



**ORANGE
CONNEX**

AU Fulfilment Business 2022 Price Guide

*The rate card is effective from 1 March 2022 (AU local time), and please note that all rates are exclusive of VAT and/or local taxes.

1. Version Control

2. Orange Connex Service Scope

3. Fulfilment Centre Service

Fulfilment Service Summary

AU Domestic Standard Service

AU Domestic Express Service

Storage Service

Value-added Services

Floor-stacking Unloading Surcharge

Inbound Irregularity Surcharge

4. Return Centre Service

Inbound Handling Service

Storage Service

Return Shipping Label Service

Value-added Services

Outbound Fulfilment Service

5. Frequently Asked Questions

6. Appendix

Packing Material Reference List

Version Number	Date Modified	Effective Date	Updated Contents
AU20220124-01	24 January 2022	23 February 2022	AU Return Centre 2022 rate card updates
AU20220130-02	30 January 2022	1 March 2022	AU Fulfilment Centre 2022 rate card updates
AU20220217-03	17 February 2022	1 March 2022	AU postcode list updates

【Fee Structure】 Fulfilment Centre Service	
<p>Fulfilment Service Fees =Base Price+Optional Fulfilment Service Fees</p>	<p>The Fulfilment Base Price per order is calculated based on the actual weight of the outbound package, including the packing material.</p>
	<p>Optional Fulfilment Service Fees=Additional Item Fee+Outbound Packaging Fee+Minimum Label Handling Fee+Lithium Battery Labelling Fee</p>
	<ul style="list-style-type: none"> Additional Item Fee: Fulfilment base price includes the first item, and each additional item fee is charged for more than 1 item in a package. The item number of bundle SKUs is counted as total pieces in the bundle, and the additional item fee is charged the same way as for non-bundle SKUs. <p>e.g.1: An order contains Bundle SKU C (SKU A*1+SKU B*2), the total additional items are counted as 2. e.g.2: An order contains Bundle SKU C (SKU A*1+SKU B*2) and SKU D*2, the total additional items are counted as 4.</p>
	<ul style="list-style-type: none"> Outbound Packaging Fee: If Orange Connex packaging service is applied, we will charge a packaging fee (including packaging and packing materials) based on your product size.
	<ul style="list-style-type: none"> Minimum Label Handling Fee: We will charge you an additional fee if the largest surface of a 'ship-in-own-packaging' item package is less than 15*10 cm.
	<ul style="list-style-type: none"> Lithium Battery Labelling Fee: For non-prepacked orders that include lithium batteries packed with equipment items or standalone lithium batteries, we will label the packages with lithium battery labels during the outbound process according to the local dangerous goods regulations.
<p>Storage Fees</p>	<p>The storage fee is charged for all items stored in our Fulfilment Centre based on a seller's inventory volume. Storage charges will start from the day of inventory putaway, and the outbound day is free of charge.</p>
	<p>Inventory items that have been in our Fulfilment Centres for more than 365 days will be charged a long-term storage fee instead of the regular storage fee.</p>
	<p>The minimum storage fee is \$0.01 per SKU per day.</p>
<p>Additional Service Fees</p>	<p>Value-added Service Fees</p>
	<p>Floor-stacking Unloading Surcharge</p>
	<p>Inbound Irregularity Surcharge</p>

*Orange Connex Fulfilment Centres do not accept buyer returns. If the return service is needed, please open the service. Please note all returns must be sent to our independent Return Centre.

【 Fee Structure 】 Return Centre Service

Inbound Handling Fee	Orange Connex will charge you an inbound handling fee for each return package received. This fee is applied based on the return package actual weight.
Storage Fee	We offer 7 days of free storage, and you will be charged from the 8th day. The storage fee is calculated for all returns stored in our Return Centre based on the total volume of a seller's return packages per day, and the package outbound day is free of charge. e.g.: The return package arrived on 17 October 2021 and was put away on 18 October. The storage fee would only start to be charged from 25 October. The minimum package volume to charge is 0.01CBM.
Additional Service Fees	Return Shipping Label Fee
	Value-added Service Fees
	Outbound Fulfilment Fee

Contact Us

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Working Hours:

Monday to Friday: 9 am-5 pm

Saturday & Sunday & Public Holiday: Closed

Website: <https://orangeconnex.com.au>

Orange Connex Fulfilment Platform: <https://fulfillment.orangeconnex.com>

Fulfilment Service Summary:

- All AU fulfilment service fees are calculated based on the actual weight of an order package.
- Remote areas may require a longer delivery time. For more information, please refer to the Service Restrictions on our website.
- AU Domestic Express Service does not ship to the following postcodes:
0834,0873,0874,0875,2880,2890,2891,2898,2899,5464,5470,5471,5472,5473,5480,5481,5482,5483,5485,5495,5510,5611,5701,5713,5715,5717,5719,6798,6799,9600

*Please be reminded that the time shown in this price guide is the AU local time.

