

## Instructions

The attached files contain detailed information on the realistic instances A1-A4 discussed in:

”Zamorano, E., Becker, A. & Stolletz, R. (2016). Task assignment with start time-dependent processing times for personnel at check-in counters. Working paper, under consideration for publication.”

Each instance (each on a single Excel file) consists of the following information:

- Set of tasks (Worksheet “Tasks”): task index, counter opening time, occupation time (in minutes), agent requirements, and skills required.
- Set of agents (Worksheet “Agents”): agent index, qualifications, shift start time, and shift end time.
- Travel times (Worksheet “TravelTimes”) shows the travel time (in minutes) from and to each task (including depot).

The remaining test parameters are set to the following values:

- $w_{ik}^{max} = 0.5 \cdot (b_i - a_i) \quad \forall i \in I, \forall k \in K$
- $out_i^{max} = v_i - 1 \quad \forall i \in I$
- The maximum overtime per agent is set such that the shift length plus overtime cannot exceed 10 hours.
- $[\alpha_1, \alpha_2, \alpha_3, \alpha_4] = [0.1, 0.2, 0.3, 0.4]$
- 1 hour computation time limit