Autodesk Web Services FAQ

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General FAQ

What are web services?
A web service is a software system designed to support machine-to-machine interaction over a network using a machine-processable format.

Web services allow Autodesk partners to access or transmit information directly to and from Autodesk systems, enabling them to seamlessly integrate Autodesk system information into their daily processes. Other systems interact with the web services using REST (Representational State Transfer) JSON (JavaScript Object Notation). JSON is a language-independent data format.

What are the benefits of web services for partners?
Web services offer many benefits to Autodesk partners. They automate previously manual tasks, helping to remove administrative overhead involved with manually processing and validating orders to allow partners more time to focus on sales. Web services allow partners to scale to meet additional order volume from the desktop/cloud services model. They provide the ability to integrate into a partner’s own system, giving partners real-time data in their own system for immediate use. By improving transaction accuracy through prevalidation, web services also help to reduce overall order processing time. They increase the efficiency of transactions and reporting, and there is no cost for connectivity.
What web services is Autodesk offering?

- *Get License* provides partners the ability to extract and validate license data based on a serial number (status, product line, etc.).
- *Get Invoice* provides partners the ability to retrieve their invoice details. Partners are able to query by date range or specific invoice #, order #, or PO #. This data is in a raw format or PDF and available to be consumed by partners’ system of choice.
- *Place Order* provides the ability for partners to transmit orders directly to Autodesk. The service will have capabilities for auto-renew and support the majority of subscription order types. It will also help reduce errors by validating certain elements up front for fast error resolution and overall order processing.
- *Get My Price* will be used in two ways. First, it will be used as a standalone service to get your price. It will also be used within the Place Order service to validate the correct price in the order.
- *Get Order Details* provides detailed order information, including contract numbers and serial numbers. This data is in a raw format and available to be consumed by partners’ system of choice.

Why aren’t all web services open to all partners at once?

There are two categories of web services: informational and transactional. *Informational* web services automate the delivery of important information and are available to all partner types (direct and indirect resellers, distributors). *Transactional* web services, defined as web services used to automate order submission, are available only to direct partners. For Place Order specifically, which enables auto-renew, partners must have a recurring engine and subscription-ordering platform to qualify for auto-renew functionality.

What are the business models offered with web services?

The business models are outlined in the following table:

<table>
<thead>
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<th>Business Model</th>
<th>Auto-Renew</th>
<th>Renewable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscription for single-user</td>
<td>Monthly, Annual</td>
<td>Annual, Quarterly, Multi-year</td>
</tr>
<tr>
<td>Subscription for multi-user</td>
<td>To be available at a future date</td>
<td></td>
</tr>
<tr>
<td>Maintenance plan</td>
<td>To be available at a future date</td>
<td></td>
</tr>
</tbody>
</table>
• **Auto-renew:** A subscription that automatically renews and bills—for example, monthly. A customer must cancel the subscription to no longer have it automatically renew and bill; once the auto-renew subscription is cancelled, the customer will no longer have access to the product.

• **Renewable:** A subscription that is explicitly renewed by the reseller or by Autodesk. A customer who does not renew is no longer active on subscription and will no longer have access to the product.

Auto-renew is offered as a monthly or annual term. Renewable is offered in quarterly, annual, and multi-year terms.

For more information, please refer to the [Subscription Policy Program Guide](#), available from [One Team Source](#).

**Is auto-renew just for monthly subscriptions?**
No, partners who enable auto-renew will be able to apply auto-renew to both monthly and annual offerings.

**Policy FAQ**

**What is the Autodesk return policy in the auto-renew model?**
The Autodesk return policy remains the same. The Autodesk policy is to accept returns 30 days from initial purchase (this also applies to monthly). Refer to the [Subscription Policy Program Guide](#), available from [One Team Source](#).

**What is the cancellation policy in the auto-renew model?**
Cancellation will not take effect until the end of the current subscription term. You can submit a cancellation at any time, but no later than 48 hours prior to the renewal date. Note that the 48-hour deadline applies to direct partners; indirect resellers should contact their distributor for details about the cancellation deadline. The contract is still active until the end of the current term. No refunds are offered on cancellation of contracts.
Technical FAQ

What is the Partner Developer Portal?
The Autodesk Partner Developer Portal offers a place for partner developers to consume Autodesk services, test their own services, and get connected with Autodesk. The portal features a robust repository of services documentation, provides an ongoing conduit to the services support team, and even features a community to allow partner developers to share insights and information with each other. We highly recommend using the Chrome browser to access and work within the portal.