Service Restrictions		
	AU Domestic Standard Service	AU Domestic Express Service
Estimated Delivery Timescale	3-8 Working Days	1-3 Working Days
Dimension Limits* (cm)	Length ≤ 105 Length*Width*Height ≤ 0.25 m ³	
Weight Limits (kg)	Actual Weight ≤ 22	
Shipping Lithium Batteries	We can ship standalone lithium batteries, lithium batteries contained in equipment or packed with equipment. The power rating must be ≤ 100Wh or lithium content ≤ 2g.	
Cutoff Time	Monday to Friday 4 pm	
Last Mile Tracking	Available	
Last Mile Claims	Not available	

*Length=Longest Side, Width=Median Side, Height=Shortest Side

Rate Card Contents:

Fulfilment Base Price+Additional Item Fee

Outbound Packaging Fee

Minimum Label Handling Fee

Lithium Battery Labelling Fee

*Please refer to Frequently Asked Questions for examples of Fulfilment Service Fees calculation.

*Please refer to the postcode list for more details: [AU Postcode List](#)

Standard Service Base Price+Additional Item Fee

Zone	Standard Price				eBay Price			
	Same City (Sydney)	Metro (Downtown)	Major Regional (Other areas)	Remote Areas (Incl. Sydney)	Same City (Sydney)	Metro (Downtown)	Major Regional (Other areas)	Remote Areas (Incl. Sydney)
Estimated Delivery Timescale	3-8 Working Days							
Weight up to and Including (kg)	Dimension Limits: L≤105 cm, L*W*H≤0.25 m ³							
0.25	\$5.33	\$5.56	\$5.89	\$9.39	\$4.80	\$5.00	\$5.30	\$8.45
0.50	\$7.09	\$8.52	\$8.80	\$10.90	\$6.38	\$7.67	\$7.92	\$9.81
1	\$7.47	\$9.33	\$11.99	\$15.49	\$6.72	\$8.40	\$10.79	\$13.94
3	\$8.19	\$10.23	\$14.13	\$19.67	\$7.37	\$9.21	\$12.72	\$17.70
5	\$9.01	\$11.26	\$16.41	\$23.98	\$8.11	\$10.13	\$14.77	\$21.58
7	\$9.74	\$12.18	\$18.42	\$25.99	\$8.77	\$10.96	\$16.58	\$23.39
10	\$10.58	\$13.22	\$21.08	\$32.04	\$9.52	\$11.90	\$18.97	\$28.84
15	\$13.92	\$17.41	\$29.23	\$40.51	\$12.53	\$15.67	\$26.31	\$36.47
18	\$17.23	\$21.54	\$36.56	\$58.11	\$15.51	\$19.39	\$32.90	\$52.30
22	\$18.79	\$23.48	\$41.66	\$60.04	\$16.91	\$21.13	\$37.49	\$54.03
Additional Item	\$0.40				\$0.40			

