

New Buying Experience FAQs

ABOUT THE CHANGE:

What has Autodesk announced?

Autodesk are moving to a new buying experience for the majority of their subscription sales. In this new model, Autodesk solution providers like Team D3 are still involved in all phases of the pre-and post-sales experience except for the actual order and payment transaction which will now happen direct between you and Autodesk, as it does with Flex today.

What is the timeline for these changes?

On November 13, 2023, Autodesk launched this new experience to customers who purchase subscriptions in Australia. Following a successful trial Autodesk have decided to roll this out globally during FY25/26 (calendar year 2024 & 2025).

- New Zealand transitioned to the new buying experience on March 4th, 2024.
- US and Canada will transition to the new buying experience on June 10th, 2024.
- No specific timelines for other geographies have been provided at this time.

Why is Autodesk making this change?

The current buying experience is not optimized, so Autodesk is on a journey to streamline and improve their customer experience.

- Autodesk is modernizing its business to better support its customers and their design & make processes.
- Personalized experience - direct interaction with you will provide deeper insights and understanding, and enable the provision of personalized experiences tailored to your needs
- Predictable pricing – you can feel confident in a consistent price regardless of how you buy.
- Streamlined process – simplify and expedite your buying and renewal experience with self-serve capabilities if required

What are the benefits for you?

Research has shown a trend towards the consumerization of the B2B buyer experience, with customers like yourselves demanding quicker and easier access to subscriptions.

Autodesk states this new experience has three core benefits:

- A simpler way to receive purchase and service recommendations tailored to your needs.
- Consistent pricing no matter how you buy.
- Self-service capabilities for added control and convenience.

What is Team D3's position on this change?

We see this as a positive step forward in the evolution of your Autodesk subscription buying experience. This new experience will also allow us to focus more on listening to you, delivering insight, and helping solve your problems.

What does this mean for Team D3?

In the new buying experience, we (Team D3) will still provide advice and guidance on the best-fit solutions for your needs and provide you with a quotation, but the actual order and payment transaction for your Autodesk subscriptions will now happen directly between you and Autodesk. Team D3 will still have responsibility for all post-sales activities such as onboarding and support. The process for buying other third-party software, Symetri Tech, or our own services remains unchanged.

ACTIONS REQUIRED

How do I find out more about these changes and how it affects me and my organization?

There are a number of ways to find out more about these changes:

- Watch a video [\[here\]](#) with a full explanation of the changes that will come into effect on June 10th, 2024 (in US and Canada only).
- You can find an infographic [\[here\]](#) with simple steps on the actions you need to take to prepare for the changes ahead.

- Watch our on-demand webinar [\[here\]](#) to understand more.
- Get in touch with your account manager to learn more.

What do I need to do to prepare for the change?

There will be a couple of steps you need to take to prepare for the changes ahead. Full details on this can be found in an infographic [\[here\]](#). Alternatively, get in touch with your account manager.

SUBSCRIPTIONS:

What will happen to my current subscriptions?

You can continue to use all your subscriptions as before, nothing is changing in this regard.

If I have subscription queries, who do I contact?

Please contact your account manager or email our support team, info@teamd3.com.

QUOTES & ORDERS:

I have a current quote from Team D3, is it still valid?

Yes, your quote is still valid for the term stated at the bottom of your quote.

Will Team D3 still provide me with quotes in the future?

Team D3 will still be your first point of contact to discuss your needs and configure a quote, but the final quote for the Autodesk elements of your order will be emailed to you by Autodesk. You will then need to confirm that order by clicking on the link in the email.

I have recently placed an Autodesk order with Team D3, will this be fulfilled?

Yes, any orders we have recently received will be processed and fulfilled in the normal way.

What happens if I need to modify an existing subscription order that was placed using the new buying experience?

The process for making amendments varies depending on the type of amendment you wish to make.

- i. Returns/Cancellations: If you wish to return your Autodesk purchase, you will need to submit a return request on their portal. Please note that requests for returns must be made within 30 days of purchase for a full refund or, for monthly subscriptions, within 15 days of purchase. Please be aware that refunds are not permitted for purchases that hold a unique legal agreement.
- ii. Add Seats: If you require an additional subscription, please get in touch with your account manager and they can provide a quotation for you.
- iii. Need Help: Your Team D3 account manager is available to guide and support you throughout your subscription buying experience. Don't hesitate to contact them for assistance or clarification.

Can I edit my renewal settings?

You can edit your renewal settings at any time utilizing the self-serve tools on your Autodesk account or by contacting your dedicated Team D3 account manager for assistance.

What other modifications can be made in my Autodesk Account?

The following changes can be made utilizing the self-serve tools within your Autodesk Account:

- Add Seats
- Reduce Seats (for next renewal)
- Early Renew
- Turn Auto-Renew ON or OFF

Is Auto-renewal automatic?

