

Reseller Questions and Answers

Updated: December 10, 2009

This document provides answers to frequently asked questions about Autodesk® software download.

Contents

1. What is software download?.....	3
2. Is this the first time Autodesk will offer software download to customers?	3
3. Why is Autodesk making software download the default upgrade delivery method for Autodesk Subscription customers?	3
4. What are the benefits of software download to my Autodesk Subscription customers? .	3
5. As an Autodesk Reseller, what are the benefits of software download to me?	4
6. When can I begin telling my Autodesk Subscription customers about the new software download delivery policy?.....	4
7. Which countries are participating in the download program, and how were they selected?	4
8. Why is Autodesk making software download available only to Autodesk Subscription customers?	5
9. What products will be available to download?	5
10. When will new releases be available for download?	5
11. Will Autodesk Resellers be able to download upgrades for their own use?.....	5
12. Will Software Coordinators be able to view their upgrade delivery preference?	5
13. What if my customer prefers a boxed shipment?	5
14. What if my customer wants both a download <i>and</i> a boxed shipment?	6
15. Is there an additional cost if my customer chooses a boxed shipment?	6
16. Can I change my customer's delivery preference?.....	6
17. Can I order a boxed shipment on behalf of my customers?	6
18. How will my customers be notified their upgrade is available?	6

AUTODESK SOFTWARE DOWNLOAD: RESELLER QUESTIONS AND ANSWERS

19. Can Contract Managers or Software Coordinators give end users direct access to downloads? 7

20. As an Autodesk reseller, do I have access to my customers' Subscription Serial Number(s) and Product Key(s) should they need assistance?..... 7

21. How is Autodesk telling Autodesk Subscription customers about the change in how their software upgrade will be delivered? 7

22. What materials and other resources will be available to help me communicate with my customers? 7

23. Is Autodesk offering any incentives or discounts for customers who choose to download their upgrade rather than receive a boxed shipment? 7

24. May I offer discounts or other incentives to my Autodesk Subscription customers to encourage them to download their upgrade? 7

25. How should Autodesk Resellers treat sales taxes or VAT for the new software download delivery policy?..... 7

26. I understand some states and territories may not apply sales tax to customers who receive download-only software delivery. Can Autodesk Resellers choose to offer download-only delivery to their Autodesk Subscription customers? 7

27. What if my customer's Internet access is restricted? 8

28. How is Autodesk making sure that my customers can access and download their software upgrades? 8

29. Can customers download multiple files? 8

30. Can customers download the same file multiple times? 8

31. Is software download safe for my customers?..... 8

32. What about new software purchases?..... 9

33. Will my customers still be able to access software downloads on Subscription Center after their Subscription contract expires? 9

34. Whom do I contact if I have a question about the software download program?..... 9

1. What is software download?

Software download is the term commonly used to describe the process of acquiring software electronically, by downloading a file from the Internet.

Starting in 2010, Autodesk will make software download the default method of delivering software upgrades to Autodesk® Subscription customers in 37 participating countries (see question 7 for a complete list of countries). Autodesk Subscription Software Coordinators in countries where software download is the default upgrade delivery method will be notified by email that their software upgrade is available to download. They will not automatically receive a box.

Physical boxed shipments will continue to be the default Autodesk Subscription upgrade delivery method in some countries during 2010. However, these customers will also have the option to download their Autodesk® software upgrades.

2. Is this the first time Autodesk will offer software download to customers?

No, this is not the first time Autodesk is making software downloads available to customers. Autodesk already offers downloadable versions of most trial software, student software, beta software, and developer applications. In fact, Autodesk customers downloaded more than 2 million Autodesk software applications in FY09 alone.

In addition, Autodesk ran a pilot program in 2009 to deliver software upgrades electronically to Autodesk Subscription customers in three countries. We are using the results of the pilot program to improve the overall download experience for customers.

3. Why is Autodesk making software download the default upgrade delivery method for Autodesk Subscription customers?

By making new product releases available for download as soon as they are released, Autodesk is making it possible for Subscription customers to immediately begin using the most current version of the software they need to do their jobs.