How do I know what field lengths and formats to send when using the Place Order service?
All of the fields required or optional for each order scenario are listed in the Place Order schema, which is part of the Place Order documentation (available on the Partner Developer Portal). Partners will need to refer to the order schema to set up their system to send orders to Autodesk. If fields are missing, orders may fail or be delayed in processing if they do reach Autodesk.

Do the web services accept double-byte characters?
Yes, the Place Order service accepts the submission of double-byte characters, and all services are able to display double-byte characters in their return calls.

Should I validate my customer’s data?
For the fastest processing and accuracy, partners should validate their customer’s data such as address formats, necessary data for their geography such as zip/postal code lengths, region/state information, etc.

What kind of email validation will Autodesk provide?
The Autodesk system will only validate email addresses that are entered in the standard format—for example, name@domain.com.

My company has more than one sold-to CSN. Can I get the invoices returned in the same request?
The Get Invoice service supports only a single customer number (CSN) per request. If a partner has multiple CSNs, then that partner should have the ability to call the service multiple times to get the corresponding information. Please refer to the Get Invoice Service Manual, section 4.1, for details (you can find the manual on the Partner Developer Portal).
What is a subscription ID?
A subscription ID is a universally unique identifier (UUID) that the partner generates for each line item on an order. The subscription ID enables the modification of individual line items so that partners can change seat count at a later date. The subscription ID is used only in the auto-renew model. For examples of UUID formatting, please visit https://www.uuidgenerator.net.

Is it possible for Autodesk to create a subscription ID and provide it to a partner via API?
A subscription ID is required for auto-renew orders. The subscription ID is partner generated and cannot be generated by Autodesk.

What is SNS (Simple Notification Service)?
SNS messaging is an optional service that Autodesk partners can opt into, allowing them to receive alerts regarding any placed orders. The partner will receive an alert after the order is fulfilled. The message will display one of two possible statuses—Success or Failed—and if the status is Failed, the message will provide the reason why the order was not properly fulfilled in the system.

If a partner has subscribed to receive order fulfillment notifications for orders submitted via web services, the partner can choose one of the following two methods of delivery:

- Email
- SNS message

Note: The endpoint (URL) delivery method is under development.

What types of invoices will the Get Invoice service return?
Get Invoice will return invoices, credit memos, and debit memos.

What information will be returned when I query a date range using the Get Invoice service?
Using the date rage inputs to query for invoices will return only open invoices. Partners can search for a specific order number, invoice number, or PO number, and the results will be returned whether the invoice is open or closed.
Can I do a search based on the new PO number used for auto-renew?  
This functionality is not currently available; we are investigating future enhancements.

How long does it take to do user acceptance testing (UAT) for web services in general?  
Length of UAT depends on partner and Autodesk resources available. It usually runs around 2–4 weeks, depending on the service being implemented.

Can you provide me with the user acceptance testing (UAT) script?  
No, Autodesk does not provide partners with UAT scripts, as partner development for APIs is unique to their system. However, Autodesk will provide documentation on the most common UAT scenarios, along with data for testing.

How long does it take to implement the Place Order API specifically?  
The implementation timeline depends on the partner resources available. Please refer to the materials provided on the Partner Developer Portal for scoping information. For Place Order specifically, which enables auto-renew, partners must have a recurring engine and subscription-ordering platform to qualify for auto-renew functionality. On average, it takes 3–6 weeks for setup and testing after the partner development phase.

Pricing FAQ

When a customer purchases auto-renew subscription with a promo price, will the renewal price be at the same price of the purchase or will it end?  
The promo price is for initial purchases. If there is an additional purchase during the promo period, the customer will get that price on any new seats they buy. They will not get a promo price on the recurring billing (subsequent months).

