



Evaluation of the size of time windows for the travelling salesman problem in delivery operations

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Received: 18 March 2020 / Accepted: 6 June 2020 / Published online: 20 June 2020
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Abstract

A great challenge in operational research is to apply time-efficient algorithms to find the optimal solutions to the travelling salesman problem (TSP) and its many variations. The TSP with time windows (TSPTW) arises due to intense pressure for business to improve customer service. As online shopping becomes more popular, customer satisfaction increases if customers can decide when their orders are delivered to them. Customers may choose a time window, which is defined by an earliest delivery time and a latest delivery time, during which the package is delivered. Delivering packages to multiple customers is a typical TSPTW. One main challenge for a delivery business is to determine the size of the time window (i.e., the difference between the latest and earliest delivery times), which affects delivery cost and customer satisfaction. Although many previous studies investigated the TSPTW, none of those focused on the size of time windows. This study is the first that experiments with different time window sizes and determines their impact on tour duration, customer satisfaction, and solution time of the optimal delivery routes. The experiment results show that increasing the size of the time window decreases tour duration and customer satisfaction and increases solution time. Decreasing the size of the time window increases tour duration and customer satisfaction and decreases solution time. A small solution time is necessary for the scheduling of deliveries to many customers. A large solution time prevents a delivery business from delivering packages using optimal routes, which increases delivery cost and decreases customer satisfaction. The results of this study indicate that a general guideline for business is to allow customers to choose a time window size that is within the cost limit but is sufficiently small to maximize customer satisfaction and optimize delivery routes.

Keywords Operational research · Package delivery · Time windows · Travelling salesman problem

Introduction

Home delivery business such as DHL [29], FedEx [17], and UPS [33] guarantees delivery to customers on a chosen day. These industry leaders provide a delivery time window of one day. As the competition among home delivery business intensifies, companies compete in two fronts. First, companies try to deliver products to customers as fast as possible.

For example, Amazon has been providing two-day deliveries for several years and has recently started one-day deliveries for selected products. This is a dramatic improvement for customer satisfaction since some other companies are still offering 7–10 days for deliveries. Secondly, companies try to let customers choose a narrower delivery window so that customers are present when packages are delivered. This is preferred by many customers and is especially important for high-value packages, packages require signatures (e.g., alcohol products), or customers in densely populated areas.

While companies have made strides in shortening the lead time between the order time and delivery time, there is limited progress in allowing customers to choose a reasonably small delivery time window [5, 26]. Due to unpredictable traffic and conditions of the delivery vehicle, driver performance, and other factors, companies are reluctant to commit to small delivery time windows. If a delivery is not completed in the specified time window, the company may incur

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financial loss and subject to other consequences such as lawsuits. The risk of providing customers with small delivery time windows can be factored into the delivery cost. The fundamental challenge in determining the size of the delivery time window is how to quantify the tradeoff between delivery cost and customer satisfaction when the size of time windows changes. Managers and practitioners intuitively understand that a small-time window increases delivery cost and customer satisfaction. There is a strong need to determine how the delivery cost and customer satisfaction change as the size of the delivery time window changes. This article answers this important question through mathematical modeling and case studies.

This article applies an innovative mathematical model [15] that obtains the optimal delivery route within seconds for a typical home package delivery problem with approximately 40 customers. To the best of the authors' knowledge, this research is the first study that conducts sensitivity analysis and investigates how the delivery cost and customer satisfaction vary as the size of the delivery time window changes. Results show that smaller time windows increase delivery cost but improve customer satisfaction whereas larger time windows decrease the delivery cost but negatively affect customer satisfaction. There is a range for the size of the delivery time windows that balances customer satisfaction and delivery cost.

Background

Recent development in the travelling salesman problem with time windows (TSPTW) focused on four areas: mathematical modeling, travel times, time windows, and electric or hybrid vehicles. Yuan et al. [32] proposed lifted versions of the subtour elimination constraints. Papalitsas et al. [28] formulated the TSPTW as a quadratic unconstrained binary optimization problem and used quantum computing to solve the model. These mathematical modeling tools continue to extend the applications of the TSPTW. Since the travel time between nodes is stochastic rather than deterministic in many applications, several studies expanded the TSPTW to include varying travel times. Montero et al. [25] used integer linear programming to model the time-dependent TSPTW, where the travel time depends on the travel speed, and developed an exact algorithm to solve the model. Arigliano et al. [2] also investigated and solved the time-dependent TSPTW using the branch-and-bound algorithm.

Several studies focused on time windows in the TSPTW. For example, Fachini and Armentano [11] proposed exact and heuristic dynamic programming algorithms for the TSPTW in which the size of time windows may be increased. In other words, the service of a customer may start before the earliest service time or complete after the

latest service time with a penalty cost. Similarly, Avraham and Raviv [3] studied the TSPTW with soft time windows and introduced a specialized branch-and-bound algorithm and an adaptive large neighborhood search heuristic for the problem. The size of time windows in these studies varies from a few time units to a few hundred time units. These studies did not determine how delivery cost or customer satisfaction may be affected by the size of time windows. Instead, these studies assumed that the size of time windows could vary and focused on various algorithms that solved the TSPTW.

The package delivery problem studied in this article is related to the general vehicle routing problem. In both the package delivery and vehicle routing problems, the optimal route of a vehicle is identified to minimize either the total travel distance or travel time of the vehicle. The vehicle routing problem has been studied since 1960s [4, 6, 8, 9, 12, 14, 18–21, 27]. Haghani and Jung [13] presented a genetic algorithm to solve a pick-up or delivery vehicle routing with soft time windows. The study considered multiple vehicles with different capacities, real-time service requests, and dynamic travel times between destinations. Almoustafa et al. [1] improved a branch-and-bound method to solve the asymmetric distance-constrained vehicle routing suggested by Laporte et al. [20]. Chen et al. [7] formulated a real-time time-dependent vehicle routing with time windows as a series of mixed-integer programming models and developed a heuristic algorithm, which included route construction and improvement. Spliet and Gabor [31] proposed a formulation of a time window asymmetric vehicle routing and developed two variants of a column generation algorithm to solve the linear programming relaxation of this formulation. Kritzing et al. [16] applied a variable neighborhood search algorithm to solve the time-dependent vehicle routing with time windows.

Mathematical model and experiments

Package delivery business face multi-facet challenges in profitability and customer satisfaction. For example, the Chinese e-commerce giant, JD.com, makes 90% of Chinese deliveries within 24 h and 57% of their deliveries arrive within 12 h [22]. JD.com has forgone most profit to build up its nationwide logistics system, including 65,000 staff couriers who deliver on bicycles and in small vans in China. A key component determining the cost segmentation and profit margin is the total travel distance or tour duration (total delivery time) of a delivery vehicle. A shorter travel distance or tour duration decreases the cost and increases the profit margin. On the other hand, customer satisfaction in package delivery is affected by the lead time between issuing and receiving the order, choices of delivery (e.g.,

time windows for delivery), and other subtle and underlying factors such as packaging of the order and greetings from the delivery personnel.

