Introduction

The Online Film Ordering User’s Guide is designed to help users of the Online Film Ordering site understand the procedures and guidelines for using the site.

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Life Cycle of an Order

Online Film Ordering is the online site where patrons place and pay for microfilm and microfiche orders.

The life cycle of an order begins by searching for a microfilm or microfiche to order. Then you add the film to your cart and complete the checkout process to pay for the film. Once your order has been placed, the order is put in a processing queue. This queue gives you 24 hours to cancel the order in case you accidently ordered the wrong film or decide you no longer need the film. After 24 hours, the order is processed. If the film is available, it will be shipped to the selected family history center and you will receive an e-mail notifying you of the shipment. If the loan is short-term, the date shipped will mark the beginning of the 90 day loan period.

If the film is not immediately available, it will be placed on backorder and you will receive an e-mail notification. Once the microfilm has been received at the family history center, you will be notified by e-mail that the film has arrived and is ready for you to view. Seven days before the film needs to be returned, you will be sent a renewal notification. At that time, you can either renew the film for an additional 60 days or have the film returned.
Create an Account

To access the Online Microfilm Ordering site, individuals will need to use their FamilySearch account or LDS account. If a person does not have a FamilySearch account or LDS account they will need to register. Creating an account allows individuals to order microfilm or microfiche.

Online Film Ordering requires a person to have a user name and password. This is called a FamilySearch Account or LDS Account. The FamilySearch Account is for the general public. If a patron does not have a FamilySearch Account, he or she will not be able to order microfilm. The user name and password a patron creates can be used to access most websites owned by the Church of Jesus Christ of Latter–day Saints that are available to the general public. The LDS Account is for Church members.

Step 1:
Go to http://familysearch.org/films.

Step 2:
Click the Sign In link.

Step 3:
Click the Create New Account button.

Step 4:
Choose the type of account you want to create.

Note: FamilySearch accounts are for the general public. LDS accounts are for members of The Church of Jesus Christ of Latter–day Saints.
Step 5: Enter information as prompted.
- Personal information
- Login information
- Email address
- Security key

Note: Though e-mail address is not a required field, it is required to use OnlineFilm Ordering. When entering a password, enter 6 or more characters.

Step 6: Confirm your account by going to your email, finding the e-mail from FamilySearch Account and clicking the confirmation link.

Creating an Order
Patrons can place and pay for microfilm and microfiche orders. After the patron has created his or her account, he or she can order microfilm on loan and have them shipped to their local family history center.

Step 1: After you have signed in, select your Loan Type and Film Number.

Note: The following loan types are available: (See – page 10 Definition of Loan Types)
- Extended Microfiche Loan
- Short-term Microfilm Loan
- Extended Microfilm Loan
- Short-term Microfilm Loan Renewal
- Extended Microfilm Loan Renewal

Step 2: Click Search.
Step 3:  
Using the drop-down menu, select the currency for your order. The currency should default to your local currency.

Step 4: Click the Add to Cart button.

Step 5:  
Click the Proceed to Checkout button

Note: From the shopping cart, individuals may perform the following actions when placing their order:

- Remove items
- Continue shopping
- Update Shopping Cart
- Proceed to Checkout

Step 6:  
Enter your billing information.

Step 7:  
Click Continue.

Step 8:  
Select Payment Information.

Step 9:  
Click Continue.
Note: Read the Microfilm Use Agreement.

Step 9: Click to accept the terms of the agreement.

Step 10: Click Place Order.

Step 11: Complete the Payment Information

Note: There may be associated bank and credit card fees applied for non U.S. transactions.

Note: You can use any card that has the VISA/Mastercard logo on it, including debit, credit, or pre-paid cards.

Step 12: Click the Place order button.

Note: You may want to print a copy of your order for your records.

Note: You will receive a confirmation e-mail of your order.
Using PayPal

Individuals can pay for microfilm orders using PayPal. PayPal is a secure way to pay online. Once individuals have a created a PayPal account, they can pay for future purchases without having to enter their payment information every time.

Step 1: After you have placed an order, click the Proceed to Checkout button.

Step 2: Enter the billing information and click Continue.

