## MSOM CONFERENCE PROGRAM

### Schedule

**Monday July 2\(^{nd}\), 2018**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 AM-3:30 PM</td>
<td>Registration</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>7:00 AM-8:00 AM</td>
<td>Breakfast</td>
<td>Chantilly Ballroom West, Hilton</td>
</tr>
<tr>
<td>8:00 AM-9:30 AM</td>
<td>Sessions E1 to E12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>9:30 AM-10:00 AM</td>
<td>Coffee Break</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>10:00 AM-11:30 AM</td>
<td>Sessions F1 to F12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>11:30 AM-1:00 PM</td>
<td>Buffet Lunch</td>
<td>Chantilly Ballroom West, Hilton</td>
</tr>
<tr>
<td>1:00 PM-2:30 PM</td>
<td>Sessions G1 to G12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>2:30 PM-4:00 PM</td>
<td>Transport to UT Dallas</td>
<td>Grand Entrance, Hilton</td>
</tr>
<tr>
<td>4:00 PM-4:30 PM</td>
<td>MSOM Business Meeting</td>
<td>Davidson-Gundy Alumni Center, UT Dallas</td>
</tr>
<tr>
<td>4:30 PM-5:30 PM</td>
<td>Plenary Session</td>
<td>Davidson-Gundy Alumni Center, UT Dallas</td>
</tr>
<tr>
<td>5:30 PM-7:30 PM</td>
<td>General Reception</td>
<td>Davidson-Gundy Alumni Center, UT Dallas</td>
</tr>
</tbody>
</table>

**Tuesday July 3\(^{rd}\), 2018**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 AM-5:00 PM</td>
<td>Registration</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>7:00 AM-8:00 AM</td>
<td>Breakfast</td>
<td>Chantilly Ballroom West, Hilton</td>
</tr>
<tr>
<td>8:00 AM-9:30 AM</td>
<td>Sessions H1 to H12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>9:30 AM-10:00 AM</td>
<td>Coffee Break</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>10:00 AM-11:30 AM</td>
<td>Sessions I1 to I12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>11:30 AM-12:00 PM</td>
<td>Poster session</td>
<td>Chantilly Foyer, Hilton</td>
</tr>
<tr>
<td>12:00 PM-1:00 PM</td>
<td>Boxed Lunch</td>
<td>Chantilly Ballroom West, Hilton</td>
</tr>
<tr>
<td>1:00 PM-2:30 PM</td>
<td>Sessions J1 to J12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>2:30 PM-3:00 PM</td>
<td>Coffee Break</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>3:00 PM-4:30 PM</td>
<td>Sessions K1 to K12</td>
<td>Breakout rooms, Hilton</td>
</tr>
<tr>
<td>4:30 PM-5:00 PM</td>
<td>Coffee Break</td>
<td>West Wing Foyer, Hilton</td>
</tr>
<tr>
<td>5:00 PM-6:30 PM</td>
<td>Sessions L1 to L12</td>
<td>Breakout rooms, Hilton</td>
</tr>
</tbody>
</table>

