

Partner Center Enhancements

Updated: February 25, 2010

The following features have been added to Partner Center.

DVD/CD Request

Partners can now request DVD/CDs for their Subscription customers.

Note: Software coordinators can order DVD/CDs, without partner assistance, from within Subscription Center.

Customers are entitled to receive one DVD/CD per software upgrade free of charge.

Orders ship to the customer ship-to address. To update the customer address, navigate to the Account Administration tab.

Steps to Request a Customer DVD/CD

1. Log in to Partner Center.
2. Scroll to the Accounts tab (far right) on the top navigation bar. The Accounts Query box will display. Use the provided query fields to find the account for which you would like to order a DVD/CD.

The screenshot shows the Autodesk Partner Center interface. At the top, the Autodesk logo is on the left, and navigation links for 'Change Account', 'Site Map', 'System Status', and 'Logout' are on the right. Below this is a horizontal navigation bar with tabs: 'Account Statement', 'My Profile', 'Preferences', 'Account Administration', 'Attachments', 'Subscription Reports', 'AF Jobs', and 'Accounts'. The 'Accounts' tab is selected and highlighted. Below the navigation bar, there is a 'Simple Account' section. The main area is titled 'Accounts' and contains a 'Menu' dropdown, a 'Query' button, and a 'Physical Shipment Request' button. Below these buttons is a table with the following data:

Account #	Name	Address	City	Status	Postal Code	State	Country
5105662235	Reseller 3000_Stg 40257	4141 Stevenson Blvd	Fremont	Active	94538-2785	CA	United States

3. Click the Physical Shipment Request button to begin placing an order. The screen displays the current Subscription products for this account.

Accounts 1 of 1

Menu

Account Details: CSN: 5100088135
Name: Stadt Sindelfingen Stadtverwaltung
Status: Active

Address Details: Address: Rathausplatz 1
City: Sindelfingen
Country: Germany
State:
County:

Available Products 1 - 1 of 1

Product Line	Language	Version	Quantity	Save Quantity
AutoCAD	EINT	2009	0	Save Quantity

Reason for DVD/CD Request

*Reason: Save Reason

Software Coordinators Select 1 - 2 of 2

First Name	Last Name	Email	Phone	Shipping Location
Gerhard	Brieter	germanuser@ssttest.net		Rathausplatz 1, Sindelfingen, 71063, Germany
Hans-Dieter	Trotter	adsk1234adsk1234h.trotter@sindelfingen.deaa		Rathausplatz 1, Sindelfingen, 71063, Germany

Cancel Submit Request

- Click the add icon to the left of the product line you wish to select. From the Quantity drop-down menu, select 1. Click the Save Quantity button.
- From the Reason drop-down menu, select the reason for the customer request. Click the Save Reason button.

Reason for DVD/CD Request

*Reason: Unable to download (ISP, browser or other technical restriction) Save Reason

Software Coordinators 1 - 2 of 2

First Name	Last Name	Email	Phone	Shipping Location
Gerhard	Brieter	germanuser@ssttest.net		Rathausplatz 1, Sindelfingen, 71063, Germany
Hans-Dieter	Trotter	adsk1234adsk1234h.trotter@sindelfingen.deaa		Rathausplatz 1, Sindelfingen, 71063, Germany

Unable to download (ISP, browser or other technical restriction)
 Need physical copy as a backup
 Unable to download (company policy)
 Unable to download (ISP, browser or other technical restriction)
 Download failed
 Download is time consuming
 Other
 Choose not to state

- Click the arrow (>) to the left of Software Coordinator's name to select a Software Coordinator. Make sure the arrow changes to an Add Icon. Click the Select button to save your choice. Click the Submit Request button to complete your order. Note: Even if there is only one Software Coordinator, you will still need to click the Select button and then click "Submit Request".

Software Coordinators				Select	1 - 2 of 2
First Name	Last Name	Email	Phone	Shipping Location	
◆	Gerhard	Brieter	germanuser@ssttest.net	Rathausplatz 1, Sindelfingen, 71063, Germany	
>	Hans-Dieter	Trotter	adsk1234adsk1234h.trotter@sindelfingen.deaa	Rathausplatz 1, Sindelfingen, 71063, Germany	

7. A confirmation message appears. To check the status of this order, select the Order Status tab. The Software Coordinator receives an email with a tracking number when the order ships.

Your request has been received. Thank you.

Bounced Email Activity Alert and Report

When Upgrade Notification emails bounce back, an alert appears on the Partner Center home page. **Note:** Access Assets & Subscriptions permissions are required to access this feature.

“Your bounced email activity report is available. Please click here to update customer information.”



Welcome Test PCAdmin15020500, of Stadt Sindelfingen Stadtverwaltung!
Today is Tuesday, January 19, 2010.

