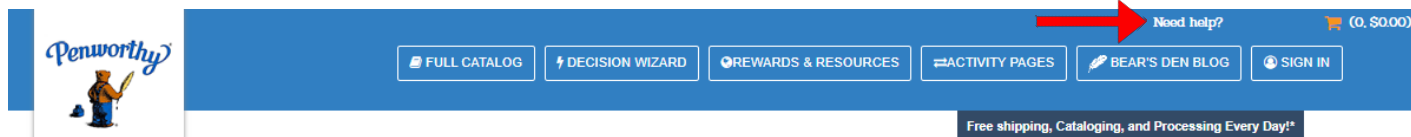


PENWORTHY WEBSITE FAQs

800-443-8439 (P) | 414-287-4602 (F) | www.penworthy.com



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.



[Home](#) > [Contact Penworthy](#)

CONTACT US



Need an immediate answer? Our customer service team is here to help.



Lanette Gincer
Email: customerservice@penworthy.com
Phone: 800-262-2665 x204
Direct: 414-921-1504
Fax: 414-287-4602



Madi McDonald
Email: customerservice@penworthy.com
Phone: 800-262-2665 x207
Direct: 414-921-1507
Fax: 414-287-4602

Website Issues:

1. Why won't the Penworthy Site Load?

- Try using a different web browser - We recommend using Google Chrome
- Clear your browsing history
- If that doesn't work, please give us a call at 800-262-2665

Signing In:

1. When I try to log in, I am not redirected anywhere and I just stay on the Sign in Screen?

- When there are issues logging in, always try refreshing your browser and trying again.
- 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 8:00am-4:30pm CST

2. I forgot my password?

- Click the "Forgot my password" and you'll receive an email to reset your password.

3. I don't have an account yet?

- You can browse our website without having an account.
- Before you "Create an account", call (800-262-2665) or email (customerservice@penworthy.com) to verify if you are in our system
 - **Most school/library's are in our system. Even if you haven't ordered with us before.
- 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.

New To Penworthy?

Create Your Account



800-443-8439 (P) | 414-287-4602 (F) | penworthy.com

219 N. Milwaukee St. Milwaukee, WI 53202 | ©2023

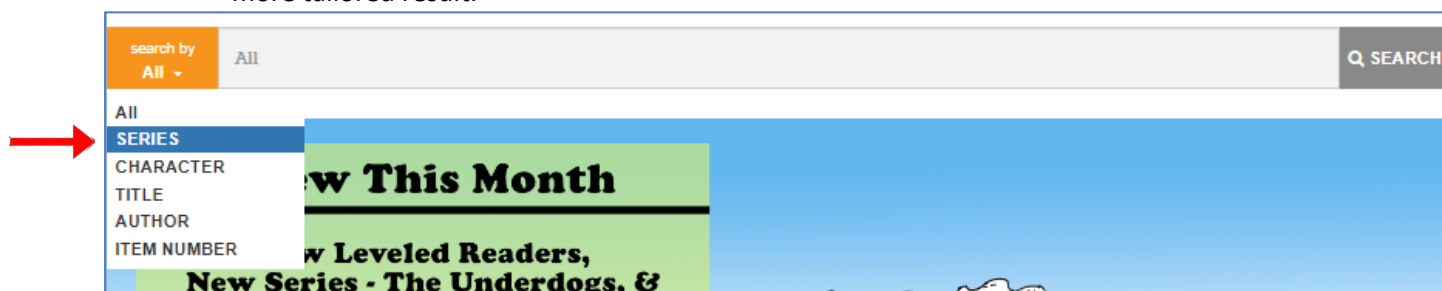
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Finding What You're Looking For:

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.



PENWORTHY WEBSITE FAQs

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3. Do I need to include a PO to submit my order?

- 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

Order Summary

Sub Total	(5 Items)	\$109.95
Decision Wizard	(5 Items)	\$109.95
Full Catalog	(0 Items)	\$0.00
Items Cancelled	(0 Items)	
Sales Tax		\$0.00
Total	(5 items)	\$109.95

Company Name : ASSEMBLY CHRISTIAN SCH*

Shipping Address : 12345 E MAIN STREET

City : MILWAUKEE State : WI Zip Code : 53202

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.

Enter comments or promotional code here:

SUBMIT ORDER

- b. You can also update your PO preferences in your "My account Page":

ACCOUNT DETAILS & REWARDS POINTS

ABOUT YOU

madi McDonald

P: 338-364-4340

Customer Number : 4781_001

BILLING ADDRESS

ASSEMBLY CHRISTAIN SCH

12345 E MAIN STREET

ANYWHERE AR

72086-2804

SHIPPING ADDRESS

ASSEMBLY CHRISTIAN SCH*

12345 E MAIN STREET

MILWAUKEE WI

53202

REWARDS PROGRAM

Penworthy rewards you for every dollar you spend. Redeem your points for the items you choose! Visit our [RESOURCES](#) page for more details.