The profitability and customer satisfaction are often conflicting objectives. A longer lead time helps increase profitability by reducing the inventory and order processing cost. A delivery company also prefers to deliver packages during time periods with less traffic, and group customers that are geographically close for deliveries during the same time period. All these cost-reduction practices negatively affect customer satisfaction. There are several ways to improve customer satisfaction. For example, a short lead time greatly enhances customer satisfaction and increases a company’s competitiveness, but negatively impacts the company’s profitability [22]. For another example, allowing customers to choose a delivery time window during which the delivery is made greatly improves customer satisfaction but unavoidably increases cost. This study investigates how the size of the time window affects the tradeoff between cost and customer satisfaction.

The cost is determined by the tour duration and solution time. The tour duration is the total delivery time. The solution time is the time it takes to solve the mathematical model and identify the optimal delivery route. The cost increases

as the tour duration or solution time increases and decreases as the tour duration or solution time decreases. Customer satisfaction is determined by the size of the delivery time window. Customer satisfaction increases when the size of the delivery time window decreases and decreases when the size of the delivery time window increases.

The package delivery problem studied in this research is a TSPTW. This TSPTW is modeled as an integer linear programming model (Table 1; [15]). The model is applied to a set of benchmark instances [10], <https://homepages.dcc.ufmg.br/~rfsilva/tsptw/>) and the General Algebraic Modeling System (GAMS) is used to solve the instances and find the optimal routes that minimize the tour duration. The size of delivery time windows in the benchmark problems is systematically adjusted to determine its impact on the tradeoff between cost and customer satisfaction. The mathematical model [15] adopted in this research requires the least amount of computation time to identify the optimal routes and is readily available for adjusting delivery time windows.

Equation (1) in Table 1 is the objective function of the mathematical model and aims to minimize the tour duration of a package delivery vehicle. Equations (2)–(8) are constraints. Equation (2) initiates the arrival time of the vehicle at the first node (customer). Equations (3) and (7)

Table 1 Mathematical model for the TSPTW [15]

Sets	
C	Customers $\{1, 2, \dots, c\}$
N	Nodes in the network $\{0, 1, 2, \dots, c + 1\}$
N_0	Nodes that the vehicle can depart $\{0, 1, \dots, c\}$
N_+	Nodes that the vehicle can visit $\{1, 2, \dots, c + 1\}$
Decision variables	
x_{ij}	Binary variable, $i \in N_0, j \in N_+, x_{ij} = 1$ if the vehicle travels from i to j ; otherwise $x_{ij} = 0$
t_i	Time at which the vehicle arrives at $i, i \in N_+$
t_j	Time at which the vehicle arrives at $j, j \in N_+$
Parameters	
a_i	The earliest time that the delivery can be made to customer $i, i \in C$
b_i	The latest time that the delivery can be made to customer $i, i \in C$
t_{ij}	Travel time from i to $j, i \in N_0, j \in N_+$
Mathematical formulation	
$\min t_{c+1}$	(1)
subject to	
$t_i - t_0 x_{0i} \geq 0$	$\forall i \in C$ (2)
$t_i \geq a_i$	$\forall i \in C$ (3)
$t_i - t_j + (b_i - a_j + t_{ij})x_{ij} \leq b_i - a_j$	$\forall i \in C, j \in \{C : j \neq i\}$ (4)
$\sum_{i \in N_0, i \neq j} x_{ij} = 1$	$\forall j \in C$ (5)
$\sum_{j \in N_+, j \neq i} x_{ij} = 1$	$\forall i \in C$ (6)
$t_i \leq b_i$	$\forall i \in C$ (7)
$t_i + t_{i0} \leq t_{c+1}$	$\forall i \in C$ (8)

define a time window for each node within which the vehicle may arrive and deliver the package. Equation (4) is an innovative step-by-step sub-tour elimination constraint. When $x_{ij} = 1$, indicating that the vehicle travels from i to j , Eq. (4) becomes $t_{ij} \leq t_j - t_i$ and ensures that the difference between the arrival times at i and j is at least the travel time from i to j . When $x_{ij} = 0$, indicating that the vehicle does not travel from i to j , Eq. (4) becomes $t_i - t_j \leq b_i - a_j$. There are two possible scenarios: the vehicle arrives at i before it arrives at j , or the vehicle arrives at j before it arrives at i . If the vehicle arrives at i before it arrives at j , Eq. (4) can be rewritten as $t_j - t_i \geq a_j - b_i$. Since the vehicle arrives at j after it arrives at i , $a_j - b_i$ is the minimum difference between t_j and t_i , Eq. (4) always holds. If the vehicle arrives at j before it arrives at i , $b_i - a_j$ in Eq. (4) is the maximum difference between t_i and t_j , and Eq. (4) always holds. Equations (5) and (6) ensure that the delivery vehicle visits each node (customer) once and only once. Equation (8) determines the tour duration.

The main purpose of this study is to investigate how the size of time windows affects tour duration, customer satisfaction, and solution time of the mathematical model. The size of delivery time windows may vary in many different ways. The experiments in this study use the problems in the TSPTW library [30] and systematically change the size of time windows. Each problem in the TSPTW library includes multiple time windows, each of which is defined by an earliest time and a latest time within which the delivery must be made to the customer. This study adjusts the size of time windows using three approaches, proportion, normalization, and stepwise. The proportion approach multiplies the size of each time window by the same coefficient. The difference

between the sizes is magnified (with a coefficient greater than one) or diminished (with a coefficient less than one). The normalization approach ensures that all time windows have the same size. The difference between the sizes become zero. The stepwise approach takes a middle-of-the-road path and increases or decreases the size of each time window by two units (one unit for each side of a time window) at a time. The difference between the sizes remain the same.

In the proportion approach, the size of a time window is increased or decreased by multiplying a coefficient between “0” and “∞.” The earliest and latest times of a time window are adjusted by the same amount to produce the change in the size of the time window. Figure 1 illustrates the proportion approach. S_i is the size of a time window i in the TSPTW library [30]. a_i is the earliest delivery time of the time window i and b_i is the latest delivery time of the time window i . $S_i = b_i - a_i$. The experiments multiply six coefficients, 0, 0.5, 1, 2, 10, and ∞, and S_i to produce six time windows, 0, $0.5S_i$, S_i , $2S_i$, $10S_i$, and ∞, as represented by six orange bars from left to right in Fig. 1, respectively. Each time window’s earliest and latest delivery times, a_i^* and b_i^* , are obtained by adjusting a_i and b_i , respectively, by the same amount. For example, to produce a time window with a size of $0.5S_i$, a_i^* of the time window is $a_i + 0.25S_i$ and b_i^* of the time window is $b_i - 0.25S_i$. The size of the time window is, therefore, $b_i^* - a_i^* = (b_i - 0.25S_i) - (a_i + 0.25S_i) = (b_i - a_i) - 0.5S_i = S_i - 0.5S_i = 0.5S_i$.