🚩 Your bounced email activity report is available. Please [click here](#) to update customer information.

Autodesk will send the customer a physical letter with the software upgrade Serial Number, Product Key, and download link to the customer ship-to address. Update the customer email address directly in Partner Center to ensure Autodesk has the correct customer contact information in the future.

Why am I receiving this alert?

When an Upgrade Notification email bounces back, an activity is created in Partner Center and listed in this report. Partners can then update the email address in the customer record directly in Partner Center, ensuring future Subscription notifications, including Renewal Notifications, are delivered.

What customers/emails are included in this report?

The bounced email activity report collects bounced emails only for customers whose delivery preference is set to “Download”. Customers whose delivery preference is set to “Box” are not captured in this report. Only Upgrade Notification emails are included in this report; Renewal Notifications and Delivery Confirmations are not yet included.

How are customers notified of their Serial Number and Product Key?

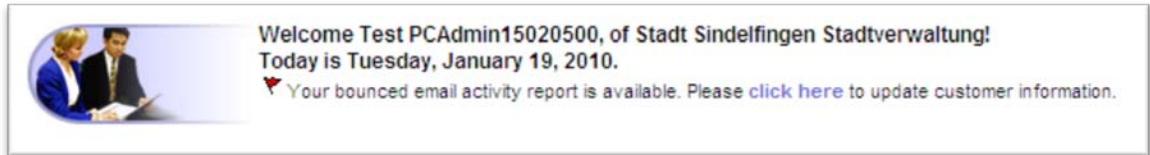
When a customer Upgrade Notification email bounces back, Autodesk mails a physical letter to the customer ship-to address. This letter includes Serial Number, Product Key, and the URL to download and install the software upgrade.

What actions can I take?

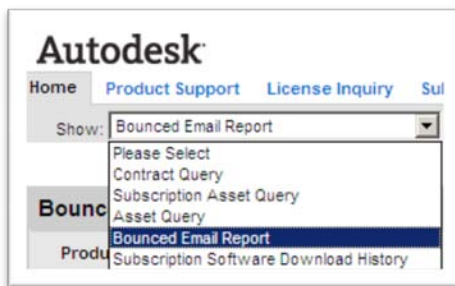
1. Frequently review the bounced email activity report to ensure your customers receive their Upgrade and Renewal Notifications.
2. Update customer email address as necessary in the customer record.

How do I use the bounced email activity report?

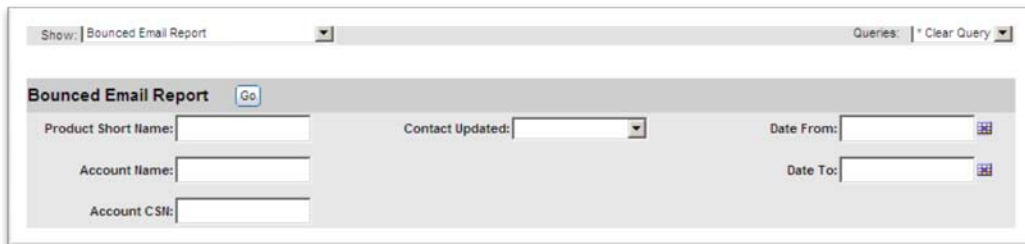
1. Log in to Partner Center.
2. Click the alert on the Partner Center home page, or select the Contracts & Assets tab in the top navigation bar.



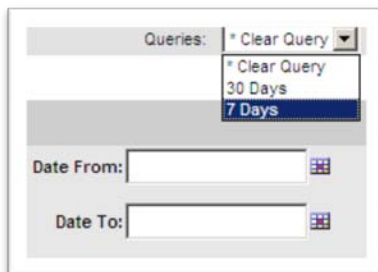
3. From the Show drop-down menu, select Bounced Email Report.



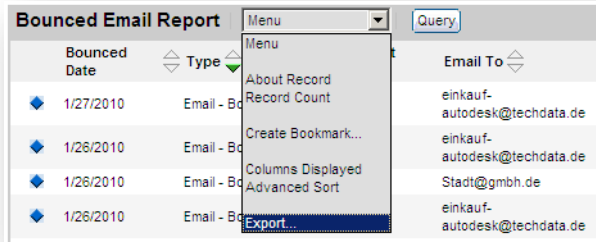
4. In the Bounced Email Report window, there are multiple ways to view this report. You can enter Product, Account Name, and Account CSN (Account Number), Contact Update status, and email date range to search for specific messages. At least one criterion must be completed. Click the Go button to search.