And, making software download the default upgrade delivery method reduces the environmental impact of producing and shipping materials worldwide. If all Autodesk Subscription customers downloaded their software instead of ordering a boxed shipment with physical media and packaging, together we would reduce carbon emissions by almost 80 percent,¹ or the CO₂ equivalent of driving 1,670,733 miles (2,688,784 kilometers).² That's like driving a mid-size car around the world 67 times.

4. What are the benefits of software download to my Autodesk Subscription customers?

Your Autodesk Subscription customers benefit from software download in several ways:

- Customers can receive their new Autodesk software upgrade as soon as it is released, without waiting for the box to be shipped and delivered.
- With software download, the upgrade is available on demand—it's there when your customer is ready.
- If anything ever happens to their computer, your customers always have an online backup that is available 24/7 wherever there is an Internet connection.
- It's the environmentally friendly choice—no printing, packaging, or shipping.
- Contract Managers or Software Coordinators can provide download access to end users around the world, without having to host the files locally or distribute files internally; or, if they prefer, they can prevent end user access.

5. As an Autodesk Reseller, what are the benefits of software download to me?

By responding to customer demand for convenient software download and the immediate delivery of new releases, you should realize the benefits of increased customer satisfaction.

Plus, you will be able to track which Subscription customers download their software and when. This enhanced visibility into customer upgrade behavior can help you influence purchase and training decisions, and allow for more personalized interactions with your customers.

6. When can I begin telling my Autodesk Subscription customers about the new software download delivery policy?

Resellers may begin talking to Subscription customers about the new software download delivery policy in January 2010.

7. Which countries are participating in the download program, and how were they selected?

The 37 participating countries listed in the following table were selected after a thorough review, using the following criteria:

- A delivery rate of greater than 90 percent for contractual email notices to help ensure customers receive communications about upgrades and software download
- Localized Subscription Center in the country's native language to ensure the best possible download experience
- Local Sales presence for customer and reseller support

Americas	EMEA	Asia Pacific
Argentina	Austria	Australia
Bahamas	France	Hong Kong
Bolivia	Germany	Korea, Republic of
Brazil	Ireland	Macau
Canada	Italy	Malaysia
Chile	Liechtenstein	New Zealand
Colombia	Portugal	Singapore
Costa Rica	Spain	Taiwan
Dominican Republic	Switzerland	
Ecuador	United Kingdom	
Guatemala		
Jamaica		
Mexico		
Paraguay		
Peru		
Puerto Rico		
United States		
Uruguay		
Venezuela		

8. Why is Autodesk making software download available only to Autodesk Subscription customers?

In 2010, software upgrades will be available for download exclusively to current Autodesk Subscription customers.

One of the benefits Subscription offers customers is immediate access to new releases of Autodesk software. By offering software download to Subscription customers, we are rewarding them for their long-term commitment to Autodesk software and reinforcing one of the advantages they realize through their Subscription contract.

9. What products will be available to download?

Autodesk Subscription customers already have access to downloadable versions of Autodesk 2009 and 2010 software on Subscription Center. All future releases of Autodesk software sold with Autodesk Subscription will also be available to download.

10. When will new releases be available for download?

Upgrades to new product releases will be available for download on their respective First Customer Ship (FCS) date.

11. Will Autodesk Resellers be able to download upgrades for their own use?

Resellers who have not-for-resale (NFR) software licenses on Autodesk Subscription will be able to download upgrades via Subscription Center. Resellers are encouraged to download the new software upgrades for sales and training purposes.

12. Will Software Coordinators be able to view their upgrade delivery preference?

Yes. Starting in January 2010, customers will be able to view and change their delivery preference in their Subscription Center profile. The default setting for Autodesk Subscription customers in participating countries will be "download." The default setting for Subscription customers in nonparticipating countries will be "box."

13. What if my customer prefers a boxed shipment?

Software Coordinators in participating countries who prefer to receive a boxed shipment can change the delivery preference in their Subscription Center profile from "download" to "box."

Likewise, Software Coordinators in nonparticipating countries who prefer to download their software upgrade can change the delivery preference in their Subscription Center profile from "box" to "download."

To ensure all software releases to which they are entitled will be delivered according to their preference, Software Coordinators should change the delivery preference on or before March 12, 2010.

