

Introduction

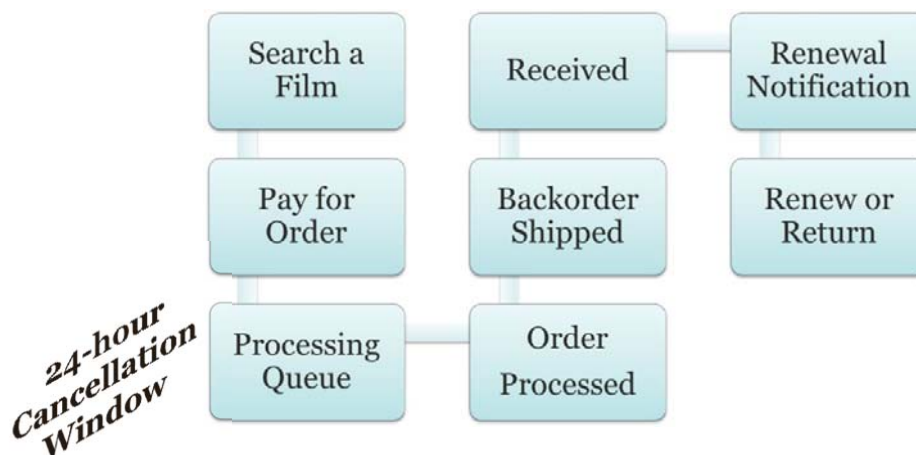
The Online Film Ordering User's Guide is designed to help users of the Online Film Ordering site understand the procedures and guidelines for using the site.

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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 accidentally 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>.

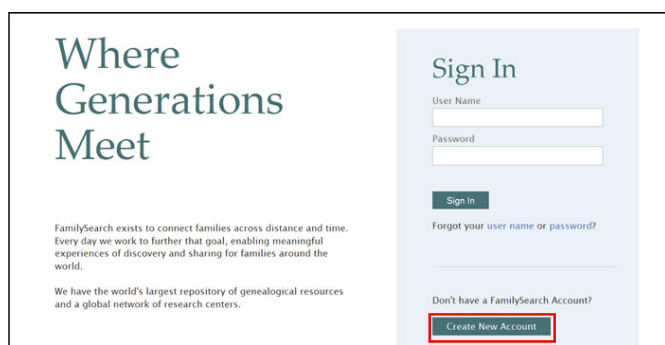
Step 2:

Click the **Sign In** link.



Step 3:

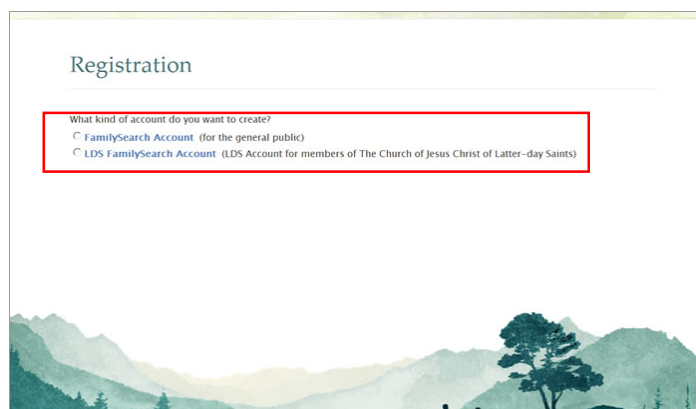
Click the **Create New Account** button.



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.

A registration form with the following fields: First Name, Last Name, Display Name, Gender (dropdown), User Name, Password, Re-enter Password, E-mail, Re-enter E-mail, Alternate E-mail (Optional), and Re-enter Alternate E-mail. At the bottom, there is a CAPTCHA image with the word 'become' and the text 'Please type the letters from the picture. Why?'.

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

The 'Online Film Ordering' page on FamilySearch.org. It features a search box with a red border containing 'Loan Type' (a dropdown menu) and 'Film Number' (a text input), with a 'Search' button below. The page includes navigation links like 'Create an Account', 'Your Language' (set to English), 'Ordering Help', and a shopping cart icon showing '0 item(s), \$0.00'. Text on the page describes the service and provides instructions for signing in and searching.

