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The Vehicle Routing Problem with Service Level Constraints

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#### ACCEPTED MANUSCRIPT

### Highlights

- We introduce a routing problem with customer selection and service level constraints
- We present a compact mathematical formulation and a branch-and-price algorithm
- We design an efficient hybrid genetic search with problem-tailored operators
- The proposed methods generate high-quality solutions for a large variety of instances
- The best results known for two important subproblems are improved

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