

Accepted Manuscript

Appointment Scheduling and Routing Optimization of Attended Home Delivery System with Random Customer Behavior

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PII: S0377-2217(17)30291-6
DOI: [10.1016/j.ejor.2017.03.060](https://doi.org/10.1016/j.ejor.2017.03.060)
Reference: EOR 14344



To appear in: *European Journal of Operational Research*

Received date: 31 December 2015
Revised date: 2 March 2017
Accepted date: 25 March 2017

Please cite this article as: Shuihua Han , Ling zhao , Kui chen , Zong-wei Luo , Deepa Mishra , Appointment Scheduling and Routing Optimization of Attended Home Delivery System with Random Customer Behavior, *European Journal of Operational Research* (2017), doi: [10.1016/j.ejor.2017.03.060](https://doi.org/10.1016/j.ejor.2017.03.060)

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Highlights

- Customers' "no-show" and random response are involved in appointment scheduling model
- A hybrid heuristic algorithm is used to solve the integrative model.
- The proposed algorithms could lead to high-quality solutions
- Larger variances of the response time may contribute to the decrease of total cost.
- Higher no-show probability of customers may contribute to the decrease of total cost.

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