How does proration work when adding seats or products?  
If a partner is adding seats or products to an existing subscription, the system will return the prorated price. Please be aware that the proration rules for monthly differ from the rules for annual and quarterly:

- **Monthly**: Add seat/add product after the start of a term will charge at 50% for the remainder of that term (month), and will bill at full price at the start of the next term.
- **Annual**: Add seats/add product will have no change to the existing policy, and will bill for the remainder of the annual term.
When Autodesk changes prices in the future for the auto-renew model, does Autodesk send notification of the price changes? If yes, how early will partners be notified?
Yes, there is a 30-day notification on price changes to direct partners, which is located on the price list changes file posted monthly.

What types of data points will be included in the 30-day price notification direct partners will receive for auto-renew?
We are going to provide the price change notification for auto-renew at the SKU level. The notification for auto-renew is completely separate from other notifications. If the discounting changes, we will specify what the new discount will be. If the SRP changes, the new SRP will show at the SKU level.

What SKU will appear on the auto-renew billing?
There is a specific renewal SKU for auto-renew; this SKU will appear on the auto-renew billing. These SKUs also appear on the price list, although they are not orderable.

Does Autodesk send price change notifications to auto-renew customers?
No, Autodesk will not send any emails regarding price changes to customers directly. Price change notifications to customers is the responsibility of the partner selling to the customer.

Does Autodesk send auto-renew price and/or discount change notifications to partners?
Autodesk will notify only direct partners about price or discount changes.

Will renewal notices be sent to customers for auto-renew contracts?
No, the renewal messaging will not be sent to customers for auto-renew contracts. The contract manager can see auto-renew dates in Autodesk Account.
**What price will the Get My Price service show me?**
When a partner is ordering a new subscription, the service will return the partner’s corresponding price list price (suggested retail price reduced with partner discounts). If a partner is adding seats or products to an existing contract, inputting the SKU and the contract number will return the price based on those additional parameters. If applicable, the service will show a prorated price.

**Can I find promo pricing via the Get My Price service?**
Yes, current promotions can be found on the price list. Promo pricing is driven by SKU; the Get My Price service will return the promo price if the promo SKU is used.

**Contract FAQ**

**If the customer chooses to change the auto-renew contract, will they then need to purchase a new contract?**
Currently it is not possible to switch from renewable to auto-renew (or vice versa). The customer will need to cancel and purchase a new contract.

**Are product cross-grades available?**
No, they are not available at this time.

**Is it possible to set a contract date in the future in the auto-renew model?**
For both auto-renew and renewable contracts, partners can choose a future start date within 30 days.

**Is it possible to set a cancellation date in the future in the auto-renew model?**
Partners can cancel within the current term, and the cancellation will take effect at the term-renewal date. Cancellations can be submitted up to 48 hours prior to auto-renewal for direct partners.

**Can partners reactivate or withdraw a cancellation?**
No, it is not possible to reactivate or withdraw a cancellation. Therefore, Autodesk suggests holding cancellation requests 48 hours prior to renewal (direct partner deadline) to accommodate customers changing their minds.
What’s the difference between remove seat/product and cancellation?
Remove seat/product happens at the line-item level, and the contract remains active if there are other seats/products on it. Cancellation happens at the contract level and cancels the entire contract; all products under that contract will become inactive at the renewal date.

Can partners add a seat to a cancelled contract before it expires?
No, modification after a cancellation is not supported.

Can partners split and merge auto-renew contracts?
Auto-renew contracts cannot be split or merged. With auto-renew, a customer can cancel a contract, remove or add seats/products, or create a brand-new contract.

Will customers be able to manage their own contracts?
Customers will have access to the Autodesk Account portal to download products and assign users. All billing-related activities are handled through the partner that sold the contract to the customer.

Will there be any changes to the Autodesk partner contractual agreement?
Yes, direct partners will get an amendment to their contract and program guide covering the auto-renew piece. Indirect resellers should discuss auto-renew terms and conditions with their distributor.

How do customers change their Reseller of Record (RoR) in the auto-renew model?
If a customer wants to change their RoR on an auto-renew contract, they will need to cancel their existing contract and create a new contract with the new RoR.

Will Autodesk provide a feature for customers to “park and reactivate” their auto-renew contracts (e.g., to support change of reseller)?
This functionality is not currently available; we are investigating future enhancements.