Express Service Base Price+Additional Item Fee

Zone	Standard Price				eBay Price			
	Same City (Sydney)	Metro (Downtown)	Major Regional (Other areas)	Remote Areas (Incl. Sydney)	Same City (Sydney)	Metro (Downtown)	Major Regional (Other areas)	Remote Areas (Incl. Sydney)
Estimated Delivery Timescale	1-3 Working Days							
Weight up to and Including (kg)	Dimension Limits: L≤105 cm, L*W*H≤0.25 m ³							
0.50	\$8.86	\$10.29	\$10.78	\$12.62	\$7.97	\$9.26	\$9.70	\$11.36
1	\$9.03	\$11.78	\$13.46	\$18.99	\$8.13	\$10.60	\$12.11	\$17.09
3	\$9.54	\$13.07	\$15.27	\$22.96	\$8.59	\$11.76	\$13.74	\$20.66
5	\$10.19	\$14.49	\$17.21	\$27.07	\$9.17	\$13.04	\$15.49	\$24.36
7	\$10.66	\$15.89	\$19.09	\$30.71	\$9.59	\$14.30	\$17.18	\$27.64
10	\$11.46	\$17.46	\$21.32	\$35.76	\$10.31	\$15.71	\$19.19	\$32.18
15	\$14.77	\$22.54	\$27.59	\$46.88	\$13.29	\$20.29	\$24.83	\$42.19
18	\$17.47	\$28.10	\$34.96	\$61.73	\$15.72	\$25.29	\$31.46	\$55.56
22	\$19.41	\$30.03	\$36.89	\$63.66	\$17.47	\$27.03	\$33.20	\$57.29
Additional Item	\$0.40				\$0.40			

Outbound Packaging Fee

Packaging Size	Criteria	Price
Small Product	Length≤35 cm, and Volume≤3,456 cm ³	\$0.79
Medium Product	Length≤45 cm, and Volume≤40,166 cm ³	\$1.40
Large Product	Length>45 cm, or Volume>40,166 cm ³	\$3.75

*Packaging Size Tier is based on the length (longest side) and the volume of a product. If you are shipping multiple SKUs in the same package, the packaging size tier would be based on the longest side of all items and the summed volume of all products.

e.g.1: If the package contains 1 product, the dimension is 15*10*2 cm. As the product's length is 15 cm, and the volume is 300 cm³, the small product packaging would apply, and \$0.79 of the outbound packaging fee is charged.

e.g.2: If the package contains 3 products, and the dimension of each product is respectively 15*10*8 cm, 50*20*20 cm, and 30*15*10 cm, the longest side would be counted as 50 cm, and total volume would be 1,200+20,000+4,500=25,700 cm³. Thus, the large product packaging would apply, and \$3.75 of the outbound packaging fee is charged.

*Please refer to the Appendix-Packing Material Reference List for our available packing materials.

[Appendix-Packing Material Reference List](#)

Minimum Label Handling Fee

Applied Situation	Charging Method	Price
Ship-in-own-packaging item: The largest surface of the package < 15*10 cm	Per Label	\$0.24

Lithium Battery Labelling Fee

Applied Situation	Charging Method	Price
If you opt for packaging service, and the package includes lithium batteries packed with equipment or standalone lithium batteries	Per Label	\$0.45

Storage Fees					
Service	Charging Method	Q1	Q2	Q3	Q4
Storage Fee	m ³ /Day	\$1.13	\$0.70	\$0.70	\$1.13
Long-term Storage Fee (Inventory Age > 365 days)	m ³ /Day	\$4.00			

Value-added Service Fees			
Service	Charging Method	Price	
Labelling & Relabelling Fee	Per Label	\$0.45	
Photograph	Per Photo	\$0.50	
Product Packaging Fee*	Small Product	\$0.79	
	Medium Product	\$1.40	
	Large Product	\$3.75	
Batch Outbound*	Handling Fee	Per Piece	\$1.60
	Palletisation Fee*	Per Pallet	\$28.00
Inventory Counting*	Per Piece	\$0.50	
Inventory Disposal	Per kg	\$0.90	

*Product Packaging Fee: Sellers could apply for packaging service for items that have arrived at the Fulfilment Centre but have not yet been put away or items that have been recorded as inventory. Packaging size tiers are listed below:

- Small Product Packaging: Length ≤ 35 cm, and Volume ≤ 3,456 cm³
- Medium Product Packaging: Length ≤ 45 cm, and Volume ≤ 40,166 cm³
- Large Product Packaging: Length > 45 cm, or Volume > 40,166 cm³

*Batch Outbound:

- If loose items need the packaging service, a packaging fee will be charged by us. The charging standard is the same as the product outbound packaging fee.
- If needed, Orange Connex could provide palletisation service for batch outbound upon seller's request.

*Inventory Counting: If you request the inventory counting and stocktaking report of appointed SKUs, please contact our Service Centre.

*The final settlement of the Batch Outbound Palletisation Fee and the Inventory Counting Fee is subjected to the amount on the bill.