Step 3: In the Payment Information tab, click PayPal and click Continue.
Step 4: Read and accept the terms of the Microfilm Use Agreement, then click **Place Order**.

Step 5:
Click **Have a PayPal Account**. Note: If you do not already have a PayPal account, enter your information to create a PayPal account.

Step 6:
Review your order summary.

Step 7:
Click the check box to verify your information is correct and then click **Agree and Continue**.

Step 8:
When your transaction is complete, you can return to the Online Film Ordering website by clicking **Return to FamilySearch microfilm—LDS Church**.
Film Pricing

To see the global USD microfilm or microfiche price or to see the price for your family history center, you must first sign in to the Online Film Ordering system. There is one standard microfiche price regardless of the number of fiche assigned to the microfiche number. Microfilm renewals are the same price as the regular loan price, regardless of how many times you renew the film. **Note:** We do not handle sales tax anywhere in the US EXCEPT for California which is subject to a “use” tax. California tax is city-based and is calculated based on the Family History Center’s physical address. The use tax is already calculated into the film price for California. As a result, each FHC in California has a slightly different film price.

**Price Structure**

**Australia:**
- Short-term: 7.75 AUD
- Long-term: 19.50 AUD
- Microfiche: 7.75 AUD

**New Zealand:**
- Short-term: 8.50 NZD
- Long-term: 21.25 NZD
- Microfiche: 5.00 NZD

**British Isles:**
- Short-term: 8.50 GBP
- Long-term: 18.75 GBP
- Microfiche: 8.50 GBP

**United States:**
- Short-term: 7.50 USD
- Long-term: $18.75 USD
- Microfiche: $4.75

**Canada:**
- Short-term microfilm loan: $6.00 CAN
- Extended microfilm loan: $15.00 CAN
- Extended microfiche loan: $5.00 CAN

**Austria, Belgium, Germany, France:**
- Short-term microfilm loan: 8,50 Euro
- Extended microfilm loan: 21,25 Euro
- Extended microfiche loan: 3,50 Euro

**Portugal:**
- Short-term microfilm loan: 4,25 Euro
- Extended microfilm loan: 10,50 Euro (need to double check this)
- Extended microfiche loan: 1,75 Euro

**Malta:**
- Short-term microfilm loan: 5,10 Euro
Extended microfilm loan: 12,75 Euro
Extended microfiche loan: 2,10 Euro

**Cape Verde:**
Short-term microfilm loan: 0,85 Euro
Extended microfilm loan: 2,00 Euro (need to double check this)
Extended microfiche loan: 0,35 Euro

**Switzerland:**
Short-term microfilm loan: 13.00 CHF
Extended microfilm loan: 33.50 CHF
Extended microfiche loan: 5.00 CHF

**Spain, Italy, Greece, and Slovenia**
Short-term microfilm loan: 6,00 Euro
Extended microfilm loan: 15,00 Euro
Extended microfiche loan: 2,50 Euro

**Cyprus**
Short-term microfilm loan: 5,00 Euro
Extended microfilm loan: 12,50 Euro
Extended microfiche loan: 2,00 Euro

**Poland**
Short-term microfilm loan: 15,00 Zloty
Extended microfilm loan: 37,50 Zloty
Extended microfiche loan: 6,50 Zloty

**Hungary**
Short-term microfilm loan: 1200.00 Ft
Extended microfilm loan: 3000.00 Ft
Extended microfiche loan: 500.00 Ft

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**Film Status Definitions**

**Some information is not available on microfilm and microfiche.** Due to contractual agreements with the copyright holders, some records on microfilm or microfiche may not circulate to family history centers. The Family History Library Catalog should indicate that there is no circulation to a family history center. Please check the catalog carefully before placing your order.

**Definition of Loan Types:**

- **Extended Microfiche Loan** is one with no return date is specified. All microfiche orders are extended loans.
- **Short–term Microfilm Loan** is 90 days. These 90 days include a 60–day loan period with an additional 30 days to allow for shipping. Some areas will receive the film much
sooner than 30 days and will have the additional time to view the film. FamilySearch guarantees the film will be at the Center for at least 60 days up to 90 days. The 90 days begin once the film is marked as “shipped”. The film will be returned once the 90 day loan period has expired.