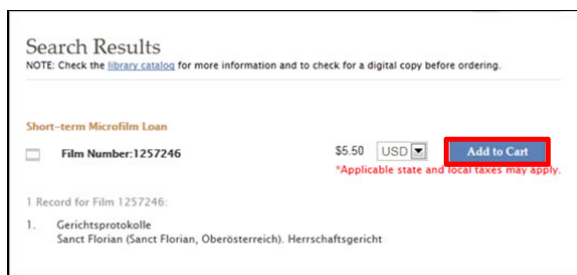
Step 2:

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.



Search Results

NOTE: Check the [library catalog](#) for more information and to check for a digital copy before ordering.

Short-term Microfilm Loan

☐ Film Number: 1257246 \$5.50 USD **Add to Cart**

*Applicable state and local taxes may apply.

1 Record for Film 1257246:

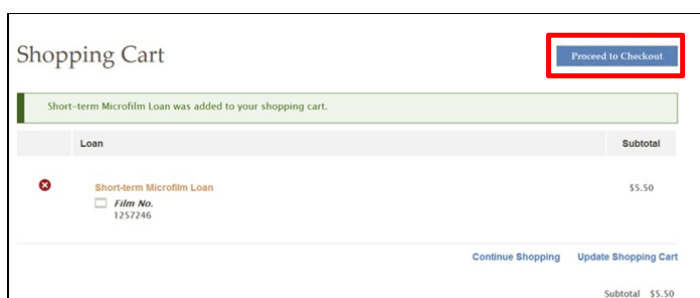
1. Gerichtsprotokolle
Sanct Florian (Sanct Florian, Oberösterreich). Herrschaftsgericht

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



Shopping Cart

Short-term Microfilm Loan was added to your shopping cart.

Loan	Subtotal
<input checked="" type="checkbox"/> Short-term Microfilm Loan <input type="checkbox"/> Film No. 1257246	\$5.50

Continue Shopping Update Shopping Cart

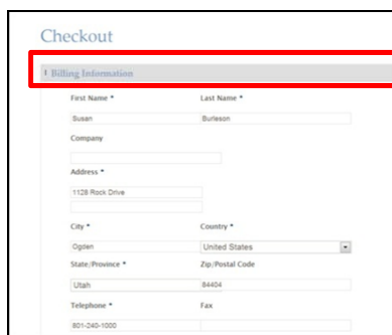
Subtotal \$5.50

Step 6:

Enter your **billing information**.

Step 7:

Click **Continue**.



Checkout

Billing Information

First Name * Last Name *

Susan Burleson

Company

Address *

1128 Rock Drive

City * Country *

Ogden United States

State/Province * Zip/Postal Code

Utah 84404

Telephone * Fax

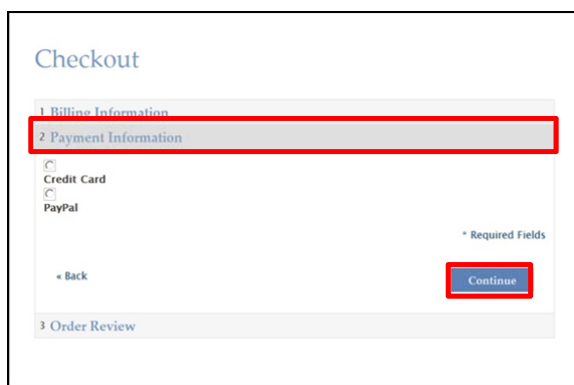
801-240-1000

Step 8:

Select **Payment Information**.

Step 9:

Click **Continue**.



Checkout

1 Billing Information

2 Payment Information

☒ Credit Card

☐ PayPal

* Required Fields

« Back **Continue**

3 Order Review

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.

MICROFILM USE AGREEMENT

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

☐ I Accept

Forgot an Item? Edit Your Cart **Place Order**

Order Information
Order number: 1117020
TOTAL: 5.50 USD

Credit Card Information

Credit Card Type: Visa
Credit Card Number: 4111111111111111
Expiration Month: 3
Expiration Year: 2015

Do not Refresh or click the Back Button to avoid multiple charges.

Place order

FAMILYSEARCH
Microfilm Ordering

Hello Susan Burleson,
Thank you for your order from FamilySearch. Once your package ships we will send an email with a link to track your order. You can check the status of your order by logging bit.ly/your_order. If you have any questions about your order please contact us at familysearch@familysearch.org or call FamilySearch.