Floor-stacking Unloading Surcharge*			
Container Size*	Charging Method	Price	Charging Standard
20GP	Per Container	\$320	When floor-stacked ship > 5 m ³ or > 50 cartons
40GP	Per Container	\$550	When floor-stacked ship > 8 m ³ or > 60 cartons
40/45HQ	Per Container	\$720	

*We highly recommend that you palletise your inbound shipments, otherwise a floor-stacking unloading surcharge will be applied. The same surcharge rules apply to floor-stacking unloading of both truck shipments and freight containers.

*The final settlement of the Floor-stacking Unloading Surcharge is subjected to the amount on the bill.

Inbound Irregularity Surcharge*			
Service	Charging Method	Price	Charging Standard
No ASN	Per ASN	\$150.00	Non-express shipments arrive at the Fulfilment Centre on a date that does not match the appointment date.
Missed ASN	Per ASN	\$30.00	Non-express shipments arrive at the Fulfilment Centre on the date that does not match appointment date.
Exceptional Carton Label	Per Carton	\$2.50	Exceptional carton label includes no Orange Connex carton labels, unscannable labels, incorrect carton information, etc.
SKUs Mixture	Per SKU	\$3.50	A carton contains more than 5 SKUs, and we will charge you by the quantity of the SKUs exceeding 5.
SKU Discrepancy	Per SKU	\$5.00	SKUs are excluded from the inbound order SKU list, including off-list items and unregistered SKUs, and we will charge you by the quantity of the wrong SKUs.
Mixed Inbound Orders in One Truck/Freight Container	Per Order	\$12.00	If there are more than 10 inbound orders in one truck or freight container, we will charge you by the exceeded inbound order quantity.

*The final settlement of Inbound Irregularity Surcharge is subjected to the amount on the bill.

*Example:

No ASN:

e.g.1: A seller has not made an ASN appointment for Inbound Order A, but the shipments arrived on 23 January at the Orange Connex Fulfilment Centre.

e.g.2: The ASN appointment time of Inbound Order B was initially scheduled on 23 January at 10 am, and the seller cancelled it on 20 January and did not make any inbound appointments afterwards. However, the shipments arrived on 25 January at the Orange Connex

Missed ASN:

e.g.1: The ASN appointment time of Inbound Order C was scheduled on 23 January at 10 am, but Orange Connex Fulfilment Centre received the shipments on 22 January.

e.g.2: The ASN appointment time of Inbound Order D was scheduled on 23 January at 10 am, and the shipments did not arrive on time. The Orange Connex Fulfilment Platform cancelled this ASN appointment on 24 January at 12 am. The seller rescheduled the appointment time to 10 am on 26 January, but the shipments arrived at the Orange Connex Fulfilment Centre on 25 January.

e.g.3: The ASN appointment time of Inbound Order E was scheduled on 23 January at 10 am, and the shipments did not arrive on time. As a result, the Orange Connex Fulfilment Platform cancelled this appointment on 24 January at 12 am. The seller did not make any inbound appointments afterwards. However, the shipments arrived at the Orange Connex Fulfilment Centre on 26 January.

*The ASN appointment time of Inbound Order F was scheduled on 23 January at 4 pm, but the shipments arrived at the Orange Connex Fulfilment Centre on 23 January at 10 am. This situation does not count as missed ASN, so we will not charge you any additional fee.

SKUs Mixture:

e.g.: Inbound Order G has 3 cartons. Carton One contains 8 SKUs, exceeding the SKU limit by 3, so the SKUs Mixture Fee for carton one would be $2 \times 3 = \$6$. Carton two contains 4 SKUs, fewer than the SKU limit, so no SKUs Mixture Fee would occur. Carton three contains 6 SKUs, exceeding the SKU limit by 1, so the SKUs Mixture Fee for carton three would be $2 \times 1 = \$2$. Thus, the total SKUs Mixture Fee for Inbound Order G would be $6 + 2 = \$8$.

Rate Card Instruction:

All service fees in the Return Centre are calculated from an order package perspective.

The label on a return package must show the exclusive identification code (6-digit) requested by the Orange Connex, or the package would not be regarded as an Orange Connex return.

Return Service Type:

- RMA (Return Merchandise Authorisation) indicates that the sellers provide us with tracking information for their return orders, and the buyers send the return packages to our Return Centre.
- Non-RMA means that the buyers return their packages directly to the Return Centre without notifying the sellers.