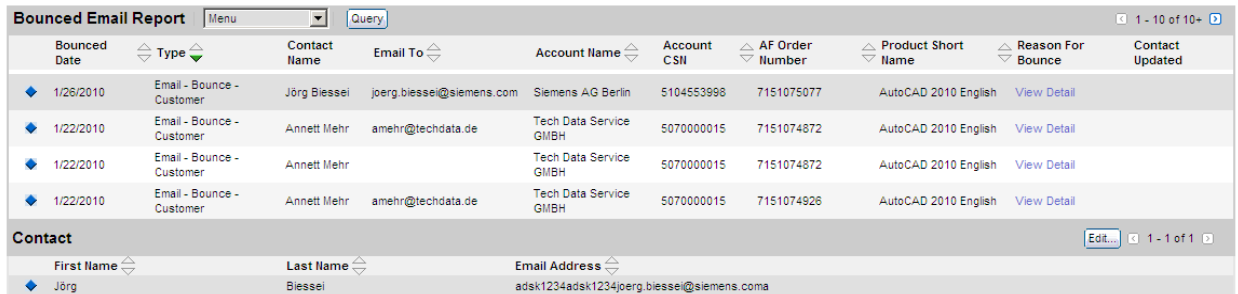
5. Or select one of the predefined queries under the Query drop-down menu. These queries reflect bounced emails within the past 30 or 7 days only, with customer records that have not been updated by your company.



- The bounced emails will display. From the Menu drop-down menu, select Export to sort the results and export them to a spreadsheet.



- Click the A to the left of an email to select a customer record. The contact details appear at the bottom of the query window. Click the Edit? button to go to the customer record.



- Enter the correct customer email address, and click the Save button. Future notification emails—including Upgrade Notifications, Delivery Confirmations, and Renewal Notifications—will go to the updated address.

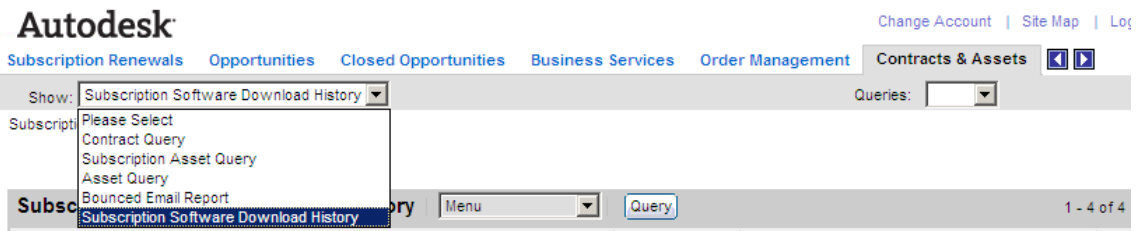


- Back in the default view, the Contact Updated column is now checked. **Note:** Predefined queries search only customer records that have not been updated.

Download History

Partners can see which products and files are downloaded, when they are downloaded, and by which customers. A Download History report can be used to better understand customer behavior.

1. Log in to Partner Center.
2. Select Contracts & Assets tab in the top navigation bar. From the Show drop-down menu, choose Subscription Software Download History.



3. Click the Query button to enter search criteria. Click the Go button to search.

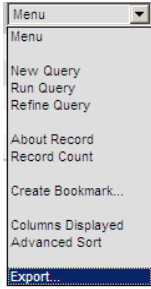
The screenshot shows the 'Subscription Software Download History' search form. It includes a 'Menu' dropdown, a 'Go' button, a 'Cancel' button, a 'Query Assistant' button, and an 'Enter Query' button. Below these buttons are four input fields: 'Account#:', 'Account Name:', 'Download Date:', and 'Contact#:'.

4. The download activity for all completed downloads will display.

The screenshot shows the Autodesk Partner Center interface with the search results for 'Subscription Software Download History'. The top navigation bar includes links for 'Change Account', 'Site Map', 'System Status', and 'Logout'. Below the navigation bar, there are tabs for 'Order Management', 'Contracts & Assets', 'Order Status', 'Account Statement', 'My Profile', 'Preferences', and 'Account Administration'. The 'Contracts & Assets' tab is selected. A 'Show:' dropdown menu is open, displaying 'Subscription Software Download History'. Below the dropdown menu, the text 'Subscription Software Download History:' is displayed. A table of results is shown below, with columns for 'Account #', 'Account Name', 'First Name', 'Last Name', 'Catalog Item Name', 'File Name', and 'Download Date'. The table contains one row of data.

Account #	Account Name	First Name	Last Name	Catalog Item Name	File Name	Download Date
5105662235	Hagerman & Co Inc	Steve	Coburn	AutoCAD MEP English 1	AutoCAD_MEP_2010_English_SLD_Win_64Bit.exe	1/4/2010

5. From the Menu drop-down menu, select Export to sort the results and export them to a spreadsheet.



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).

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