Remark: in what follows, the presenting author is always listed first and in **bold characters**. The other authors are listed in the order in which their names were entered when the paper was submitted.
<table>
<thead>
<tr>
<th>SESSION E01</th>
<th>Outsourcing and reservation; tools to manage blended sales and services operations in call centers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Benjamin Legros, Oualid Jouini, Ger Koole</td>
</tr>
<tr>
<td></td>
<td><em>The Customer May Not Always Be Right: Customer Compatibility and Service Performance</em></td>
</tr>
<tr>
<td></td>
<td>Ryan Buell, Dennis Campbell, Frances Frei</td>
</tr>
<tr>
<td></td>
<td><em>Shaping Demand Peaks and Valleys in Service Industries through Online Deals</em></td>
</tr>
<tr>
<td></td>
<td>Simin Li, Kejia Hu, Martin Lariviere</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION E02</th>
<th>Service Systems with Exogenous and Endogenous Dependencies</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Allen Wu, Achal Bassamboo, Ohad Perry</td>
</tr>
<tr>
<td></td>
<td><em>Service Systems with Inattentive Customers</em></td>
</tr>
<tr>
<td></td>
<td>Caner Canyakmaz, Tamer Boyaci</td>
</tr>
<tr>
<td></td>
<td><em>Overbooking with Endogenous Demand</em></td>
</tr>
<tr>
<td></td>
<td>Jingxing (Rowena) Gan, Noah Gans, Gerry Tsoukalas</td>
</tr>
<tr>
<td></td>
<td><em>On the Architecture of Service Systems when Servers are Strategic</em></td>
</tr>
<tr>
<td></td>
<td>Ragavendran Gopalakrishnan</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION E03</th>
<th>Supply and Demand Drivers in Food Deserts: Causal Effects and Policy Implications</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Elisabeth Paulson, Retsef Levi, Georgia Perakis</td>
</tr>
<tr>
<td></td>
<td><em>At Your Service on the Table: Impact of Tabletop Technology on Restaurant Performance</em></td>
</tr>
<tr>
<td></td>
<td>Tom Tan, Serguei Netessine</td>
</tr>
<tr>
<td></td>
<td><em>Drivers of Food Wastage in Commercial Kitchens</em></td>
</tr>
<tr>
<td></td>
<td>Varun Karamshetty, Elena Belavina</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION E04</th>
<th>Optimal Assortment, Quantity and Dynamic Pricing for Multiple Vertically-Differentiated Products with Short-Life Cycle</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Prasenjit Mandal, Amar Sapra</td>
</tr>
<tr>
<td></td>
<td><em>Sample Boxes for Retail Products: Bundling Experience Goods to Leverage Consumer Uncertainty</em></td>
</tr>
<tr>
<td></td>
<td>Alireza Yazdani, Eren Cil, Michael Pangburn</td>
</tr>
<tr>
<td></td>
<td><em>An Optimal Assortment for Complements</em></td>
</tr>
<tr>
<td></td>
<td>Xi Shan, Dorothee Honhon, Suresh Sethi, Chenglin Zhang</td>
</tr>
<tr>
<td></td>
<td><em>Assortment Planning with n-Pack Purchasing Customers</em></td>
</tr>
<tr>
<td></td>
<td>Ying Cao, Dorothee Honhon</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION E05</th>
<th>Picking Multi-item Orders in the Warehouse of a Large Online Retailer: Data, Models and Simulations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Daniel Chen, Retsef Levi, Georgia Perakis</td>
</tr>
<tr>
<td></td>
<td><em>Shipping Consolidation across Two Warehouses with Delivery Deadline and Expedited Shipment Options</em></td>
</tr>
<tr>
<td></td>
<td>Lai Wei, Stefanus Jasin, Roman Kapuscinski</td>
</tr>
<tr>
<td></td>
<td><em>Data-driven Order Assignment for Last Mile Delivery</em></td>
</tr>
<tr>
<td></td>
<td>Sheng Liu, Long He, Zuo-Jun Max Shen</td>
</tr>
</tbody>
</table>
Better to Bend than to Break: Sharing Supply Risk Using the Supply-Flexibility Contract
Mehdi Hosseinabadi Farahani, Milind Dawande, Haresh Gurnani, Ganesh Janakiraman

Managing Reputation Risk in Supply Chains: The Role of Contract-embedded Insurance
Vibhuti Dhingra, Harish Krishnan

The Value of Supply Chain Disruption Duration Information
William Schmidt, Mili Mehrotra

A Conditional Gradient Approach for Nonparametric Estimation of Mixing Distributions
Ashwin Venkataraman, Srikanth Jagabathula, Lakshminarayanan Subramanian

Predicting with Proxies
Hamsa Bastani

Estimating Demand Stickiness Due to Rationally Inattentive Consumers
Haoying Sun, Haipeng (Allan) Chen, Xirong Chen, Zheng Li

Data-Driven Pricing for a New Product
Mengzhenyu Zhang, Hyun-Soo Ahn, Joline Uichanco

Procurement of essential medicines with long-term considerations: Volume guarantees and volume splits
Eirini Spiliotopoulou, Alexander Rothkopf

Operational Transparency in Crowdfunding for Disaster Management
Gloria Urrea, Jorge Mejia, Alfonso J. Pedraza-Martinez

The Impact of Operations vs. Marketing Elements on Humanitarians’ Donation Income: An Empirical Study
Iman Parsa, Mahyar Eftekhar, Charles Corbett

Hospital Contests
Mohamed Mostagir

Dedicated vs. General Wards: The impact of scarce capacity on hematology patients
Galit Yom-Tov, Raisa Carmen, Bram Foubert, Inneke Van Nieuwenhuysen, Yishai Ofran

An Empirical Investigation on Overflow Decisions in Inpatient Flow and their Impact on Patient Outcomes
Jing Dong, Pengyi Shi, Fanyin Zheng

Readmission Risk Factors of CABG Surgery: Role of surgeon and hospital workload
Indranil Bardhan, Jingyun Li

Priority and Predictability: The role of predictability and own patient prioritization in surgeon decision-making
Jillian Berry Jaeker, Michael Reinhorn

Patient-Centric, Value-Based Model for Finding the Surgeons’ Volume
Renato de Matta

Balancing the scale: Readmission risk at discharge vs inpatient unit congestion
Pengyi Shi, Jonathan E Helm, Jivan Deglise-Hawkinson, Julian Pan
## CORONADO C – BEHAVIORAL OPERATIONS MANAGEMENT