You shall provide the tracking information of the return package in our Fulfilment Platform, or the Return Centre can be regarded the package as a Non-RMA order.

We currently do not accept FBA returns and returns from countries where Return Centres are not located.

Inbound Handling Fee

Weight up to and Including (kg)	Return Service Type	
	RMA	Non-RMA
10	\$2.20	\$3.60
20	\$4.40	\$7.20
30	\$7.20	\$10.80

Storage Fee

Charging Method	0-7 days	8-30 days	31-90 days	Over 90 days
Package/m ³ /Day	Free	\$0.80	\$2.90	\$50.00

Return Shipping Label Fee*

Dimension and Weight Limits	Weight up to and Including (kg)	Charging Method	Price
L ≤ 105 cm L*W*H ≤ 0.25 m ³ ≤ 22 kg	0.5	Per Package	\$10.80
	1		\$17.90
	2		\$19.70
	4		\$23.20
	6		\$26.80
	8		\$30.30
	10		\$33.80
	14		\$40.90
	18		\$48.00
	22		\$55.10

*Return shipping label service is an optional service.

Value-added Service Fees

Service	Charging Method	Weight up to and Including (kg)		
		10	20	30
Photograph	Per Photo	\$2.20	\$4.40	\$5.80
Re-packing	Per Package	\$4.40	\$7.20	\$11.50
Disposal	Per Package	\$0.80	\$3.60	\$10.10
Mobile Phone/Tablet PC Testing	Per Piece	\$7.20	\$7.20	\$7.20
Parcel Split	Per Package	\$1.80	\$2.90	\$5.10

Outbound Fulfilment Fee

Dimension and Weight Limits	Weight up to and Including (kg)	Charging Method	Price
L ≤ 105 cm L*W*H ≤ 0.25 m ³ ≤ 22 kg	0.5	Per Package	\$12.00
	1		\$19.10
	2		\$20.80
	4		\$24.40
	6		\$27.90
	8		\$31.40
	10		\$35.00
	14		\$43.50
	18		\$50.60
	22		\$59.80

[Fulfilment Centre Service]

Q1: How is Storage Fee calculated?

Storage Fee will be calculated on each calendar day and the calculation method is:

Rate (\$ per m³ per calendar day) * Total Volume of Stock (m³).

e.g.1: Item A Dimension=60*60*30 cm. Item A has been put away on 1 April 2022 with quantity 300 and shipped on 2 April 2022 with quantity 50, and no further transactions since then.

Storage Fee for 1 April 2022=\$0.70*(0.6*0.6*0.3*300) m³=\$22.68

Storage Fee for 2 April 2022=\$0.70*(0.6*0.6*0.3*(300-50)) m³=\$18.90

-----Inventory remains no change-----

Storage Fee for 1 April 2023=\$4.00*(0.6*0.6*0.3*(300-50)) m³=\$108.00 (Long Term Storage Fee applies on stock aging more than 365 days)

e.g.2: Item B Dimension=10*5*2 cm. Item B has been put away on 1 April 2022 with quantity 5.

Storage Fee for 1 April 2022=\$0.70*(0.1*0.05*0.02*5)=\$0.00035 < \$0.01(minimum charge), thus the actual Storage Fee=\$0.01.

Q2: How is Storage Fee displayed on billing statement?

A: If item was put away on Day 1, then the storage fee on the billing statement will be calculated and displayed from Day 1 till the day before the billing day.

Q3: If Orange Connex packaging service is applied, how is Packaging Fee calculated?

e.g.1: If a package contains 1 product, the dimension is 15*10*2 cm. As the product's length is 15 cm, and the volume is 300 cm³, according to the packaging size criteria (Length≤35 cm, and Volume≤3,456 cm³), the small product packaging would apply, and \$0.79 of Outbound Packaging Fee (including the packing material) is charged.

e.g.2: If a package contains 3 products, and the dimension of each product is respectively 15*10*8 cm, 50*20*20 cm and 30*15*10 cm, the longest side would be counted as 50 cm, and the total volume would be 1,200+20,000+4,500=25,700 cm³. According to the packaging size criteria (Length>45 cm, or Volume>40,166 cm³), the large product packaging would apply, and \$3.75 of Outbound Packaging Fee (including the packing material) is charged.