The normalization approach adjusts time windows to ensure that all time windows have the same size. The experiments use two different ways to produce the same size for all time windows: equal maximum size and equal minimum size. Table 2 illustrates the normalization approach. Suppose

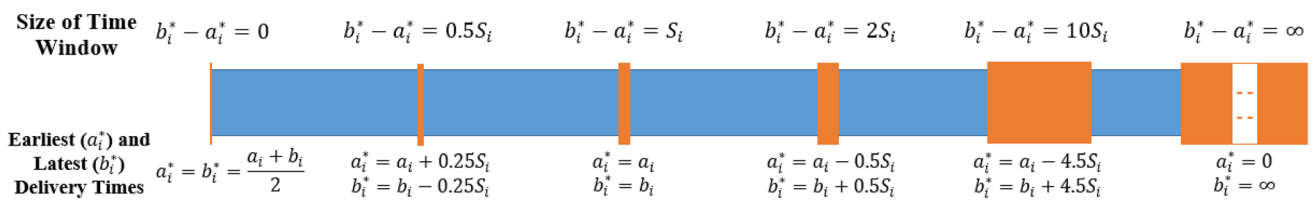


Fig. 1 Proportional adjustment of time windows

Table 2 Example of normalization of time windows

i	Time Windows in the TSPTW library			Adjusted time windows with equal maximum size			Adjusted time windows with equal minimum size		
	a_i	b_i	S_i	a_i^*	b_i^*	S_i^*	a_i^*	b_i^*	S_i^*
1	0	10	10	0	60	60	0	10	10
2	20	40	20	0	60	60	25	35	10
3	30	50	20	10	70	60	35	45	10
4	50	90	40	40	100	60	65	75	10
5	40	100	60	40	100	60	65	75	10

there are five-time windows in a benchmark problem in the TSPTW library. The maximum size of these five-time windows is 60, which is the size of time window $i = 5$. The minimum size of these five-time windows is 10, which is the size of time window $i = 1$. In the experiments with equal maximum size, the size of all five-time windows is adjusted and is equal to 60. As in the proportion approach, both the earliest delivery time a_i and the latest delivery time b_i are adjusted by the same amount in the normalization approach. One exception is for time window $i = 1$. Since $a_1 = 0$ and cannot decrease further, b_1 increases by 50. In the experiments with equal minimum size, the size of all five-time windows is adjusted and is equal to 10, and both a_i and b_i are adjusted by the same amount.

The stepwise approach decreases a_i and increases b_i by one time unit at the same time. This incremental adjustment of one unit continues until the size of the time window is sufficiently large and equivalent to infinity. The stepwise approach captures the granularity of how changes in the size of a time window affects cost and customer satisfaction.

Results and discussion

The experiments implement the mathematical model (Table 1) in GAMS and uses five benchmark problems (n20.w20.0001, n20.w20.0002, n20.w20.0003, n20.w20.0004, and n20.w20.0005) in the TSPTW library (Silva and Urrutia, 2012) to find the optimal delivery routes that minimize the tour duration. The size of time windows in the experiments is adjusted according to the three approaches outlined

in Sect. 3, proportion, normalization, and stepwise. The mathematical model is solved using GAMS win64 24.0.2 on a computer with Intel i7 CPU 870 @ 2.93 GHz, 12.0 GB RAM, and Windows 10 Enterprise. To illustrate how the size of time windows is adjusted, Appendices 1, 2, and 3 show adjusted time windows for the benchmark problem n20.w20.0001 according to the proportion, normalization, and stepwise approaches, respectively. The maximum allowed solution time for GAMS is set to one hour. If it takes more than one hour to solve the mathematical model and find the optimal routes, GAMS terminates after one hour and provides the best delivery route and minimum tour duration up to that point. Table 3 shows the experiment results of the proportion approach.

Table 3 depicts solution times (seconds) of finding the optimal delivery routes and tour durations (seconds) of optimal delivery routes for five benchmark problems in the TSPTW library (Silva and Urrutia, 2012). The size of time windows is adjusted proportionally. There are 17 different sizes from “0” to “∞.” When the size is “∞,” there is no requirement for a time window within which the delivery must be completed; packages may be delivered to a customer at any time. The tour duration with “Inf.” indicates that feasible delivery routes do not exist and the model is infeasible. In other words, no delivery routes can satisfy all delivery time windows. Dumas et al. [10] prepared these five benchmark problems and their feasible solution space is relatively small. When the size of time windows S_i 's is reduced, the feasible region becomes smaller and the model may become infeasible.

Table 3 Experiment results of time windows adjusted using the proportion approach

Size of time windows	0	$0.2S_i$	$0.4S_i$	$0.6S_i$	$0.8S_i$	S_i	$1.2S_i$	$1.4S_i$	$1.6S_i$	$1.8S_i$	$2S_i$	$3S_i$	$4S_i$	$5S_i$	$10S_i$	$20S_i$	∞
<i>Benchmark problem n20.w20.0001</i>																	
Solution time	0.02	0.02	0.02	0.02	0.02	0.10	0.11	0.18	0.20	0.23	0.24	0.36	2.92	1.75	10.42	3600	3600
Tour duration	Inf	Inf	Inf	Inf	Inf	391	390	389	389	389	389	371	366	364	328	233	204
<i>Benchmark problem n20.w20.0002</i>																	
Solution time	0.02	0.02	0.02	0.02	0.15	0.15	0.25	0.26	0.27	0.28	0.28	1.16	308.38	632.313	1661.67	3600	3600
Tour duration	Inf	Inf	Inf	Inf	301	299	297	293	291	290	287	276	222	255	203	183	181
<i>Benchmark problem n20.w20.0003</i>																	
Solution time	0.02	0.02	0.02	0.02	0.03	0.05	0.05	0.06	0.07	0.07	0.17	0.41	0.53	1.03	2925.92	3600	3600
Tour duration	Inf	Inf	Inf	Inf	408	407	406	406	405	406	404	401	364	353	311	223	218
<i>Benchmark problem n20.w20.0004</i>																	
Solution time	0.02	0.02	0.02	0.02	0.02	0.03	0.04	0.05	0.16	0.17	0.19	0.72	1.06	3.31	3.94	3600	3600
Tour duration	Inf	Inf	Inf	Inf	Inf	406	405	402	402	401	401	399	397	395	381	351	195
<i>Benchmark problem n20.w20.0005</i>																	
Solution time	0.02	0.02	0.02	0.02	0.02	0.03	0.03	0.05	0.05	0.19	0.19	0.39	1.29	1.49	3600	3600	3600
Tour duration	Inf	Inf	Inf	Inf	Inf	368	367	364	363	361	360	352	345	335	279	245	198
Tour duration and customer satisfaction decrease Solution time increases																	

The highlighted (yellow) column with the size S_i in Table 3 includes experiment results for the original time windows S_i 's in the five benchmark problems. As the size of delivery time windows increases, both tour duration and customer satisfaction decrease, and the solution time increases. Decreasing customer satisfaction is due to the increasing size of time windows. Smaller tour duration generally incurs less delivery cost. Larger solution time increases delivery cost. Results in Table 3 show that there is a tradeoff between the delivery cost and customer satisfaction. Larger time windows decrease the delivery cost and customer satisfaction. When the size of the time window is too large, however, the delivery cost will not decrease further and may increase because the solution time is too large and the optimal delivery route is not obtained. Smaller time windows increase the delivery cost and customer satisfaction. When the size of the time window is too small, however, customer satisfaction decreases because feasible delivery routes do not exist.

