Section 6.8. In $\# 12$ and $\# 15$, note that the potential $\phi$ satisfies $\mathbf{F}=-\nabla \phi$ with a minus sign. In $\# 20$, the calculations for the first $\mathbf{F}$ are simple, but the calculations for the second $\mathbf{F}$ can get messy. Feel free to use another coordinate system, if you wish. To calculate $\phi$, for example, I suggest spherical coordinates (see formula (6.8) on page 294).

