subscriptions to other LT Family products only.

Russia/CIS/Turkey: Autodesk LT Family product licenses **are eligible** to be submitted for 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**.

11. Is the discount available for subscription renewals?

No. The offer is for new subscriptions with a trade-in only.

12. 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.

Note only for Russia and CIS region: This offer can be combined with RACE program (Rated Autodesk Customer Engagement) in Russia and CIS region.

13. 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 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.

14. 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.

15. 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.

16. 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).

17. Are customers required to trade in their existing perpetual serial number(s)?

Yes. To receive the discount, customers must trade in and suspend the eligible perpetual serial number(s) and no longer use all seats associated to that serial number(s). Once the trade-in is completed the serial number(s) cannot be traded in or used to achieve a promotion discount a second time. Note that under the "switch back option" term of the offer, customers are eligible to switch back and re-instate to a version of their perpetual license if not satisfied with subscription. Conditions and restrictions apply. See questions 3-6 for more information.

18. 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 suspend the eligible perpetual license serial number(s) and no longer use any seats associated with that serial number(s). Note that under the "switch back option" term of the offer, customers are eligible to re-instate to their perpetual license if not satisfied with subscription. Conditions and restrictions apply. See questions 3-6 for more information.

19. How do customers know if a serial number is valid?

A serial number is valid if it is an R14-2018 eligible perpetual product license not on maintenance (expired on or before March 21, 2018) and has not been used in a previous promotion. 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. **Trade-in of a valid serial number is required for compliance with the terms and conditions of the offer.**

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

NOTE (UPDATED LINK) - Customers can request an [Asset Report](#), which is delivered by Autodesk directly to the customer, and should show all of a customer's assets.

Customers are eligible to purchase **one** new 1- or 3-year subscription for **each seat** associated with serial number(s) they submit.

21. 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® 2008 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® 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. Please note this cannot be completed in Partner Center. The original serial number should be the one used for the trade-in.

22. 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.

23. Do customers have to purchase the same products as the perpetual license traded in?

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 trade in.

EMEA except Russia/CIS/Turkey: Autodesk LT Family product licenses are only eligible to be traded in for a discounted subscription to another LT Family product.

Russia/CIS/Turkey: Autodesk LT Family product licenses are not eligible to be submitted for a multi-user industry collection subscription.

24. 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 traded in.

25. How does the Q2 Trade-in GFP differ from the Move to Subscription Offer?

The Q2 Trade-in GFP is a limited-time opportunity for customers who have old perpetual licenses without active maintenance plans (expired on or before March 21, 2018) to trade in and save up to 15%** 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.

26. Is the promotion available on the Autodesk Store?

One-year subscriptions to select eligible products are available online through the Autodesk store. For eligible products not available online or 3-year subscriptions, customers have the option to contact Autodesk sales. More information is available in the “Let’s Talk About It” section on www.autodesk.xxx/campaigns/global-promotion.

Autodesk Partner-specific questions

1. [Where can the promotional SKUs be found?](#)
2. [How can Autodesk Partners determine if a serial number is valid?](#)
3. [Can customers use a serial number that was previously traded in for another Legacy offer?](#)
4. [Will Partner Center reflect if a perpetual license has been submitted for this promotion?](#)
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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. 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 legacy trade in 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 even if they are not the reseller of record. 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 (UPDATED LINK) - Customers can request an [Asset Report](#), which is delivered by Autodesk directly to the customer, and should show all of a customer’s assets.

3. Can customers use a serial number that was previously traded in for another Legacy offer?

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

4. 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 traded in. However, the submission site will indicate if a serial number has been used previously during a legacy trade in offer and therefore is not eligible. To further validate serial number eligibility Partners should go to Partner Center. It is recommended that Partners maintain records of their submissions.

5. Are Transfer of Licenses eligible for the promotion?

Licenses that have been transferred after January 31, 2018 are not eligible for the promotion.

6. Is there a summary of the differences between the GFP and the M2S Program?

Yes. We have outlined some of the key differences below.

<i>For customers with a ...</i>	GFP: Perpetual license WITHOUT a maintenance plan or expired maintenance plan*	M2S: Perpetual license WITH a maintenance plan
Subscription discount	15%	Up to 60%**
Secure discounted pricing for	One term length	Up to 3 years
Full price (SRP) paid for this subscription	After the first term	Never - for as long as customer renews
Perpetual license trade-in required	Yes	Yes
Perpetual license switch-back option	Yes	No
Can switch-back at the end of	After year 2—if have a 1-year subscription or After year 3—if have a 3-year subscription	N/A
Previous Version Rights	Eligible Versions	Eligible Versions AND Versions installed and activated when customer was on maintenance
Offer is available	May 7, 2018 through July 20 2018	At the time of maintenance plan renewal
For more detailed information on the:	Subscribe Now and Save Promotion	Move to Subscription Offer

* As of March 21, 2018

** Discount varies based on product or access type (i.e. single-user vs. multi-user)

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

All specific GFP Promotion sales & marketing tools can be found:

[Here on OTS](#): GFP sales resources with FAQ and sale sheets

[Here on DAM](#): GFP marketing resources as campaign playbook, imagery, copy, banners, emails, customer presentation, flyer, etc.