Table 3 reveals that the ideal size of time windows is between S_i and $3S_i$. When the size is larger than $3S_i$, customer satisfaction deteriorates and the delivery cost may increase because the optimal delivery route is not obtained. When the size is smaller than S_i , feasible delivery routes may not exist. When the size is between S_i and $3S_i$, the solution time is at most a little over one second and its impact on the delivery cost is negligible. To reduce the delivery cost, larger time windows should be used for delivery operations. To increase customer satisfaction, smaller time windows should be made available to customers.

The highlighted (yellow) column with the size S_i in Table 4 shows the same results as those in the highlighted (yellow) column in Table 3 for the original time windows S_i 's in the five benchmark problems. When the size of all time windows is the same as the minimum size, none of the problems has any feasible solution and solution time is relatively small. When the size of all time windows is the same as the maximum size, all five problems are feasible and the minimum tour duration is identified. The solution time is larger and the largest solution time is around one second. Comparing the results for the original time windows S_i 's and time windows with the same maximum size, the latter has worse customer satisfaction but does not decrease tour duration significantly. The maximum decrease in tour duration is 10 s (= 407–397) or about 2.5%. The tradeoff between delivery cost (tour duration and solution time) and customer satisfaction (size of time windows) is not clear for the normalization approach. When the size of time windows increases, the tour duration only decreases slightly.

The stepwise approach increases the size of the time windows gradually with the same amount of adjustment at each step. Table 5 shows the experiment results of the stepwise approach for problem n20.w20.0001 in the TSPTW library [30]. In the first experiment in Table 5, the original time

Table 4 Experiment results of time windows adjusted using the normalization approach

Size of time windows	Time windows with equal minimum size	S_i	Time windows with equal maximum size
<i>Benchmark problem n20.w20.0001</i>			
Solution time	0.02	0.10	0.70
Tour duration	Inf	391	387
<i>Benchmark problem n20.w20.0002</i>			
Solution time	0.02	0.15	0.19
Tour duration	Inf	299	291
<i>Benchmark problem n20.w20.0003</i>			
Solution time	0.02	0.05	1.02
Tour duration	Inf	407	397
<i>Benchmark problem n20.w20.0004</i>			
Solution time	0.02	0.03	0.14
Tour duration	Inf	406	405
<i>Benchmark problem n20.w20.0005</i>			
Solution time	0.02	0.03	0.04
Tour duration	Inf	368	361

windows S_i 's in problem n20.w20.0001 are used to find the minimum tour duration and the solution time. The results for the original time windows S_i 's are highlighted in yellow in Table 5. These are the same as those for S_i 's in Tables 3 and 4. In each experiment that follows, the size of time windows increases by two seconds; this is achieved by decreasing a_i , the earliest delivery time, and increasing b_i , the latest delivery time, by one second at the same time. The tour duration and solution time of each experiment are included in Table 5.

Figure 2 is a histogram that visualizes tour durations in Table 5. Figure 2 clearly shows that the minimum tour duration decreases as the size of time windows increases. This is mainly because a larger time window leads to a larger feasible region, which in turn results in a better optimal solution, i.e., a smaller tour duration. Figure 3 shows how the solution time in Table 5 changes as the size of time windows increases. The solution time remains small, around a few second or less, until the time window reaches S_i+90 , which requires a solution time of about 744 s. For time windows that are larger than S_i+90 , the solution time varies but mostly remains relatively large. Table 5 and Fig. 3 show that large solution times can occur when time windows are large enough.

The stepwise approach also reveals the tradeoff between customer satisfaction and delivery cost. As the size of time windows increases (Fig. 2), customer satisfaction decreases while the tour duration decreases and solution time remains stable, indicating reduced delivery cost. There is a caveat when the time windows become too large. Figure 3 shows that the solution time of identifying the minimum tour

Table 5 Experiment results of time windows adjusted using the stepwise approach for problem n20.w20.0001

Size of time window	Tour duration (s)	Solution time (s)	Size of time window	Tour duration (s)	Solution time (s)	Size of time window	Tour duration (s)	Solution time (s)
S_i	391	0.10	S_i+34	372	0.27	S_i+68	355	5.09
S_i+2	390	0.17	S_i+36	371	0.66	S_i+70	354	4.63
S_i+4	389	0.13	S_i+38	370	0.44	S_i+72	353	2.06
S_i+6	388	0.09	S_i+40	369	1.16	S_i+74	352	1.78
S_i+8	387	0.17	S_i+42	368	0.92	S_i+76	351	2.86
S_i+10	387	0.14	S_i+44	367	1.47	S_i+78	350	4.05
S_i+12	387	0.08	S_i+46	366	1.41	S_i+80	349	11.41
S_i+14	387	0.23	S_i+48	365	2.06	S_i+82	348	7.14
S_i+16	387	0.19	S_i+50	364	0.99	S_i+84	347	29.69
S_i+18	387	0.30	S_i+52	363	1.73	S_i+86	346	3.22
S_i+20	387	0.42	S_i+54	362	2.44	S_i+88	345	8.56
S_i+22	387	0.52	S_i+56	361	1.74	S_i+90	344	743.92
S_i+24	387	0.89	S_i+58	360	3.59	S_i+92	343	128.31
S_i+26	387	0.77	S_i+60	359	0.72	S_i+94	342	1.52
S_i+28	387	0.75	S_i+62	358	1.56	S_i+96	341	2772.81
S_i+30	387	1.22	S_i+64	357	1.53	S_i+98	340	126.36
S_i+32	385	1.13	S_i+66	356	1.70	S_i+100	339	1508.92

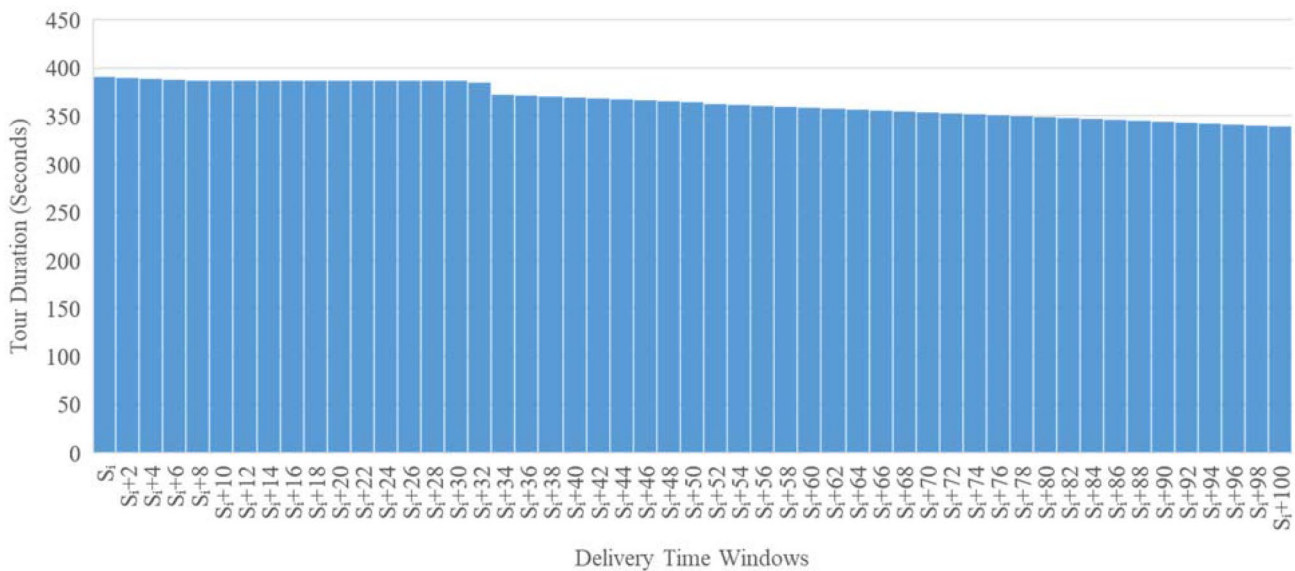


Fig. 2 Tour durations of the stepwise approach summarized in Table 5

duration increases dramatically when the size of time windows reaches S_i+90 . In other words, a common and intuitive practice by many delivery companies to adopt large delivery time windows leads to both poor customer satisfaction and high cost (the optimal route is not obtained due to large solution time). While certain items may be delivered without customers being present, poor customer satisfaction resulted from large delivery time windows is exacerbated by the fact