Your order confirmation is below. Thank you for choosing FamilySearch.

Your Order #1117020 (placed on September 21, 2011 11:20:48 AM PDT)

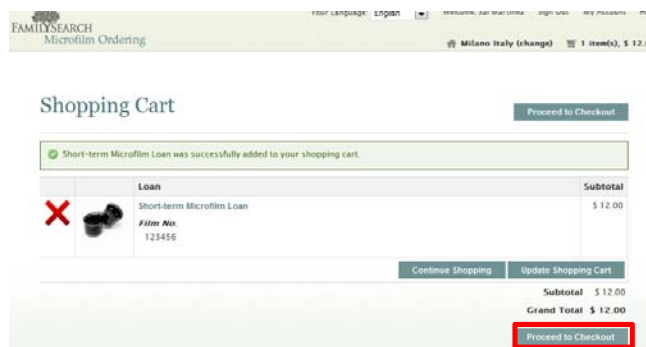
Billing Information:		Family History Center:	
Susan Burleson 1111 Everyone Street Pawillon, 111111 Quam T: 1-222-11111111		Lindon Utah Family History Center 1050 E 100 N Lindon, Utah United States T: 1-801-789-7366	

Item	Status	Qty	Subtotal
Short-term Microfilm Loan	Pending	1	\$5.50
File No. 1257246			
Subtotal			\$5.50

Using PayPal

Individuals can pay for microfilm orders using PayPal. PayPal is a secure way to pay online. Once individuals have 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**.

The screenshot shows the 'Checkout Progress' and 'Checkout' form. The 'Checkout Progress' section on the left shows the order details for the Family History Center. The 'Checkout' section on the right has a 'Billing Information' tab highlighted with a red box. Below the tab, there are fields for 'New Address', 'First Name', 'Last Name', 'Company', 'Address', 'City', 'Country', 'State/Province', 'Zip/Postal Code', 'Telephone', and 'Fax'. A 'Continue' button is at the bottom right, highlighted with a red box.

Step 3:
In the Payment Information tab, click **PayPal** and click **Continue**.

The screenshot shows the 'Checkout' form with the 'Payment Information' tab selected. Under this tab, there are two radio button options: 'Credit Card' and 'PayPal'. The 'PayPal' option is highlighted with a red box. Below these options are 'Back' and 'Continue' buttons. The 'Continue' button is highlighted with a red box.

Step 4: Read and accept the terms of the Microfilm Use Agreement, then click **Place 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.

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.

☐ I Accept

Forgot an Item? Edit Your Cart

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.

FamilySearch Microfilm-LDS Church

Your order summary

Descriptions	Amount
Short-term Microfilm Loan	\$5.50
Item number: microfilm-short-term	
Item price: \$5.50	
Quantity: 1	
Item total	\$5.50
Total \$5.50 USD	

Choose a way to pay
PayPal securely processes payments for FamilySearch Microfilm-LDS Church

Have a PayPal account? **PayPal**





[Log in to your account to pay](#)

Create a PayPal account
(and pay with your card or credit card)

[Learn more about PayPal](#) - the faster, safer way to pay

Country: United States

Card number:

Payment Types:    

Expiration date: mm / yy /

CSC:

What's this?

First name:

Last name:

Address line 1:

Address line 2:

City/State:

ZIP code:

Telephone: (555) 555-1234

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**.

FamilySearch Microfilm-LDS Church

Your order summary

Descriptions	Amount
Short-term Microfilm Loan	\$5.50
Item number: microfilm-short-term	
Item price: \$5.50	
Quantity: 1	
Item total	\$5.50
Total \$5.50 USD	

PayPal Electronic Communications Delivery Policy Consent **PayPal**

This will just take a minute then you can complete your payment.

We've updated our Policy - please consent so that we can provide you with your account information electronically, including your payment confirmation.

Please verify that:

☒ Yes, I've read and agree to the [Electronic Communications Delivery Policy](#). I understand that PayPal will provide me with information about my account electronically. I confirm that I can access emails, web pages, and PDF files.

Agree and Continue [Remind me later](#)

[Cancel and 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

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

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.

Statutes 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.

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.

 [Alice Springs Austral.. \(change\)](#)

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.

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.

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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> .