

Penworthy FAQs

At Penworthy, we are here to help. If you get stuck and aren't able to resolve your problem through this FAQ Guide, click "Need help?" on our website for contact information and reach out to us, we'd love to talk to you.

Penworthy

Need help? (0, \$0.00)

DECISION WIZARD BROWSE BOOKS RESOURCES SIGN IN

FREE SHIPPING, CATALOGING, AND PROCESSING EVERY DAY!

CONTACT US

GET IN TOUCH!
800-262-2665
M-F 7:30-4:30 CST

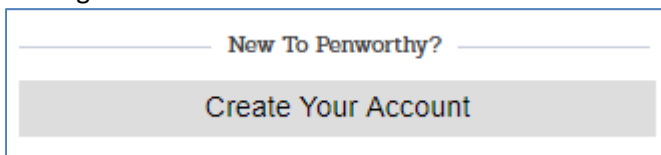
Need an immediate answer? With over 30 years of experience, our customer service team is here to help.

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Phone: 800-262-2665
Direct: 414-921-1502
Fax: 414-287-4602

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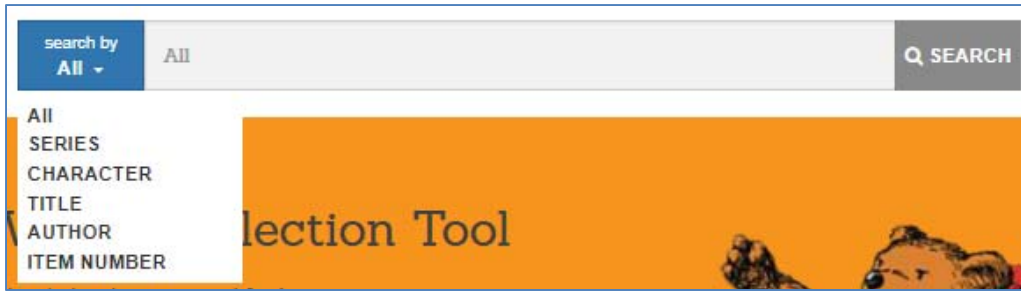
Signing In:

1. When I try to log in, I am not redirected anywhere and I just stay on the Sign in Screen?
 - a. When there are issues logging in, always try refreshing your browser and trying again.
 - b. If that doesn't work, or you prefer to talk to someone on the phone, please give us a call at 800-262-2665, M-F 7:30-4 CST
2. I forgot my password?
 - a. Click the "Forgot my password" and you'll receive an email to reset your password.
3. I don't have an account yet?
 - a. You can browse our website without having an account
 - b. To add items to your cart, you will need to create an account. You can do this by clicking Sign In and clicking the "Create Your Account" button at the bottom.



Finding What You're Looking For:

1. My search results came back with too many items, how else can I narrow it down?
 - a. Default search is "Search by ALL"; this will return a broad selection of items because it searches over many data points. Try searching by one of the more specific options from the drop down menu to get a more tailored result.



2. My search isn't returning anything?
 - a. Search looks within the titles that are displayed. So if you meant to look across the entire Penworthy Website, go to Browse Books first, and then try your search again.
 - b. If you meant to do your search within a specific collection for example, make sure that you do not have any additional filters applied.
 - c. If you have checked A and B and are still returning 0 results, we might not have what you are looking for. If you're still not sure, talk to your Penworthy representative and they can help you out.

Submitting Your Order:

1. I want to include cataloging on my order?
 - a. Make sure your Cataloging Profile is up to date either by click the blue "Cataloging" link in your shopping cart, or going to the MY ACCOUNT tab. Then, before submitting your order, check the box to include cataloging on the order.



2. Do I need a PO?
 - a. Penworthy does not require a PO. If you would like to include a PO, you have the opportunity to do so on the Order Confirmation Screen after clicking "CHECKOUT"

Order Confirmation
X

Order Summary

Sub Total	(14 Items)	\$189.42
Decision Wizard ☺	(6 Items)	\$85.81
Browse Books ☺	(8 Items)	\$103.61
Items Cancelled ☺	(0 Items)	
Sales Tax	\$0.00	\$0.00
Total	(14 items)	\$189.42

Company Name : **ASSEMBLY CHRISTIAN SCH***

Shipping Address : **12345 E MAIN STREET**

City : **MILWAUKEE** State : **WI** Zip Code : **53202**

Enter comments or promotional code here:

PO# :

Penworthy does not require a PO number. If you would like us to hold this order for your PO before shipment, please type "HOLD FOR PO" in the PO field. Your representative will contact you before shipment. If you have already submitted your PO Requirements in your MY ACCOUNT details, you don't need to fill this out.