that sometimes customers are forced to wait at home for deliveries (e.g., alcohol deliveries, weather conditions, and requests by the senders).

The experiment results of the three approaches, proportion, normalization, and stepwise, provide important guidelines for determining time windows in-home delivery operations. First, customers of many delivery operations can choose the best time for a delivery to be made. A delivery

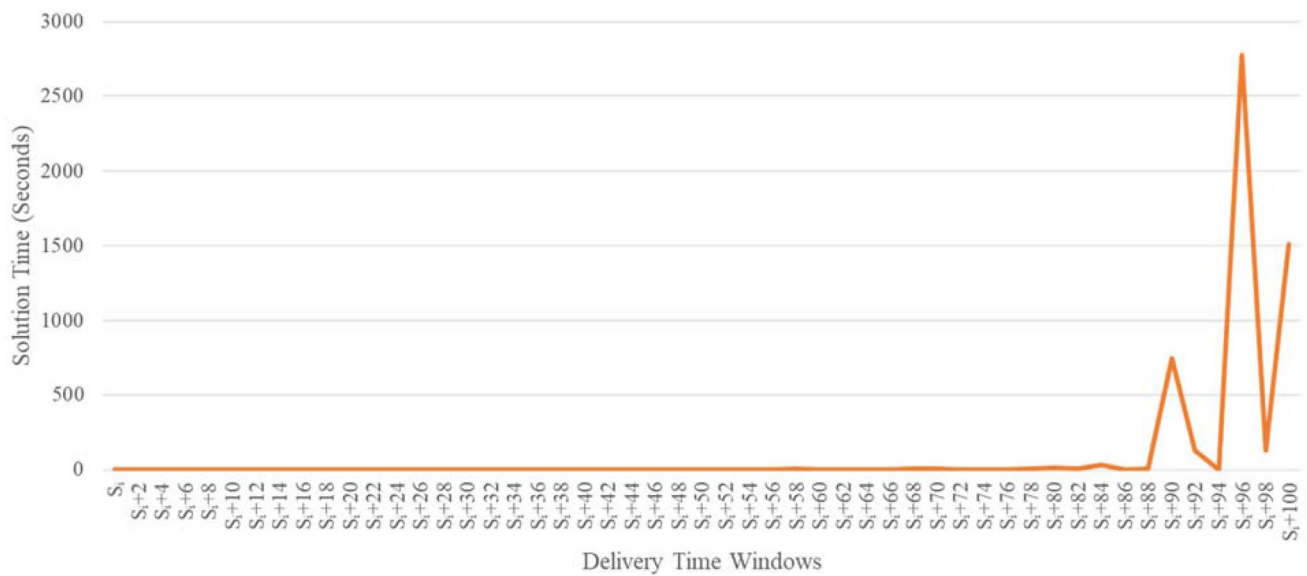


Fig. 3 Solution times of the stepwise approach summarized in Table 5

company should provide customers with an appropriate size of the delivery time window to balance customer satisfaction and cost of delivery. This is a multi-objective optimization problem. Secondly, there is a tradeoff between customer satisfaction and delivery cost (Tables 3 and 5). Better customer satisfaction (smaller delivery time windows) require a higher delivery cost (larger tour duration). Thirdly, when the size of time windows is too small, it becomes infeasible to deliver to multiple customers and satisfy all delivery time windows (Tables 3 and 4). On the other hand, when the size of time windows is too large, the time it takes to find the minimum tour duration increases significantly (Table 3 and 5). A delivery company should avoid delivery time windows that are too small or too large.

Conclusions

This study investigates the impact of the size of delivery time windows on customer satisfaction and delivery cost. The results of this study suggest that a delivery company should not use delivery time windows that are either too small or too large. Extremely small time windows render the delivery operations infeasible; multiple deliveries cannot be completed to satisfy narrow time windows. Extremely large time windows not only lead to poor customer satisfaction but also require a significant amount of solution time to find the minimum tour duration, which is not obtained and, therefore, increases the delivery cost. Conventional wisdom suggests that large time windows reduce the delivery cost because delivery companies have more flexibility in choosing delivery routes with large delivery time windows. The

results of this study show that it becomes practically infeasible (solution time exceeds one hour) to find the delivery route that minimizes the tour duration when time windows are too large. Extremely large time windows result in poor customer satisfaction and high delivery cost and require significant solution time for route planning.

This study also suggests that there is a tradeoff between customer satisfaction and delivery cost. As the size of time windows increases, both customer satisfaction and delivery cost decrease. The latter is due to smaller tour duration resulted from larger time windows. Future research may determine the most appropriate size of delivery time windows for a variety of companies that deliver packages to homes and businesses. One approach is to develop multi-objective optimization models that take into consideration of multiple objectives such as customer satisfaction, tour duration, and solution time, and various constraints such as road traffic, municipality ordinances and codes, and labor standards.

This study experiments with five benchmark problems in the TSPTW library [30], which also includes other benchmark problems. There are many more TSPTW benchmark problems that are available in the public domain (e.g., [23, 24]). Another important future research direction is to expand this study and conduct experiments on additional benchmark problems. These additional experiments are expected to validate the conclusions obtained in this study and may provide more insight into the tradeoff between customer satisfaction and cost when the size of time windows is adjusted in the home delivery business.

Availability of data and material All data are included in the article.

Compliance with ethical standards

Conflict of interest The author declares that there is no competing interest.

Code availability Software code will be made available on a website after publication.