Even though the Software Coordinator can view and change the delivery preference at any time, changes made after March 12, 2010, will not be applied to upgrade orders that have already been fulfilled or upgrade orders that are scheduled to be processed within the next seven business days after updating their preference.

Subscription customers who do not set the preference to "box" before their upgrade order is fulfilled, or customers who keep their preference set to "download" and change their mind later, can request a box at any time by submitting a Boxed Shipment Request form in Subscription Center.

14. What if my customer wants both a download *and* a boxed shipment?

Software Coordinators who want a boxed shipment along with a download can change the delivery preference in their Subscription Center profile to “box” on or before March 12, 2010. This will ensure that a boxed shipment is automatically sent as soon as the upgrade is available. Software Coordinators who also want to download the product can go to the Download section in Subscription Center and download upgrades for any licenses they have on Subscription.

15. Is there an additional cost if my customer chooses a boxed shipment?

No, there is no additional cost to receive a boxed shipment.

16. Can I change my customer’s delivery preference?

No. Resellers are not able to set or change their customer’s delivery preference.

17. Can I order a boxed shipment on behalf of my customers?

Yes. Beginning in January, you will be able to submit a Boxed Shipment Request for any currently shipping products from an easy-to-use order screen in Partner Center. You will be able to submit requests for new releases as they become available.

Follow these steps to place an order for a boxed shipment:

1. Sign in to Partner Center: <http://partnercenter.autodesk.com>.
2. Select the Accounts tab at the top of the Partner Center navigation.
3. Search for the account for which you wish to order a boxed shipment. You can search by any or all of the following fields: Name, City, State, Postal Code, Country, or Account #.
4. From the results displayed, select the account for which you wish to order a boxed shipment.
5. Once you choose the account, a list of available products for that account will be displayed. Select the product(s) for which you would like to order a boxed shipment.
6. Enter a quantity of “1” in the Quantity field for the product(s) you are requesting. Click the Save button.
7. From the Reason for DVD/CD Request pull-down menu, select the reason for the request, and then click the Save button.
8. If more than one Software Coordinator is identified on the account, select the Software Coordinator who should receive the boxed shipment.
9. Click the Submit Request button. You will receive a confirmation page letting you know your request has been received.

18. How will my customers be notified their upgrade is available?

Autodesk Subscription customers in countries where software download is the default upgrade delivery method and Subscription customers in nonparticipating countries who change their preference from “box” to “download” will be guided through the download process once they receive their *upgrade notification* email on the First Customer Ship (FCS) date.

Autodesk Subscription customers in countries where a physical boxed shipment is the default upgrade delivery method and Subscription customers in participating countries who change their preference from “download” to “box” will also receive an *upgrade notification* email on the FCS date. The upgrade notification email will inform these customers that their upgrade has shipped and provide instructions on how to download their upgrade, in case they do not want to wait for the box.

19. Can Contract Managers or Software Coordinators give end users direct access to downloads?

Yes, Contract Managers and Software Coordinators can grant their end users access to software downloads. Access can be granted the same way other permissions are granted through Subscription Center.

Sign in to Subscription Center, go to Contract Administration, go to View / Edit Users, locate the user(s), click Edit, and grant them permissions to allow full product downloads. It is important to provide end users with the Subscription Serial Number(s) and Product Key(s) that they will need for installation and activation.

20. As an Autodesk reseller, do I have access to my customers' Subscription Serial Number(s) and Product Key(s) should they need assistance?

Yes, you can locate this information on the Order Management tab in Partner Center, just as you do today.

21. How is Autodesk telling Autodesk Subscription customers about the change in how their software upgrade will be delivered?

Autodesk will begin notifying Contract Managers and Software Coordinators in participating countries about the new software download delivery policy and make information available on autodesk.com in January 2010.

22. What materials and other resources will be available to help me communicate with my customers?

Autodesk will provide a variety of marketing tools to help you inform your customers and encourage them to download, install, and use their software upgrade. Availability may vary by location. Materials will be posted on Partner Portal as they become available.

23. Is Autodesk offering any incentives or discounts for customers who choose to download their upgrade rather than receive a boxed shipment?

No financial incentive is being offered to customers to download their upgrade.