SUBMIT ORDER

b. You can also update your PO preferences in your “My account Page”:

ACCOUNT DETAILS

ABOUT YOU
LAQUEN KOESTER
laquen.koester11@gmail.com
P: (444) 444-4444
School/Library/Other Name : School

BILLING ADDRESS
12345 E MAIN STREET
MILWAUKEE WI
53202

SHIPPING ADDRESS
PO Box 001 Mailing
Anywhere AR
72086 2804

User name and password are immediately updated. All other profile updates will be made within one working day.
[Change password now](#)
[Submit changes to Penworthy](#)

PURCHASE ORDER REQUIREMENT

No PO Required
 PO Required to pay invoice
 PO Required to receive books

[SUBMIT PO CHANGE](#)

3. How do I claim my Pick-A-Prize?

a. If you place an order using a Penworthy Decision Wizard within 7 days of receiving it from your representative, a window will open when submitting your order to select your prize.

Pick your Penworthy Prize! [Close](#)

THANK YOU for helping us be more efficient by finishing your Decision Wizard within 7 days. Please choose a prize below as a token of our appreciation.

\$200 - \$500 orders, choose any one item(s)
1 Read Imagine Learn Totebag
10 I Love My Library Pencils
10 I Love My Library Silicone Bracelets

\$501 - \$1,500 orders, choose any one item(s)
20 I Love My Library Pencils
20 I Love My Library Silicone Bracelets
3 Read, Imagine, Learn Totebags

Orders \$1,501 and over, choose any two item(s)
20 I Love My Library Pencils
20 I Love My Library Silicone Bracelets
3 Read, Imagine, Learn Totebags
Headbands Guessing Game







This page appears when you submit your qualifying order within 7 days. You choose the prize you prefer and it ships with your books!