- **Extended Microfilm Loan** is one with no return date specified. The following exceptions can cause the film to be returned or will not allow the film to be ordered:
  - The Director determines the film is no longer being used.
  - The microfilm has become restricted and is no longer available for viewing.
  - The film already exists in the patron’s default family history center.

- **Short-term Microfilm Loan Renewal** is one where the film already exists on a short-term loan at a center or library. The purchase of this loan will renew the loan for an additional 60 days, upon completion of the original 90 days.

- **Extended Microfilm Loan Renewal** will convert a short-term loan to an extended loan, one with no return date specified. The following exceptions can cause the film to be returned or will not allow the film to be ordered:
  - The Director determines the film is no longer being used.
  - The microfilm has become restricted and is no longer available for viewing.
  - The film already exists in the patron’s default family history center.

**Statuses on an entire order:**

- **Pending.** Your order has not been completed due to a lack of payment information or funding. The only way for the order to be processed is for you to reorder the items.
- **Processing.** Your payment has been received and you now have 24 hours to cancel the order.
- **Requested.** The order has been processed and is now either awaiting shipment or is being requested to the Vault. Your order has been received for processing. See “Track statuses of film order items” below for statuses that apply to each film within the order.
- **Canceled.** You or FamilySearch has canceled the entire order. To successfully cancel an order, you must cancel it within 24 hours from the time the order was placed. You should expect a refund notification within 4 business days. However, the transaction may not show on your statement immediately. You will need to check with your bank.
- **Executed.** All of the films in your order are Received, Returned, Renewed, or Canceled. If all films in the order are canceled, the order is canceled rather than executed.

**Track statuses of film order items:**

- **Pending.** This film is waiting to be processed. No action has been taken yet.
- **Requested.** The order has been processed and is now either awaiting shipment or a copy is being created.
- **Backordered.** This status is set when we are in the process of making a copy of the film prior to shipment. This process may take up to 90 days before the film is ready to be shipped. A track status update email is sent notifying the patron of the delay.
• **Shipped.** This status is set when a film has shipped in the last 24 hours and is now in transit to the local family history center. If the loan type is short-term, the return date will be 90 days from the shipping date. You will receive an email notification.

• **Received.** The film has arrived at the selected family history center. Shipping may take up to 30 days, depending on where you are in the world. You will receive an email notification when your film arrives.

• **Returned.** The family history center has shipped the film back to FamilySearch. It is no longer at the center. This usually applies to short-term microfilm loans but can also apply to extended loans when they are returned. One week prior to the return date, an email is sent to the patron notifying them that their film is about to expire and that they should renew the film.

• **Canceled.** An individual film can be canceled by the patron within 24 hours when the order status is set to “Processing.” Once it is set to “Requested”, the order will be fulfilled. To request an individual film cancellation, contact Support. If you wish to cancel the entire order, go to your Recent Orders under My Account and Cancel the specific order. Canceling an order or individual film will activate a refund. Refunds can take up to 4 business days. Cancelling orders with a status “pending” will not activate a refund because a “pending” order never received payment. A cancellation and refund email will be sent separately.

• **Renewed Status.** A film’s track status is set to “renewed” only for a film renewal. These orders update the return date only and are not processed for shipment because the films already exist in the center. A short-term renewal updates the return date 60 days. An extended renewal converts a short-term film loan to an extended loan. Since we don’t ship films for renewals, the order status will automatically be set to “Executed” if all of the line items in the order are renewals.

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**Frequently Asked Questions**

1) **How can I order a film?**

   See the Place an Order link on the Help page. Here you can view an online demonstration on how to order a microfilm.

2) **I want to order a film that is restricted. Is there a way for me to get this film even though there are restrictions on my viewing it?**

   Restricted microfilms have circulation limitations placed on them by the copyright holder. Please contact the copyright holder for information on how to purchase the record. You may also consider requesting a photocopy of the needed information. Contact FamilySearch Support to find out why a film is restricted.