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Appendix 1: Adjusted time windows of the benchmark problem n20.w20.0001 using the proportion approach

<i>i</i>	0		0.2 <i>S_i</i>		0.4 <i>S_i</i>		0.6 <i>S_i</i>		0.8 <i>S_i</i>		<i>S_i</i>		1.2 <i>S_i</i>		1.4 <i>S_i</i>	
	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i</i>	<i>b_i</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>
1	0	408	0	408	0	408	0	408	0	408	0	408	0	448.8	0	489.6
2	65	65	64.4	65.6	63.8	66.2	63.2	66.8	62.6	67.4	62	68	61.4	68.6	60.8	69.2
3	193	193	190.6	195.4	188.2	197.8	185.8	200.2	183.4	202.6	181	205	178.6	207.4	176.2	209.8
4	315	315	313.2	316.8	311.4	318.6	309.6	320.4	307.8	322.2	306	324	304.2	325.8	302.4	327.6
5	215.5	215.5	215.2	215.8	214.9	216.1	214.6	216.4	214.3	216.7	214	217	213.7	217.3	213.4	217.6
6	56	56	55	57	54	58	53	59	52	60	51	61	50	62	49	63
7	115.5	115.5	112.8	118.2	110.1	120.9	107.4	123.6	104.7	126.3	102	129	99.3	131.7	96.6	134.4
8	180.5	180.5	179.4	181.6	178.3	182.7	177.2	183.8	176.1	184.9	175	186	173.9	187.1	172.8	188.2
9	256.5	256.5	255.2	257.8	253.9	259.1	252.6	260.4	251.3	261.7	250	263	248.7	264.3	247.4	265.6
10	13	13	11	15	9	17	7	19	5	21	3	23	1	25	0	27
11	35	35	32.2	37.8	29.4	40.6	26.6	43.4	23.8	46.2	21	49	18.2	51.8	15.4	54.6
12	84.5	84.5	83.4	85.6	82.3	86.7	81.2	87.8	80.1	88.9	79	90	77.9	91.1	76.8	92.2
13	87	87	85.2	88.8	83.4	90.6	81.6	92.4	79.8	94.2	78	96	76.2	97.8	74.4	99.6
14	147	147	145.6	148.4	144.2	149.8	142.8	151.2	141.4	152.6	140	154	138.6	155.4	137.2	156.8
15	370	370	366.8	373.2	363.6	376.4	360.4	379.6	357.2	382.8	354	386	350.8	389.2	347.6	392.4
16	52.5	52.5	50.4	54.6	48.3	56.7	46.2	58.8	44.1	60.9	42	63	39.9	65.1	37.8	67.2
17	7.5	7.5	6.4	8.6	5.3	9.7	4.2	10.8	3.1	11.9	2	13	0.9	14.1	0	15.2
18	33	33	31.2	34.8	29.4	36.6	27.6	38.4	25.8	40.2	24	42	22.2	43.8	20.4	45.6
19	26.5	26.5	25.2	27.8	23.9	29.1	22.6	30.4	21.3	31.7	20	33	18.7	34.3	17.4	35.6
20	15	15	13.8	16.2	12.6	17.4	11.4	18.6	10.2	19.8	9	21	7.8	22.2	6.6	23.4
21	287.5	287.5	285	290	282.5	292.5	280	295	277.5	297.5	275	300	272.5	302.5	270	305
22	0	408	0	408	0	408	0	408	0	408	0	408	0	448.8	0	489.6

<i>i</i>	1.6 <i>S_i</i>		1.8 <i>S_i</i>		2 <i>S_i</i>		3 <i>S_i</i>		4 <i>S_i</i>		5 <i>S_i</i>		10 <i>S_i</i>		20 <i>S_i</i>		∞	
	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>	<i>a_i[*]</i>	<i>b_i[*]</i>
1	0	530.4	0	571.2	0	612	0	816	0	1020	0	1224	0	2244	0	4284	0	41,208
2	60.2	69.8	59.6	70.4	59	71	56	74	53	77	50	80	35	95	5	125	0	668
3	173.8	212.2	171.4	214.6	169	217	157	229	145	241	133	253	73	313	0	433	0	2605
4	300.6	329.4	298.8	331.2	297	333	288	342	279	351	270	360	225	405	135	495	0	2124
5	213.1	217.9	212.8	218.2	212.5	218.5	211	220	209.5	221.5	208	223	200.5	230.5	185.5	245.5	0	517
6	48	64	47	65	46	66	41	71	36	76	31	81	6	106	0	156	0	1061
7	93.9	137.1	91.2	139.8	88.5	142.5	75	156	61.5	169.5	48	183	0	250.5	0	385.5	0	2829
8	171.7	189.3	170.6	190.4	169.5	191.5	164	197	158.5	202.5	153	208	125.5	235.5	70.5	290.5	0	1286
9	246.1	266.9	244.8	268.2	243.5	269.5	237	276	230.5	282.5	224	289	191.5	321.5	126.5	386.5	0	1563
10	0	29	0	31	0	33	0	43	0	53	0	63	0	113	0	213	0	2023

<i>i</i>	$1.6S_i$		$1.8S_i$		$2S_i$		$3S_i$		$4S_i$		$5S_i$		$10S_i$		$20S_i$		∞	
	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*
11	12.6	57.4	9.8	60.2	7	63	0	77	0	91	0	105	0	175	0	315	0	2849
12	75.7	93.3	74.6	94.4	73.5	95.5	68	101	62.5	106.5	57	112	29.5	139.5	0	194.5	0	1190
13	72.6	101.4	70.8	103.2	69	105	60	114	51	123	42	132	0	177	0	267	0	1896
14	135.8	158.2	134.4	159.6	133	161	126	168	119	175	112	182	77	217	7	287	0	1554
15	344.4	395.6	341.2	398.8	338	402	322	418	306	434	290	450	210	530	50	690	0	3586
16	35.7	69.3	33.6	71.4	31.5	73.5	21	84	10.5	94.5	0	105	0	157.5	0	262.5	0	2163
17	0	16.3	0	17.4	0	18.5	0	24	0	29.5	0	35	0	62.5	0	117.5	0	1113
18	18.6	47.4	16.8	49.2	15	51	6	60	0	69	0	78	0	123	0	213	0	1842
19	16.1	36.9	14.8	38.2	13.5	39.5	7	46	0.5	52.5	0	59	0	91.5	0	156.5	0	1333
20	5.4	24.6	4.2	25.8	3	27	0	33	0	39	0	45	0	75	0	135	0	1221
21	267.5	307.5	265	310	262.5	312.5	250	325	237.5	337.5	225	350	162.5	412.5	37.5	537.5	0	2800
22	0	530.4	0	571.2	0	612	0	816	0	1020	0	1224	0	2244	0	4284	0	41,208

Appendix 2: Adjusted time windows of the benchmark problem n20.w20.0001 using the normalization approach

<i>i</i>	Time windows in the TSPTW library			Adjusted time windows with equal minimum size			Adjusted time windows with equal maximum size		
	a_i	b_i	S_i	a_i^*	b_i^*	S_i^*	a_i^*	b_i^*	S_i^*
1	0	408	408	0	408	408	0	408	408
2	62	68	4	63.5	66.5	3	49	81	32
3	181	205	24	191.5	194.5	3	177	209	32
4	306	324	18	313.5	316.5	3	299	331	32
5	214	217	3	214	217	3	199.5	231.5	32
6	51	61	10	54.5	57.5	3	40	72	32
7	102	129	27	114	117	3	99.5	131.5	32
8	175	186	11	179	182	3	164.5	196.5	32
9	250	263	13	255	258	3	240.5	272.5	32
10	3	23	20	11.4	14.5	3	0	32	32
11	21	49	28	33.5	36.5	3	19	51	32
12	79	90	11	83	86	3	68.5	100.5	32
13	78	96	18	85.5	88.5	3	71	103	32
14	140	154	14	145.5	148.5	3	131	163	32
15	354	386	32	368.5	371.5	3	354	386	32
16	42	63	21	51	54	3	36.5	68.5	32
17	2	13	11	6	9	3	0	32	32
18	24	42	18	31.5	34.5	3	17	49	32
19	20	33	13	25	28	3	10.5	42.5	32
20	9	21	12	13.5	16.5	3	0	32	32
21	275	300	25	286	289	3	271.5	303.5	32
22	0	408	408	0	408	408	0	408	408