Yes, auto-renewal is already turned on. Keeping auto-renew on ensures that your subscription remains active and access to products and services is uninterrupted. You will receive a reminder with the renewal date and price prior to payment processing.

How do I turn off Auto-renewal?

You can edit your renewal settings at any time utilizing the self-serve tools on your Autodesk account or by contacting your dedicated Team D3 account manager for assistance.

Team D3 is on our organization's approved list of suppliers, but Autodesk isn't. How do I place orders with Autodesk going forward?

Every organization has its own processes and procedures for transacting with a new supplier. Make sure you speak to your procurement or finance teams to understand what they will need in order for you to transact with Autodesk.

All the information you need to set Autodesk up as a supplier on your system, ready for payment transactions can be found [here](#).

If you have any issues or more information is needed, please contact your account manager at Team D3. We will be able to help submit a request on your behalf.

Some of our licenses are currently discounted. Will this discount continue at the next renewal time?

Pricing will be at Autodesk MSRP moving forward for contracts renewed after June 10. Please note that there is a blackout period from the 3rd of June to the 10th, so orders must be submitted before June 3rd.

Can I receive any discounts on my purchase of Autodesk software?

Any discount comes directly from Autodesk and is no longer under the control of partners.

PAYMENT OF INVOICES:

Do I need to change the account details I use for payment?

You do not need to change the account details for Team D3. This will still be in use when you purchase other third-party products, Symetri Tech or services from Team D3. However, for your Autodesk purchases, you will need to be able to pay Autodesk directly and will need to use their payment details to do so. Access the vendor set up form for your region [\[here.\]](#)

How do I set Autodesk up on our system as a supplier?

Every organization has its own processes and procedures for transacting with a new supplier. Make sure you speak to your procurement or finance teams to understand what they will need in order for you to transact with Autodesk.

All the information you need to set Autodesk up as a supplier on your system, ready for payment transaction can be found [\[here.\]](#)

If you have any issues or more information is needed, please contact your account manager at Team D3. We will be able to help submit a request on your behalf.

Can Autodesk reference a purchase order number on an invoice?

Yes. Customers who select "Pay by invoice" can now add purchase order information to their orders.

What payment terms are available from Autodesk?

The most common payment types include:

- Invoice – 30-day payment terms available subject to your account approval
- Direct Debit
- PayPal
- Credit Card

*Payment options may differ by country

What happens if I miss a payment for my Auto-Renew subscription and I have not agreed to the Net 30 terms?

To avoid losing access to your software, it's important to settle any outstanding balances as soon as possible. Here's what happens if your payment is late for an Auto-Renew subscription:

- **16 days past the renewal date:** If your payment isn't received within 16 days of your renewal date, your access to the software will be suspended.
- **30 days after suspension:** Your subscription will remain suspended for 30 days. This gives you time to make the payment and regain access.
- **46 days past the renewal date (Important!):** If your payment remains unpaid for 46 days after the renewal date, your subscription will be canceled. Unfortunately, at this point, you won't be able to renew your old subscription and will need to purchase a new one at the current price.

What happens if I miss a payment for my subscription with Net 30 terms?

If your subscription agreement includes Net 30 terms, this means you have 30 days from the invoice date to make a payment.

- **16 days after the Net 30 term ends:** If your payment isn't received within 16 days after the 30-day payment window closes, your access to the software will be suspended.
- **30 days after suspension:** Your subscription will remain suspended for 30 days. This gives you time to make the payment and regain access.
- **46 days past the invoice date (Important!):** If your payment remains unpaid for 46 days after the invoice date, your subscription will be canceled. Unfortunately, you won't be able to renew your old subscription and will need to purchase a new one at the current price.

How will financing work in the new buying experience?

There are a couple of ways you can finance your software purchase:

- **Autodesk Financing:** Autodesk offers financing options for annual and 3-year subscriptions of \$4,500 or more. You can find details and apply online through Autodesk Terms and Payments:
www.autodesk.com/buying/terms-payments
- **Third-Party Financing:** You can also explore financing options from independent lenders or financial institutions. This can offer more flexibility in terms, rates, and minimum purchase amounts.
- Before making a decision, be sure to compare rates and terms from different lenders to find the option that best suits your needs.
- Please speak to your dedicated account manager to gain a better understanding of your financing options.

TERMS AND CONDITIONS

Will my terms and conditions with Team D3 change?

The Team D3 terms and conditions for existing contracts will remain the same, and for future purchases of Team D3 or Symetri Tech, other third party products and services.

For purchases made directly with Autodesk via the new buying experience, you will need to agree to Autodesk's Terms of Use, found [here](#).

What are Autodesk's terms and conditions?

Autodesk's Terms of Use can be found [here](#).

CONTACTS:

Will I retain my Team D3 Account Manager?

You will retain your Team D3 account manager who will provide advice and guidance on which Autodesk products, and other technologies, best suit your needs and arrange a quotation.

If I have queries about my subscriptions, who do I contact?



Please contact your account manager or email our support team, info@teamd3.com.