24. May I offer discounts or other incentives to my Autodesk Subscription customers to encourage them to download their upgrade?

Since prices are set by individual resellers, it's up to each reseller to determine whether to offer discounts or incentives to their customers.

25. How should Autodesk Resellers treat sales taxes or VAT for the new software download delivery policy?

Tax rules vary by state, region, and country. Autodesk Resellers should consult their local tax adviser to understand the tax rules and regulations for their own customer orders and invoices.

26. I understand some states and territories may not apply sales tax to customers who receive download-only software delivery. Can Autodesk Resellers choose to offer download-only delivery to their Autodesk Subscription customers?

No. Autodesk is not offering a download-only delivery model at this time. A boxed shipment is still sent for all new Autodesk Subscription orders. And, based on customer feedback, we will offer all Subscription customers *both* upgrade delivery options—download and boxed—regardless of the customer's default upgrade delivery method.

Subscription customers in countries where software download is set as the default upgrade delivery method will not automatically receive a box. However, they have the option to request a DVD/CD. They can submit a request in Subscription Center and Autodesk will ship them a box at no additional cost.

Subscription customers in countries where boxed shipment is set as the default upgrade delivery method will be sent a DVD/CD—no action is required to request a box. These customers will also have the option to download their Autodesk software upgrades from Subscription Center.

27. What if my customer's Internet access is restricted?

If your customer's company has set limits for access to the Internet, the customer may not be able to download the upgrade. If your customer cannot download because of company-dictated Internet restrictions, Software Coordinators can do any one of the following:

- Change their delivery preference in their Subscription Center profile to "box" on or before March 12, 2010
- Complete the Boxed Shipment Request form by selecting the Request DVD/CD option on the Downloads page in Subscription Center
- Ask you to order a box on their behalf
- Contact the Autodesk Business Center to set their delivery preference or request a boxed shipment

Software Coordinators can also request help at www.autodesk.com/subscriptionhelp.

28. How is Autodesk making sure that my customers can access and download their software upgrades?

Autodesk has partnered with leading service providers to implement proven technology for software download. Autodesk will have download support available during regular business hours worldwide to resolve any issues that prevent customers from accessing their software.

Autodesk has also researched common restrictions that affect download. All Autodesk Subscription products are compressed and optimized for rapid and reliable download. Products that exceed four gigabytes are split into separate files and are reassembled on the customer's computer when the download is complete.

Autodesk provides access to download management software free of charge to avoid browser-based download complications due to large file sizes. We have observed a 90 percent successful completion for downloads of Autodesk Subscription upgrades in 2009—this is in the top 10 percent of our provider's benchmark.

29. Can customers download multiple files?

Yes, customers can download multiple files concurrently.

30. Can customers download the same file multiple times?

Autodesk Subscription customers can download the software upgrade as many times as they need to; however, standard software license usage rights apply.

31. Is software download safe for my customers?

Software download files undergo rigorous security testing and virus scans. Downloading a software upgrade does not present any additional risks to customers versus installing the upgrade from a DVD/CD.

32. What about new software purchases?

A boxed shipment is still sent for all new orders.

New licenses added to existing Autodesk Subscription orders will be available for download from Subscription Center.

33. Will my customers still be able to access software downloads on Subscription Center after their Subscription contract expires?

Customers have a grace period of 30 days after their contract(s) expires, during which time they can access the download pages and the Request DVD/CD link.

After the grace period ends, Contract Managers and/or Software Coordinators will still be able to download the previous version to which they were entitled. When customers enter their user name and password to sign in to Subscription Center, they will receive a message that their contract has expired. Customers will be able to click a link to download products to which they were previously entitled.

34. Whom do I contact if I have a question about the software download program?

If you have any questions or need more information, please contact your Autodesk Channel Sales representative.

¹ All CO₂ equivalencies from www.epa.gov/RDEE/energy-resources/refs.html, and calculated based on number of Autodesk Subscription orders for which software download is a delivery option. Assumptions based on U.S. distribution of AutoCAD[®] 2008 software during FY09.

² Assumes average fuel efficiency of 22.5 MPG (10.45L/100km) and circumference of Earth of 24,901 miles (40,074 kilometers).

Autodesk and AutoCAD 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 offerings and specifications at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document.