Appendix 3: Adjusted time windows of the benchmark problem n20.w20.0001 using the stepwise approach

<i>i</i>	S_i		$S_i + 2$		$S_i + 4$		$S_i + 6$		$S_i + 8$		$S_i + 10$		$S_i + 12$		$S_i + 14$	
	a_i	b_i	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*
1	0	408	0	409	0	410	0	411	0	412	0	413	0	414	0	415
2	62	68	61	69	60	70	59	71	58	72	57	73	56	74	55	75
3	181	205	180	206	179	207	178	208	177	209	176	210	175	211	174	212
4	306	324	305	325	304	326	303	327	302	328	301	329	300	330	299	331
5	214	217	213	218	212	219	211	220	210	221	209	222	208	223	207	224
6	51	61	50	62	49	63	48	64	47	65	46	66	45	67	44	68
7	102	129	101	130	100	131	99	132	98	133	97	134	96	135	95	136
8	175	186	174	187	173	188	172	189	171	190	170	191	169	192	168	193
9	250	263	249	264	248	265	247	266	246	267	245	268	244	269	243	270
10	3	23	2	24	1	25	0	26	0	27	0	28	0	29	0	30
11	21	49	20	50	19	51	18	52	17	53	16	54	15	55	14	56
12	79	90	78	91	77	92	76	93	75	94	74	95	73	96	72	97
13	78	96	77	97	76	98	75	99	74	100	73	101	72	102	71	103
14	140	154	139	155	138	156	137	157	136	158	135	159	134	160	133	161
15	354	386	353	387	352	388	351	389	350	390	349	391	348	392	347	393
16	42	63	41	64	40	65	39	66	38	67	37	68	36	69	35	70
17	2	13	1	14	0	15	0	16	0	17	0	18	0	19	0	20
18	24	42	23	43	22	44	21	45	20	46	19	47	18	48	17	49
19	20	33	19	34	18	35	17	36	16	37	15	38	14	39	13	40
20	9	21	8	22	7	23	6	24	5	25	4	26	3	27	2	28
21	275	300	274	301	273	302	272	303	271	304	270	305	269	306	268	307
22	0	408	0	409	0	410	0	411	0	412	0	413	0	414	0	415

<i>i</i>	$S_i + 16$		$S_i + 18$		$S_i + 20$		$S_i + 22$		$S_i + 24$		$S_i + 26$		$S_i + 28$		$S_i + 30$	
	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*
1	0	416	0	417	0	418	0	419	0	420	0	421	0	422	0	423
2	54	76	53	77	52	78	51	79	50	80	49	81	48	82	47	83
3	173	213	172	214	171	215	170	216	169	217	168	218	167	219	166	220
4	298	332	297	333	296	334	295	335	294	336	293	337	292	338	291	339
5	206	225	205	226	204	227	203	228	202	229	201	230	200	231	199	232
6	43	69	42	70	41	71	40	72	39	73	38	74	37	75	36	76
7	94	137	93	138	92	139	91	140	90	141	89	142	88	143	87	144
8	167	194	166	195	165	196	164	197	163	198	162	199	161	200	160	201
9	242	271	241	272	240	273	239	274	238	275	237	276	236	277	235	278
10	0	31	0	32	0	33	0	34	0	35	0	36	0	37	0	38
11	13	57	12	58	11	59	10	60	9	61	8	62	7	63	6	64
12	71	98	70	99	69	100	68	101	67	102	66	103	65	104	64	105
13	70	104	69	105	68	106	67	107	66	108	65	109	64	110	63	111
14	132	162	131	163	130	164	129	165	128	166	127	167	126	168	125	169
15	346	394	345	395	344	396	343	397	342	398	341	399	340	400	339	401
16	34	71	33	72	32	73	31	74	30	75	29	76	28	77	27	78
17	0	21	0	22	0	23	0	24	0	25	0	26	0	27	0	28
18	16	50	15	51	14	52	13	53	12	54	11	55	10	56	9	57

i	$S_i + 16$		$S_i + 18$		$S_i + 20$		$S_i + 22$		$S_i + 24$		$S_i + 26$		$S_i + 28$		$S_i + 30$	
	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*
19	12	41	11	42	10	43	9	44	8	45	7	46	6	47	5	48
20	1	29	0	30	0	31	0	32	0	33	0	34	0	35	0	36
21	267	308	266	309	265	310	264	311	263	312	262	313	261	314	260	315
22	0	416	0	417	0	418	0	419	0	420	0	421	0	422	0	423
i	$S_i + 32$		$S_i + 34$		$S_i + 36$		$S_i + 38$		$S_i + 40$		$S_i + 42$		$S_i + 44$		$S_i + 46$	
	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*
1	0	424	0	425	0	426	0	427	0	428	0	429	0	430	0	431
2	46	84	45	85	44	86	43	87	42	88	41	89	40	90	39	91
3	165	221	164	222	163	223	162	224	161	225	160	226	159	227	158	228
4	290	340	289	341	288	342	287	343	286	344	285	345	284	346	283	347
5	198	233	197	234	196	235	195	236	194	237	193	238	192	239	191	240
6	35	77	34	78	33	79	32	80	31	81	30	82	29	83	28	84
7	86	145	85	146	84	147	83	148	82	149	81	150	80	151	79	152
8	159	202	158	203	157	204	156	205	155	206	154	207	153	208	152	209
9	234	279	233	280	232	281	231	282	230	283	229	284	228	285	227	286
10	0	39	0	40	0	41	0	42	0	43	0	44	0	45	0	46
11	5	65	4	66	3	67	2	68	1	69	0	70	0	71	0	72
12	63	106	62	107	61	108	60	109	59	110	58	111	57	112	56	113
13	62	112	61	113	60	114	59	115	58	116	57	117	56	118	55	119
14	124	170	123	171	122	172	121	173	120	174	119	175	118	176	117	177
15	338	402	337	403	336	404	335	405	334	406	333	407	332	408	331	409
16	26	79	25	80	24	81	23	82	22	83	21	84	20	85	19	86
17	0	29	0	30	0	31	0	32	0	33	0	34	0	35	0	36
18	8	58	7	59	6	60	5	61	4	62	3	63	2	64	1	65
19	4	49	3	50	2	51	1	52	0	53	0	54	0	55	0	56
20	0	37	0	38	0	39	0	40	0	41	0	42	0	43	0	44
21	259	316	258	317	257	318	256	319	255	320	254	321	253	322	252	323
22	0	424	0	425	0	426	0	427	0	428	0	429	0	430	0	431
i	$S_i + 48$		$S_i + 50$		$S_i + 52$		$S_i + 54$		$S_i + 56$		$S_i + 58$		$S_i + 60$		$S_i + 62$	
	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*
1	0	432	0	433	0	434	0	435	0	436	0	437	0	438	0	439
2	38	92	37	93	36	94	35	95	34	96	33	97	32	98	31	99
3	157	229	156	230	155	231	154	232	153	233	152	234	151	235	150	236
4	282	348	281	349	280	350	279	351	278	352	277	353	276	354	275	355
5	190	241	189	242	188	243	187	244	186	245	185	246	184	247	183	248
6	27	85	26	86	25	87	24	88	23	89	22	90	21	91	20	92
7	78	153	77	154	76	155	75	156	74	157	73	158	72	159	71	160
8	151	210	150	211	149	212	148	213	147	214	146	215	145	216	144	217
9	226	287	225	288	224	289	223	290	222	291	221	292	220	293	219	294
10	0	47	0	48	0	49	0	50	0	51	0	52	0	53	0	54
11	0	73	0	74	0	75	0	76	0	77	0	78	0	79	0	80
12	55	114	54	115	53	116	52	117	51	118	50	119	49	120	48	121
13	54	120	53	121	52	122	51	123	50	124	49	125	48	126	47	127
14	116	178	115	179	114	180	113	181	112	182	111	183	110	184	109	185
15	330	410	329	411	328	412	327	413	326	414	325	415	324	416	323	417
16	18	87	17	88	16	89	15	90	14	91	13	92	12	93	11	94
17	0	37	0	38	0	39	0	40	0	41	0	42	0	43	0	44