**SESSION E11**

*Believing in Analytics: Managers’ Adherence to Price Recommendations from a DSS*
Anna Saez de Tejada Cuenca, Felipe Caro

*Managerial Insight and "Optimal Algorithms“*
Blair Flicker

*How to Provide Information for Management Decisions*
Yingshuai Zhao, Jaime Andrés Castañeda

## CORONADO D – EMPIRICAL OPERATIONS MANAGEMENT

**SESSION E12**

*Value of Promotions with Delayed Incentives: An Empirical Investigation of Gift Card Promotions*
Bharadwaj Kadiyala, Ozalp Ozer, Serdar Simsek

*Need For Speed: The Impact of Website Performance on Online Retailers*
Nil Karacaoglu, Santiago Gallino, Antonio Moreno

*An Empirical Analysis of How Inventory Levels and Prices Affect Online Retail Sales*
Annibal C. Sodero, Elliot Rabinovich, Tolga Aydinliyim, Michael S. Pangburn
| Session F01 | Corazon C – Service Operations | Interpreting Predictive Models for Human-in-the-loop Analytics  
Hamsa Bastani, Osbert Bastani, Carolyn Kim |
| --- | --- | Does the future matter? The optimization of time-dependent service systems  
Jannik Vogel, Raik Stolletz |
|  |  | Fake News Propagation and Detection: A Sequential model  
Yiangos Papanastasiou |
| Session F02 | Corazon D – Service Operations | Optimal Monitoring Schedule in Dynamic Contracts  
Mingliu Chen, Peng Sun, Yongbo Xiao |
|  |  | Contracting for Product Support under Information Asymmetry  
Nishant Mishra, Dong Li, Serguei Netessine |
|  |  | Operational Risk Management: Optimal Incentive Contract  
Yuqian Xu, Lingjiong Zhu, Mike Pinedo |
| Session F03 | De La Salle – Environmental/Sustainable Operations | Shipment Policies of Perishable Inventory  
Arzum Akkas, Dorothee Honhon |
|  |  | The Environmental Impact of Online Grocery Retailing  
Ekaterina Astashkina, Elena Belavina, Simone Marinesi |
|  |  | Green Product and CSR Investment in a Competitive Environment  
Mikhail Gordon, Peng Ma |
| Session F04 | Emerald – Marketing/OM Interface & Retail Operations | Incentive Design for a Multitasking Store Manager  
Tinglong Dai, Christopher Ryan, Rongzhu Ke |
|  |  | Labor Planning and Shift Scheduling in Retail Stores using Customer Traffic Data  
Marcelo Olivares, Daniel Yung |
|  |  | An analysis of shopping behavior at warehouse-club stores and its store-network-density implications  
Stanley Lim, Elliot Rabinovich, Sungho Park, Minha Hwang |
| Session F05 | Coronado A – Supply Chain Management | Operationalizing Offshore Production Decisions: A Stochastic Control Approach  
Arun Chockalingam, Haolin Feng, Jan Fransoo |
|  |  | Ship-pack Optimization in a Two-echelon Distribution System with Product Obsolescence  
Elnaz Karimi, Stephen C. Graves, Justine Ren |
|  |  | Make versus Buy? Ethics in Knowledge-based Outsourcing  
Manu Goyal, Krishnan Anand |
|  |  | Sourcing Strategies for Online Retail Marketplaces  
Nikolay Osadchiy, Vishal Gaur, Sridhar Seshadri, Marti Subrahmanyam |
CORONADO B – SUPPLY CHAIN MANAGEMENT

SESSION F06

Speculative Shortages in Agricultural Supply Chains: The Effect of Government Interventions
Somya Singhvi, Retsef Levi, Yanchong (Karen) Zheng

Rent-to-Own Business Models in Developing Economies: An empirical analysis
Jose Guajardo

Government-to-Government (G2G) Contracts for India’s Pulses Procurement: Ad-Hoc Bargaining versus Long-Term Contracts
Srinagesh Gavirneni, Bin Hu, Liying Mu

DESO A – PRICING/REVENUE MANAGEMENT

SESSION F07

Auctioning licenses to different quality firms
Achal Goyal, Rajeev Tripathi

Position Ranking and Auctions for Online Market Places
Heng Zhang, Leon Yang Chu, Hamid Nazerzadeh

Prior-Independent Optimal Auctions
Amine Allouah, Omar Besbes

DESO B – PRICING/REVENUE MANAGEMENT

SESSION F08

Online Advertising with Periodic Budgets
Lennart Baardman, Elaheh Fata, Abhishek Pani, Georgia Perakis

Bayesian Dynamic Pricing with Unknown Customer Willingness-to-Pay and Limited Inventory
Chengyu Wu, Li Chen