English versions available starting May 1, localized versions will be uploaded in the next 2 weeks.

APPENDIX

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

Eligible subscription products		New 1- or 3-year subscription discount with trade-in*
Industry Collections	AEC Collection	15%
	Product Design and Manufacturing Collection	15%
	M&E Collection	15%
General Design	AutoCAD® – Now part of AutoCAD® including specialized toolsets	15%
	AutoCAD® for Mac – Now part of AutoCAD® including specialized toolsets	15%
	AutoCAD® including specialized toolsets	15%
	Autodesk® AutoCAD® Raster Design - Now part of AutoCAD® including specialized toolsets	15%
AEC	Advance Steel	15%
	AutoCAD® Architecture - Now part of AutoCAD including specialized toolsets	15%
	AutoCAD® Map 3D – Now part of AutoCAD® including specialized toolsets	15%
	AutoCAD® MEP – Now part of AutoCAD® including specialized toolsets	15%
	AutoCAD® Plant 3D – Now part of AutoCAD® including specialized toolsets	15%
	Civil 3D®	15%
	Fabrication CADmep/CAMduct/ESTmep	15%
	InfraWorks 360	15%
	Navisworks® Manage/ Autodesk® Navisworks® Simulate	15%
	Point Layout	15%
ANIM	3ds Max®	15%
	Maya®	15%
	Maya® LT	15%
	MotionBuilder	15%
D&M	Alias Concept	15%
	AutoCAD® Electrical – Now part of AutoCAD® including specialized toolsets	15%
	AutoCAD® Mechanical – Now part of AutoCAD® including specialized toolsets	15%
	CFD Premium	15%
	CFD Ultimate	15%
	Inventor® Professional	15%
	Moldflow Adviser Premium	15%
	Moldflow Adviser Ultimate	15%
	Moldflow Insight Standard	15%
	Moldflow Insight Premium	15%
	Moldflow Insight Ultimate	15%
	Moldflow Synergy	15%
	Vault Office	15%
Vault Professional	15%	
VRED Design	15%	
LT Family	AutoCAD® LT / AutoCAD® LT for Mac	15%
	Revit LT™	15%
	AutoCAD Revit LT™ Suite	15%
Subtractive**	**FeatureCAM Standard	15%
	**FeatureCAM Premium	15%
	**FeatureCAM Ultimate	15%
	**PowerInspect Standard	15%
	**PowerInspect Premium	15%
	**PowerInspect Ultimate	15%
	**PowerMill Standard	15%
	**PowerMill Premium	15%
	**PowerMill Ultimate	15%
	**PowerShape Standard	15%
	**PowerShape Premium	15%
	**PowerShape Ultimate	15%

*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.

**Subtractive perpetual licenses (previously known as Delcam) can only be traded-in for new subscriptions of subtractive products.

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

“Coming From” qualifying R14-2018* perpetual licenses not on an active maintenance plan (expired on or before March 21, 2018) (Recent products titles listed. Eligible products are all equivalent titles from R14-2018)	
General Design	Autodesk® AutoCAD® / Autodesk® AutoCAD® for Mac
	Autodesk® AutoCAD® Design Suite (Standard, Premium, or Ultimate)
AEC/ENI	Autodesk® AutoCAD® Architecture / Architectural Desktop
	Autodesk® Architectural/ Architectural Professional/ Architectural Designer
	Autodesk® AutoCAD® Civil/ Civil 3D®
	Autodesk® AutoCAD® Civil Series
	Autodesk® AutoCAD® LT Civil Suite
	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/Advance Concrete
	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® Entertainment Creation Suite Ultimate
	D&M
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® Productstream Professional	
Autodesk® Showcase®	
Autodesk® Simulation Mechanical	
Autodesk® Vault Office	
Autodesk® Vault Professional	
Autodesk® Vault Workgroup	
LT Family*	Autodesk® AutoCAD® LT / Autodesk® AutoCAD® LT for Mac*
	Autodesk® Inventor LT™
	Autodesk® AutoCAD Inventor LT™ Suite
	Autodesk® Revit LT™
	Autodesk® AutoCAD Revit LT™ Suite

Delcam	**FeatureCAM (Standard, Premium, Ultimate)
	**PowerInspect (Standard, Premium, Ultimate)
	**PowerMill (Standard, Premium, Ultimate)
	**PowerShape (Standard, Premium, Ultimate)

* EMEA except Russia/CIS/Turkey: Autodesk LT Family product licenses are only eligible to be traded in for a discounted subscription to another LT Family product.

Russia/CIS/Turkey: Qualifying perpetual licenses of Autodesk LT Family products are eligible to 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.

**Subtractive perpetual licenses (previously known as Delcam) can only be traded-in for new subscriptions of subtractive products.

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