Q4: How are Fulfilment Service Fees calculated?

e.g.1: Single item order with ship-in-own packaging, Order Actual Weight=2.4 kg, Item Package Dimension=15*10*3 cm, the seller selected AU Domestic Standard Service shipping to Sydney (Same City).

eBay Rate: Order Actual Weight=2.4 kg. The fulfilment service fee of this order=Base Price=\$7.37.

Standard Rate: Order Actual Weight=2.4 kg. The fulfilment service fee of this order=Base Price=\$8.19.

e.g.2: Single item order without ship-in-own packaging, Item Dimension=12*9*4 cm, Item Weight=3 kg, Package Dimension=15*10*5 cm, Package Weight=0.1 kg. The item includes lithium batteries packed with equipment, and the seller selected AU Domestic Standard Service shipping to Sydney (Same City).

eBay Rate: eBay Rate: Order Actual Weight=3+0.1=3.1 kg, Packaging Size=Small Product. The fulfilment service fee of this order=Base Price+Outbound Packaging Fee+Lithium Battery Labelling Fee=8.11+0.79+0.45=\$9.35.

Standard Rate: Order Actual Weight= $3+0.1=3.1$ kg, Packaging Size=Small Product. The fulfilment service fee of this order=Base Price+Outbound Packaging Fee+Lithium Battery Labelling Fee= $9.01+0.79+0.45=\$10.25$.

e.g.3: Multiple SKUs in one order without ship-in-own packaging. Product A*1 (10 kg, 10*10*5 cm), Product B*2 (1 kg, 12*12*12 cm). Package Dimension=50*50*50 cm, Package Weight=0.5 kg. The seller selected AU Domestic Express Service shipping to Sydney (Same City).

eBay Rate: Order Actual Weight= $(10+1*2)+0.5=12.5$ kg, 3 SKUs in the order, Additional Item Fee= $0.40*2=\$0.80$, Packaging Size=Large Product. The fulfilment service fee of this order=Base Price+Additional Item Fee+Outbound Packaging Fee= $13.29+0.80+3.75=\$17.84$.

Standard Rate: Order Actual Weight= $(10+1*2)+0.5=12.5$ kg, 3 SKUs in the order, Additional Item Fee= $0.40*2=\$0.80$, Packaging Size=Large Product. The fulfilment service fee of this order=Base Price+Additional Item Fee+Outbound Packaging Fee= $14.77+0.80+3.75=\$19.32$.

Q5: Which products are prohibited by the Orange Connex Fulfilment Centre?

A: Please refer to our Seller Manual or consult our Service Centre for detailed information regarding restricted and prohibited items.

[Return Centre Service]

Q1: Does the Orange Connex Return Centre only accept returns from buyers who shipped from the Fulfilment Centre?

A: Our Return Centre can process the eBay sellers' returns, including those not shipped from the Orange Connex Fulfilment Centre. Please refer to our Seller Manual or consult our Service Centre to ensure your returns meet our receiving standards.

Q2: Can I use a non-Orange Connex return shipping label to send a package to your Return Centre?

A: You can use our return shipping label service or purchase one directly from a carrier. Please provide your return package tracking information in our Fulfilment Platform if you are not purchasing a shipping label from us.

Q3: How should I check the condition of the returned item?

A: The Return Centre should complete the receiving process within 24 hours (excluding Non-working Days). Our Return Centre associates will upload the photos for you to check the item conditions, and you can process buyer return requests and manage refunds on eBay. We also offer various value-added services, and you can opt for the services you need to handle the returns.

Note:

The following Packing Material information is for kind reference, subject to the actual packing condition by Fulfilment Centre.

【Boxes】

Model No.	Internal Dimension (cm)			Weight (g)
	L	W	H	
Box01	17.0	13.0	6.0	55
Box02	21.0	13.5	2.5	46
Box03	24.0	18.0	8.0	118
Box04	25.5	11.0	8.0	66
Box05	25.0	25.0	20.0	232
Box06	27.0	19.0	16.0	149
Box07	33.0	26.0	21.0	265
Box08	35.5	27.0	8.5	226
Box09	45.0	42.0	14.0	480
Box10	35.9	33.7	33.2	464
Box11	56.0	49.0	23.5	740
Box12	59.0	39.0	39.0	731
Box13	79.0	46.0	40.0	1010
Box14	90.0	30.0	20.0	692