

A Survey of Attended Home Delivery and Service Problems with a Focus on Applications

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Abstract. The research field on Attended Home Delivery (AHD) and Attended Home Service (AHS) problems has experienced fast growing interest in the last two decades, with the rapid diffusion of online platforms and e-commerce transactions. The COVID-19 pandemic has just fostered that interest, raising further challenges, opportunities and shortcomings that have to be tackled to answer the need for innovative methodologies as well as new policy actions. The aim of this work is to provide an extensive literature review on the state of the art for AHD and AHS problems, with a particular focus on real-world applications. A discussion of promising future research directions is also provided.

Keywords: *Attended Home Delivery, Attended Home Service, Demand Management, Routing, Integrated Demand Management and Routing*