i	$S_i + 48$		$S_i + 50$		$S_i + 52$		$S_i + 54$		$S_i + 56$		$S_i + 58$		$S_i + 60$		$S_i + 62$	
	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*
18	0	66	0	67	0	68	0	69	0	70	0	71	0	72	0	73
19	0	57	0	58	0	59	0	60	0	61	0	62	0	63	0	64
20	0	45	0	46	0	47	0	48	0	49	0	50	0	51	0	52
21	251	324	250	325	249	326	248	327	247	328	246	329	245	330	244	331
22	0	432	0	433	0	434	0	435	0	436	0	437	0	438	0	439
i	$S_i + 64$		$S_i + 66$		$S_i + 68$		$S_i + 70$		$S_i + 72$		$S_i + 74$		$S_i + 76$		$S_i + 78$	
	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*
1	0	440	0	441	0	442	0	443	0	444	0	445	0	446	0	447
2	30	100	29	101	28	102	27	103	26	104	25	105	24	106	23	107
3	149	237	148	238	147	239	146	240	145	241	144	242	143	243	142	244
4	274	356	273	357	272	358	271	359	270	360	269	361	268	362	267	363
5	182	249	181	250	180	251	179	252	178	253	177	254	176	255	175	256
6	19	93	18	94	17	95	16	96	15	97	14	98	13	99	12	100
7	70	161	69	162	68	163	67	164	66	165	65	166	64	167	63	168
8	143	218	142	219	141	220	140	221	139	222	138	223	137	224	136	225
9	218	295	217	296	216	297	215	298	214	299	213	300	212	301	211	302
10	0	55	0	56	0	57	0	58	0	59	0	60	0	61	0	62
11	0	81	0	82	0	83	0	84	0	85	0	86	0	87	0	88
12	47	122	46	123	45	124	44	125	43	126	42	127	41	128	40	129
13	46	128	45	129	44	130	43	131	42	132	41	133	40	134	39	135
14	108	186	107	187	106	188	105	189	104	190	103	191	102	192	101	193
15	322	418	321	419	320	420	319	421	318	422	317	423	316	424	315	425
16	10	95	9	96	8	97	7	98	6	99	5	100	4	101	3	102
17	0	45	0	46	0	47	0	48	0	49	0	50	0	51	0	52
18	0	74	0	75	0	76	0	77	0	78	0	79	0	80	0	81
19	0	65	0	66	0	67	0	68	0	69	0	70	0	71	0	72
20	0	53	0	54	0	55	0	56	0	57	0	58	0	59	0	60
21	243	332	242	333	241	334	240	335	239	336	238	337	237	338	236	339
22	0	440	0	441	0	442	0	443	0	444	0	445	0	446	0	447
i	$S_i + 80$		$S_i + 82$		$S_i + 84$		$S_i + 86$		$S_i + 88$		$S_i + 90$		$S_i + 92$		$S_i + 94$	
	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*
1	0	448	0	449	0	450	0	451	0	452	0	453	0	454	0	455
2	22	108	21	109	20	110	19	111	18	112	17	113	16	114	15	115
3	141	245	140	246	139	247	138	248	137	249	136	250	135	251	134	252
4	266	364	265	365	264	366	263	367	262	368	261	369	260	370	259	371
5	174	257	173	258	172	259	171	260	170	261	169	262	168	263	167	264
6	11	101	10	102	9	103	8	104	7	105	6	106	5	107	4	108
7	62	169	61	170	60	171	59	172	58	173	57	174	56	175	55	176
8	135	226	134	227	133	228	132	229	131	230	130	231	129	232	128	233
9	210	303	209	304	208	305	207	306	206	307	205	308	204	309	203	310
10	0	63	0	64	0	65	0	66	0	67	0	68	0	69	0	70
11	0	89	0	90	0	91	0	92	0	93	0	94	0	95	0	96
12	39	130	38	131	37	132	36	133	35	134	34	135	33	136	32	137
13	38	136	37	137	36	138	35	139	34	140	33	141	32	142	31	143
14	100	194	99	195	98	196	97	197	96	198	95	199	94	200	93	201
15	314	426	313	427	312	428	311	429	310	430	309	431	308	432	307	433
16	2	103	1	104	0	105	0	106	0	107	0	108	0	109	0	110

i	$S_i + 80$		$S_i + 82$		$S_i + 84$		$S_i + 86$		$S_i + 88$		$S_i + 90$		$S_i + 92$		$S_i + 94$	
	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*
17	0	53	0	54	0	55	0	56	0	57	0	58	0	59	0	60
18	0	82	0	83	0	84	0	85	0	86	0	87	0	88	0	89
19	0	73	0	74	0	75	0	76	0	77	0	78	0	79	0	80
20	0	61	0	62	0	63	0	64	0	65	0	66	0	67	0	68
21	235	340	234	341	233	342	232	343	231	344	230	345	229	346	228	347
22	0	448	0	449	0	450	0	451	0	452	0	453	0	454	0	455

i	$S_i + 96$		$S_i + 98$		$S_i + 100$	
	a_i^*	b_i^*	a_i^*	b_i^*	a_i^*	b_i^*
1	0	456	0	457	0	458
2	14	116	13	117	12	118
3	133	253	132	254	131	255
4	258	372	257	373	256	374
5	166	265	165	266	164	267
6	3	109	2	110	1	111
7	54	177	53	178	52	179
8	127	234	126	235	125	236
9	202	311	201	312	200	313
10	0	71	0	72	0	73
11	0	97	0	98	0	99
12	31	138	30	139	29	140
13	30	144	29	145	28	146
14	92	202	91	203	90	204
15	306	434	305	435	304	436
16	0	111	0	112	0	113
17	0	61	0	62	0	63
18	0	90	0	91	0	92
19	0	81	0	82	0	83
20	0	69	0	70	0	71
21	227	348	226	349	225	350
22	0	456	0	457	0	458

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