3) **I want to pay by Direct Debit, but it does not work. What can I do?**
You may use Visa, MasterCard, Debit (Bank) Cards, or PayPal to pay for your order. **Note:** If you require using bank transfers or European Direct Debit, you will need to create a PayPal account.

4) **I ordered the same film twice. Will I receive reimbursement for one film?**

The only way the film can be ordered twice is through two separate orders placed through the online film ordering site. You can cancel an order within 24 hours from the time the order was placed. If you successfully placed two distinct orders with the same film number and do NOT cancel one of the orders in time, you will NOT receive a reimbursement.

5) **I was charged for a restricted film I ordered. Will I get my money back for this film?**

Refunds will be automatically given for restricted film orders. The Online Film Ordering system will not permit you to order a restricted film.

6) **May I pay for the microfilm or microfiche loan fees in the family history center or affiliate library? I don’t want to pay over the Internet.**

The only way to order a microfilm or microfiche is over the Internet. Our Web site uses Secure Sockets Layer Encryption, meaning communication over the Internet through this site is secure and safe from fraud. The site aligns with the Payment Card Industry Data Security Standards, ensuring a quality and secure experience when paying for your film or fiche loans.

7) **Is it possible to receive a credit for a film I ordered by mistake? In the future, may I order another film or take a rain check?**

No, you cannot receive credit for a film purchased or take a rain check. Please look carefully at the film number description before placing your order. You can cancel your order within 24 hours from the time you placed the order. You will then receive a full refund. You can also receive a refund if the microfilm or microfiche is damaged, unreadable, does not match the description in the Family History Library Catalog, or the box contains the wrong film.

8) **Can I have my film sent to a center other than the one I’m registered for?**

Yes, you will need to change your default family history center before placing the order. This is done by clicking the change link in the top right corner of the My Account page.

Once a film is received at a family history center, it cannot be transferred to another center.

9) **I need to keep the film more than 90 days. How can I extend the loan period?**

You can renew your loan online. Select the loan type Short-term Microfilm Loan Renewal, and you will have an additional 60 days to view the film at your centre or affiliate library. You can also choose to convert your short-term loan to an extended loan by selecting “Extended Microfilm Loan Renewal.”

10) **What is a “default” family history center?**
A default family history center is the location closest to you geographically, which you have to select after registration. This is where your films are shipped for you to view. Your default family history center can be changed whenever you are logged in to the Online Film Ordering site. In addition, your default family history center will determine the price for your film loan. Each country has the same prices for each film loan.

11) **Is it required for a patron to have an e-mail account or address in order to participate in the online ordering system?**

Yes, as in any e-commerce site, you need to have an e-mail address. There is no way to communicate without an active e-mail address.

12) **Why was my credit card charged a different amount than what was displayed as the total cost on my order?**

FamilySearch International is a United States of America domiciled legal entity. In addition to charges for microfilms ordered, your local card-issuing bank may pass a foreign transaction fee on to you. This fee usually averages 3% of the card transaction cost, and varies from bank to bank. Please contact your local card-issuing bank for details on foreign transaction fees.

13) **What do I do if my credit card keeps declining?**

If your credit card declines you should try a different credit card or contact the bank or institution that issued the card. **Note:** FamilySearch only accepts Mastercard or Visa.

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**Microfilm Use Agreement**

The following is the agreement each patron signs before placing a microfilm order:

**Terms and Conditions for Access to Microfilm:**

You have requested that FamilySearch International ("us," “we” or like terms) loan one or more of our microfilm to a Family History Center ("FHC") where you can view the microfilm.

You acknowledge that all microfilm loaned remains our sole property. You agree that you will not remove microfilms from the FHC to which they are shipped. You agree that you will not make any unauthorized copies of the images on a microfilm in any format (photocopy, digital or analogue photos, video, etc.). You agree that use of some microfilm is restricted based on your geographic location or your membership in The Church of Jesus Christ of Latter-day Saints. If you provide untrue information when requesting a microfilm, that microfilm may be returned to us without refund of any service fees paid.

Additional legal restrictions on the use of microfilm may be posted in at the FHC, on the packaging, or as part of the images within a microfilm. You agree to fully and carefully abide by all such restrictions.