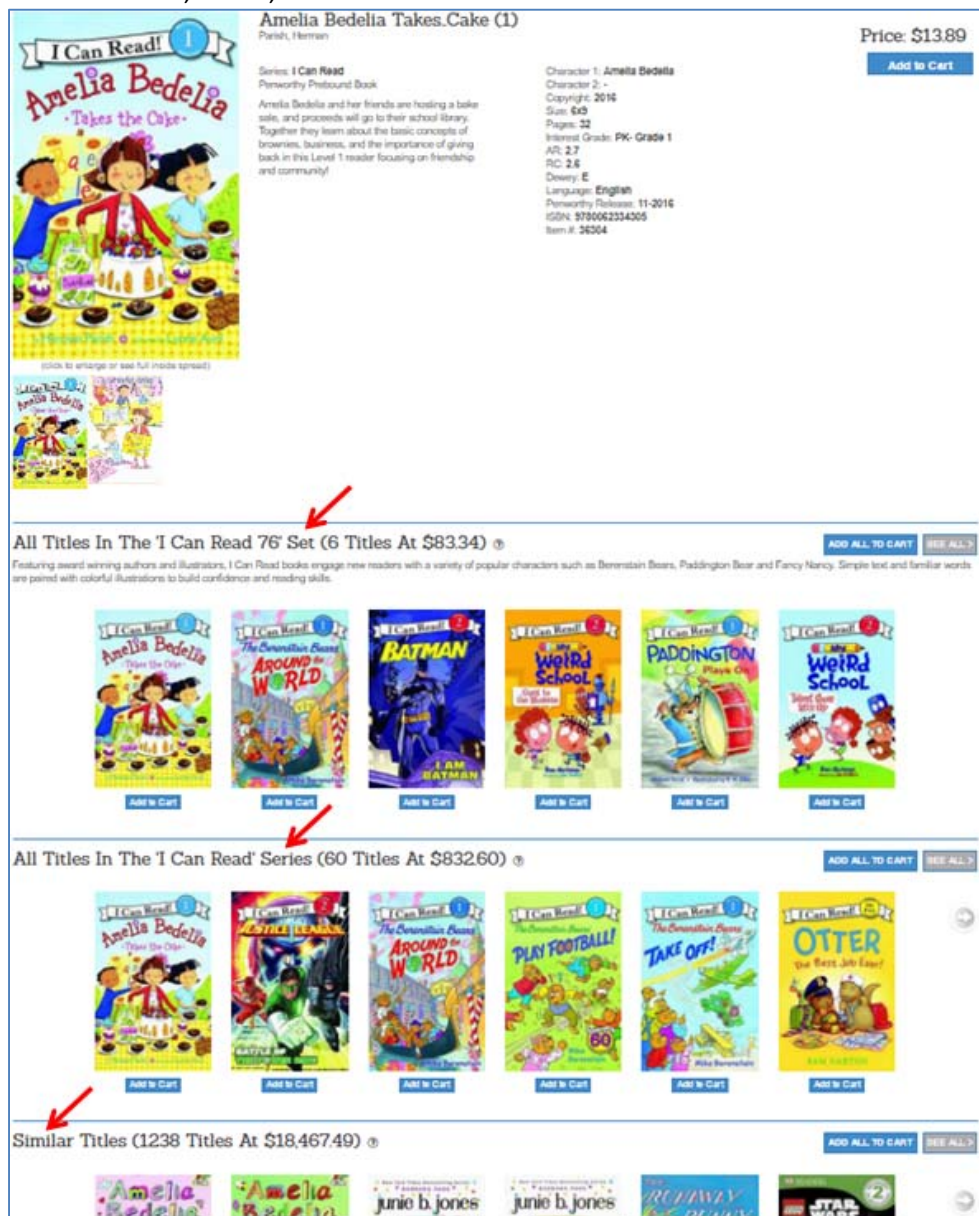
9808
5925
6014
0157
5901
6380
2835
8138

b. If you are eligible to Pick Your Prize, you can look at the current prize options by clicking this link:

[Order from your DW by 12/18/2017 to claim your FREE Prize.](#) ←

General:

1. What do the symbols all around the website mean?
 - a. These symbols are called tool tips, and when you hover the cursor over one, a message will appear that gives you useful information.
 - i.  Related to series you've purchased before
 - ii.  Related to characters you've purchased before
 - iii.  Title you've purchased before
 - iv.  In your shopping cart
 - v.  In your Decision Wizard
 - vi.  Explains an element of the website
2. What's in a Set, Series, or Similar section of books under the book?



The screenshot displays a product page for the book "Amelia Bedelia Takes the Cake (1)" by Parisi, Herman. The book cover features the "I Can Read!" logo and the title. To the right of the cover, there is a price tag of \$13.89 and an "Add to Cart" button. Below the cover, there is a detailed description of the book, including the series name "I Can Read Penworthy Preboard Book" and a synopsis: "Amelia Bedelia and her friends are hosting a bake sale, and proceeds will go to their school library. Together they learn about the basic concepts of broomies, business, and the importance of giving back in this Level 1 reader focusing on friendship and community!". Technical details such as character names, copyright (2016), price (\$6.99), page count (32), interest grade (PK-Grade 1), AR (2.7), FC (2.6), Dewey (E), language (English), Penworthy Release (11-2016), ISBN (9780062334305), and Item # (26304) are listed.

Below the book details, there are three sections of related books:

- All Titles In The 'I Can Read 76' Set (6 Titles At \$83.34)**: This section features a row of six book covers: "Amelia Bedelia Takes the Cake", "The Conversation Class Around the World", "I Am Batman", "Weird School", "Paddington", and "Weird School". Each book has an "Add to Cart" button.
- All Titles In The 'I Can Read' Series (60 Titles At \$832.60)**: This section features a row of six book covers: "Amelia Bedelia Takes the Cake", "Justice League", "The Conversation Class Around the World", "Play Football!", "Take Off!", and "Otter". Each book has an "Add to Cart" button.
- Similar Titles (1238 Titles At \$18,467.49)**: This section features a row of six book covers: "Amelia Bedelia", "Amelia Bedelia", "Junie B. Jones", "Junie B. Jones", "Runaway", and "Star Wars".

- a. A set is a Penworthy grouping to show affiliated titles within a series
- b. A series contains Penworthy titles within the publisher identifies series.
- c. Similar titles are titles that feature the same character or keywords.