Points Available: 0 Points Expiration Date: 03/09/2023

ACCOUNT UPDATES

You can immediately update your password. All other updates must be submitted to Penworthy and changes will be reflected 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 recieve books

SUBMIT PO CHANGE

PENWORTHY WEBSITE FAQs

800-443-8439 (P) | 414-287-4602 (F) | www.penworthy.com



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

- 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!

- 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 7/20/2023 to claim your **FREE Prize**. ←

6. I didn't receive a PDF or email confirmation of my order?

- If you have your pop-ups blocked, you will not get the immediate PDF and email confirmation. That said, you can always find a PDF of your submitted orders on your "My Account" page.
- Just click "My Account", and then click "Orders" to see all of your current and previous orders. You can print a PDF or export an excel document of any order from this location.

Orders

Current Orders

Invoice Date	Order Date	Status	PO#	Invoice#	Items	Total	View
7/10/2023	7/11/2023	In process			41	\$865	 ←
7/10/2023	7/11/2023	In process			55	\$1,150	

Previous Orders [View All Order History](#)

Invoice Date	Order Date	Status	PO#	Invoice#	Items	Total	Outstanding	View
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PENWORTHY WEBSITE FAQs

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Managing My Account:

1. I forgot my password and had a new one sent to me, but then how do I change my password to be something I can remember?
 - a. Under Account Details on your MY ACCOUNT page, you are able to update your password immediately.

ACCOUNT DETAILS & REWARDS POINTS

ABOUT YOU madi McDonald P: 338-364-4340 Customer Number : 4781_001	BILLING ADDRESS ASSEMBLY CHRISTAIN SCH 12345 E MAIN STREET ANYWHERE AR 72086-2804	SHIPPING ADDRESS ASSEMBLY CHRISTIAN SCH* 12345 E MAIN STREET MILWAUKEE WI 53202
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REWARDS PROGRAM

Penworthy rewards you for every dollar you spend. Redeem your points for the items you choose! Visit our [RESOURCES](#) page for more details.

Points Available: 0 Points Expiration Date: 03/09/2023

ACCOUNT UPDATES





You can immediately update your password. All other updates must be submitted to Penworthy and changes will be reflected within one working day.

[Change password now](#) [Submit changes to Penworthy](#)

- b. From the Account Details, you can also send requests to Penworthy for other account changes and the changes will be reflected within one working day.

2. I think I submitted my order, but I'm not sure. Is there a way I can see orders I recently placed?

- a. Under Orders on your MY ACCOUNT page, you are able to see past and current orders. An order that was just submitted will have a status of "Submitted".

ACCOUNT DETAILS & REWARDS POINTS	<h2>Orders</h2>								
ORDERS	<h3>Current Orders</h3>								
CONTACT US	Invoice Date	Order Date	Status	PO#	Invoice#	Items	Total	View	
CATALOGING AND PROCESSING SPECIFICATIONS	5/25/2023	5/25/2023	Submitted			111	\$1,947	 	
	5/25/2023	5/25/2023	Submitted			103	\$953	 	
<h3>Previous Orders</h3>									View All Order History
	Invoice Date	Order Date	Status	PO#	Invoice#	Items	Total	Outstanding	View

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General:

1. What do the symbols all around the website mean?

- These symbols are called tool tips, and when you hover the cursor over one, a message will appear that gives you useful information.
 - Related to series you've purchased before
 - Related to characters you've purchased before
 - Title you've purchased before
 - In your shopping cart
 - In your Decision Wizard
 - Explains an element of the website

2. What's in a Set, Series, or Similar section of books under the book?

Construction Pups (1)
Roy et al., Margret

Series: I Can Read
Penworthy Prebound Book

Character 1: Pretzel and the Puppies
Character 2: Apple TV
Copyright: 2023
Size: 6x9
Pages: 32
Interest Grade: PK-3
Reading Level: 2.1
Classification: Fiction

Price: \$16.46

[Add to Cart](#)
[Next](#)
[Previous](#)

All Titles In The 'I Can Read 109' Set (4 Titles At \$65.84)

[ADD ALL TO CART](#) [SEE ALL >](#)

All Titles In The 'I Can Read' Series (19 Titles At \$328.74)

[ADD ALL TO CART](#) [SEE ALL >](#)

Similar Titles (140 Titles At \$2,206.02)

[ADD ALL TO CART](#) [SEE ALL >](#)

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