You may only view microfilms at a FHC during its hours of operation. We are not responsible for your inability to view a microfilm at your selected FHC or any FHC. Microfilm that you request will typically be delivered to a FHC between 7 and 180 days after your request is sent depending on many factors. We are under no obligation to deliver the microfilm and may unilaterally cancel your order in our sole and absolute discretion. Microfilm will not be shipped to a FHC you designate unless your service fees have been successfully collected (via the credit card or bank account information that you provide). If we determine a microfilm is no longer available for loan or cannot be delivered, service fees paid for delivery of that microfilm will be refunded to you. If you request multiple microfilms, they may be shipped separately (and at different times) to the FHC. Delivery date cannot be determined via this Web site. You should contact the FHC to inquire about microfilm you have requested.
You agree to handle all microfilm with care and as instructed by FHC staff members. You are responsible for the damage and cost resulting from your misuse or mishandling of the microfilm. Microfilm are provided ‘as is,’ and we do not warrant or guarantee that any microfilm will be in any certain condition, that it will contain the information you are seeking or that the images on a microfilm are legible. The loan period for each microfilm is 90 days, which begins when the film is shipped from by us to the FHC. You may renew the loan for 60 additional days via this Web site. Renewals must be initiated at least ten days before the 90-day loan period ends. You must show the FHC a copy of the email you receive as evidence of your renewal. At the end of the loan period, the FHC will return the microfilms to us. In addition, we reserve the right to withdraw any microfilm from any FHC at any time for any or no reason. You will have first priority to use microfilms you have requested, but acknowledge that other visitors to a FHC may, without cost, also have access to and use those microfilms.

**Limitations of Liability:** Neither we nor any of our affiliates are liable for any special, incidental, exemplary, or consequential damages resulting from your use of, or your inability to use, any materials loaned by us, including, but not limited to, lost profits, and business interruption even if we, the FHC or any affiliated entity have been advised of the possibility of or could have foreseen any of the excluded damages. In no event shall our (or our affiliates’) total liability to you under any legal theory for all damages, losses, and causes of action exceed the amount you have paid to us.

**DISCLAIMER:** THE LOANED MATERIALS INCLUDING ALL MICROFILM OR OTHER ITEMS LOANED OR PURCHASED THROUGH THIS SITE, ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, WITHOUT REPRESENTATIONS OR WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED. TO THE FULLEST EXTENT PERMISSIBLE UNDER APPLICABLE LAW, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE AND IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. WE DO NOT REPRESENT OR WARRANT THAT THE ITEMS LOANED ARE FREE OF DEFECTS OR HARMFUL COMPONENTS.

**Jurisdiction and Applicable Law:** This Agreement contains the entire agreement between us regarding your use of our loaned or sold materials including all microfilm; it supersedes all previous and contemporaneous oral or written agreements and may be changed only by a written agreement signed by both parties or by an alteration to this document as posted on this Web site. No action or statement, whether oral or written, by our staff members, FHC staff or any affiliated entity staff shall alter any term of this agreement. This agreement and your use of our materials shall be governed by the laws of the State of Utah, United States of America, as applied to agreements entered into and to be performed entirely within that state, without giving effect to any principles of conflicts of law. Both parties each agree to seek in good faith to resolve any dispute arising between us, failing which, any action you bring to enforce this agreement or any matters related to the use of loaned or purchased materials including microfilm shall be brought solely in an appropriate state or federal court located in Salt Lake County, Utah. You hereby consent and submit to the personal jurisdiction of such courts for the purposes of litigating any such action and hereby waive any objection to forum or venue based on forum non conveniens. This agreement will not be governed by the United Nations Convention on Contracts for the International Sale of Goods. If any provision of this agreement is unlawful, void, or unenforceable in whole or in part, the remaining provisions shall not be affected, unless we determine that the invalid or unenforceable provision is an essential term of the agreement, in which case we may at our sole discretion amend the agreement.
FamilySearch Support

E-mail

- films@familysearch.org
- Use the Contact Us link at the bottom of the FamilySearch Microfilm Ordering Web site.

Toll-free telephone numbers

- To find the toll-free number in your area, click: https://www.familysearch.org/help/contact