Will Autodesk provide a migration product so a customer can change an auto-renew agreement to a renewable agreement?
This functionality is not currently available; we are investigating future enhancements.
Is it possible to mix terms and/or billing types on a contract with the Place Order web service?
Mixing of terms or billing types on a contract is not supported at this time. Annual and monthly offerings or renewable and auto-renew must be placed on separate orders/contracts.

Process FAQ
Will the current invoice process (sending PDF files via email) continue after web services go live?
The current invoice process will continue with no change.

Will the system allow me to update an auto-renew PO each month?
Yes, the system will allow partners to change the PO every month if they choose to. Details on how to set up this functionality and submit the transactions can be found in the Place Order Guide on the Partner Developer Portal.

Will the auto-renew invoice have the PO number that was used originally?
Yes, the auto-renew invoice will contain the original PO number and any revised PO numbers.

Does Autodesk offer ACE discounts for new sales in the auto-renew model?
**AMER/APAC:** Partners will be entitled to the ACE discount on the first (new) sell of an annual auto-renew contract. This is also valid for an addition of a product to an existing auto-renew contract.
**EMEA:** Partners will be entitled to the Specialization discount on the first (new) sell of an annual auto-renew contract. This is also valid for an addition of a product to an existing auto-renew contract.
**All Geos:** For monthly new auto-renew specifically, no ACE or Specialization discount applies at this time.

Does Autodesk offer the Specialization discount on renewals in the auto-renew model?
**Monthly:** Specialization is not available for monthly at this time.
**Annual:** Yes, where applicable, the Specialization discount will apply.
Is Major Account volume discount with Contract Quantity Scale (CQS) supported by the Place Order web service?

**Renewable:** No, the Major Account volume discount with Contract Quantity Scale (CQS; also known as Volume Purchase Agreement, or VPA) is not supported through the Place Order service at this time. Until we are able to support this capability through Place Order, partners should continue to submit those orders via the same process they use today for renewable agreements only.

**Auto-Renew:** The Major Account volume discount with Contract Quantity Scale (CQS; also known as Volume Purchase Agreement, or VPA) is not available for auto-renew.

Where are subscription IDs displayed in Autodesk systems?
Subscription IDs are displayed through the Get Invoice and Get Order Details web services.

Can a customer at the renewal date decide to renew for a different term without cancelling and re-creating the contract, users, etc.?
This functionality is not currently available; we are investigating future enhancements.

Will an auto-renew product receive a new serial number when a new version is released?
No, upon fulfillment of the new version, the customer will not receive a new serial number for the new version.

What if I don’t know my customer’s CSN or they don’t have one? Do I need to create one before placing an order?
No, Autodesk will either match or create a new account based on the data submitted with the order.

What if a customer wants to change their reseller?
If a customer wants to change their reseller on an auto-renew contract, the customer will need to cancel their existing contract and create a new contract with the new reseller.
**What if a reseller wants to change their distributor?**
Generally, in a situation in which a reseller wants to change their distributor, each auto-renew contract must be canceled with the existing distributor and a new contract created with the new distributor. Resellers should contact the Autodesk Partner Service & Operations (PSO) team if they have additional questions related to a change of distributor.

**Who can use the Get Order Details service?**
Get Order Details is an informational web service; therefore, distributors and direct and indirect resellers can use the service to get order details when they are the sold-to or Reseller of Record (RoR) for the order.

**When there is more than one order for a renewable contract or a serial number, what will the Get Order Details service return?**
The details for the most recent order will be returned.

**When there is more than one order for an auto-renew contract or a serial number, what will the Get Order Details service return?**
The details for all orders related to that contract will be returned.

**Will the Get Order Details service tell me if the Welcome Kit has been sent to the end customer?**
The output of Get Order Details has a field to identify whether the subscription Welcome Kit has been sent. This field is currently a placeholder and will not show accurate status at this time.

**Why does my order status still show “being processed” in the Get Order Details service?**
In the auto-renew model, the order remains open for the life of the contract. All transactions for the contract are processed against the same order in our system, which is why the status remains “being processed.” This status has no impact on invoicing or on customers receiving their products.