



AutoCAD LT Crossgrade Promotion Training Voucher Program Customer FAQ

Participating customers will receive a \$200 training voucher that can be redeemed at a participating Autodesk Authorized Reseller or Autodesk Training Center. To receive the \$200 training voucher, customers should go to www.autodesk.com/promovoucher.

How do I receive a training voucher?

After purchasing one of the participating products as part of the AutoCAD LT Crossgrade promotion, participants follow this simple process:

Step 1: Go to www.autodesk.com/promovoucher and complete the online training voucher request form with the product purchase information including the Autodesk part number and quantity purchased.

Step 2: Agree to the Terms and Conditions of the training voucher offer.

Step 3: Print the resulting submission form and mail all of the Required Documents and Information (see below) in one envelope to the address listed on the submission form (electronic submission will be available as well). Requests must be postmarked by July 31, 2008. You will receive a serialized training voucher (in PDF form) via email unless an alternative method of delivery is requested.

Incomplete or missing information will result in disqualification from this training voucher offer. Any voucher requests postmarked after July 31, 2008 will be ineligible. Packing lists and/or purchase orders will not be accepted as proof of purchase. Customers should keep a copy of all materials, including proof of mailing, for their records. A traceable mailing method is highly recommended. Only the end-user purchasing company and/or consumer of the qualifying product may participate and make a submission for the training voucher. Autodesk resellers and purchasing agents may not submit training voucher claims on behalf of the purchasing customer.

What are the required documents and information for the training voucher?

Along with the submission form, customers must submit a clear, legible copy of the original invoice or sales receipt dated between May 5 and July 18, 2008, showing a description of the products purchased, Autodesk part numbers of the products purchased, quantity purchased, purchase price and the reseller name. Handwritten part numbers are acceptable. Incomplete or missing information will cause the submission to be disqualified. Purchase orders will not be accepted as proof of purchase.

Can resellers submit the training voucher request on my behalf?

No. Only the end-user purchasing company and/or consumer of the qualifying product may participate and make a submission for the training voucher. Autodesk resellers and third-party purchasing agents may not submit training voucher claimers on behalf of purchasing customers.

Where can I find the Autodesk Part Number?

The Autodesk part number is located on the outside top of each box and is identified with the words, "PartNo", followed by 15 digits in the form of 99999-999999-9999.

What if I can't find my proof of purchase?

Customers cannot take advantage of the training voucher without the Required Documents and Information. Incomplete or missing information will cause the submission to be disqualified.

How do I know that my training voucher submission was received?

You will receive an email confirmation once you have successfully completed the online pre-qualification submission form. You should keep a copy of the email confirmation for your records.

How do I redeem the \$200 training voucher?

Once you submit for the training voucher offer, you will receive a list of participating Autodesk Authorized Reseller or Autodesk Training Centers in your area. You can contact any of the participating Autodesk Authorized Reseller or Autodesk Training Center locations in your area to schedule an on-site training class.

Can the \$200 training voucher be redeemed for online training or courseware?

No, the \$200 training voucher must be applied to onsite training services conducted by a participating Autodesk Authorized Reseller or Autodesk Training Center. The training voucher is redeemable for on-site training services only – there is no cash value.

When does the \$200 training voucher expire?

Customers must schedule and complete training by September 18, 2008.

What is the deadline to submit for the \$200 training voucher?

Customers must submit the training voucher requests by July 31, 2008.

Where should I send a copy of the online submission form and the Required Documents and Information?

Autodesk Training Voucher Program
c/o CCI
P.O. Box 4776
Rock Island, IL 61204-4776
Fax number: 309-786-0784

How do I check the status of my training voucher request?

Customers can check the status of training voucher submissions at www.autodesk.com/promovoucher and click on "check on training voucher status". There, you can enter your submission ID number (found on the submission form and the email confirmation) or customer name and zip code. Please allow a minimum of three business days for delivery of training vouchers.

When can I expect to receive the training voucher?

Participants should allow a minimum of three business days for delivery of their training voucher (assuming successful documentation is submitted).

Where can I go to redeem the training voucher?

Once you submit for the training voucher offer, you will receive access to an online list of participating Autodesk Authorized Reseller or Autodesk Training Centers in your area. You can contact any of the participating ATC or VAR/ATC locations in your area to schedule an on-site training class.

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