Dynamic Pricing with Unknown Non Linear Demand
Georgia Perakis, Pavithra Harsha, Anna Papush, Divya Singhvi

Non-parametric robust dynamic pricing: a non-adversarial approach
Trivikram Dokka, Peter Jacko, Waseem Aslam

CORTEZ A – HEALTHCARE MANAGEMENT

SESSION F09

Measuring and Predicting Non-facetime Work to Inform Physician Compensation
Michael Hu, Retsef Levi, Stephanie Eisenstat, Joseph Doyle, Karen Carlson, Anne Huppert

Can Public Reporting Cure Healthcare? The Role of Quality Transparency in Improving Patient-Provider Alignment
Soroush Saghafian, Wallace Hopp

Flexible FDA Approval Policies
Taylor Corcoran, Elisa Long, Fernanda Bravo

CORTEZ B – HEALTHCARE MANAGEMENT

SESSION F10

Structural Estimation of Kidney Transplant Candidates’ Quality of Life Scores
Cem Randa, Baris Ata, John J. Friedewald

Expanding the donor pool: The use of marginal organs for transplantation
Sait Tunc, Burhaneddin Sandikci, Bekir Tanriover

Optimal Inventory Management of a Blood Center
Yixuan Liu, Youyi Feng, Guoming Lai

Repairing the Digital Divide Can Increase the Service Divide: The Effects of Patient Portals on Kidney Allocation
Yeongin Kim, Mehmet Ayvaci, Srinivasan Raghunathan, Bekir Tanriover
<table>
<thead>
<tr>
<th>CORONADO C – BEHAVIORAL OPERATIONS MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SESSION F11</td>
</tr>
<tr>
<td><strong>The Effect of Social Information on Demand in Quality Competition</strong></td>
</tr>
<tr>
<td>Andrew Davis, Vishal Gaur, Dayoung Kim</td>
</tr>
<tr>
<td><strong>Building Alliances for Socially Responsible Sourcing</strong></td>
</tr>
<tr>
<td>Han Zhang, Ruth Beer, Kyle Cattani</td>
</tr>
<tr>
<td><strong>Does Feedback Make You Try Less Hard? A Study of Automotive Telematics</strong></td>
</tr>
<tr>
<td>Vivek Choudhary, Masha Shunko, Serguei Netessine</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CORONADO D – EMPIRICAL OPERATIONS MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SESSION F12</td>
</tr>
<tr>
<td><strong>Pick-up, Delivery, or Both? An Online Grocer’s Optimal Fulfillment Models</strong></td>
</tr>
<tr>
<td>Chloe Glaeser, Ken Moon, Xuanming Su</td>
</tr>
<tr>
<td><strong>IT enabled monitoring mechanisms in public sector supply chains: Evidence from India’s food security program</strong></td>
</tr>
<tr>
<td>Maya Ganesh, Sarang Deo, Sripad Devalkar</td>
</tr>
<tr>
<td><strong>Relating Farming Practices to Farm Productivity: Is Big Ag ‘Evil’?</strong></td>
</tr>
<tr>
<td>Canberk Ucel, Marshall L. Fisher, John Paul MacDuffie</td>
</tr>
</tbody>
</table>
### MSOM CONFERENCE Day 1 | SESSIONS G – July 2nd, 1:00 PM-2:30 PM

### CORTEZ C – SERVICE OPERATIONS

<table>
<thead>
<tr>
<th>SESSION G01</th>
<th>Title</th>
<th>Authors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Advance Online Scheduling with Overtime: A Primal-Dual Approach</strong></td>
<td>Esmaeil Keyvanshokooh, Cong Shi, Mark P. Van Oyen</td>
</tr>
<tr>
<td></td>
<td><strong>Mostly Exploration-Free Algorithms for Contextual Bandits</strong></td>
<td>Khashayar Khosravi, Hamsa Bastani, Mohsen Bayati</td>
</tr>
<tr>
<td></td>
<td><strong>State-Dependent Estimation of Delay Distributions in Fork-Join Networks</strong></td>
<td>Nitzan Carmeli, Galit B. Yom-Tov, Onno J. Boxma</td>
</tr>
<tr>
<td></td>
<td><strong>Analytical Solution to a Partially Observable Machine-Maintenance Problem by a Dual Method</strong></td>
<td>Weihua Zhang, Hao Zhang</td>
</tr>
</tbody>
</table>

### CORTEZ D – SERVICE OPERATIONS

<table>
<thead>
<tr>
<th>SESSION G02</th>
<th>Title</th>
<th>Authors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Clearing matching markets efficiently: informative signals and match recommendations</strong></td>
<td>Itai Ashlagi, Mark Braverman, Yash Kanoria, Peng Shi</td>
</tr>
<tr>
<td></td>
<td><strong>The Impact of Delayed Information on Service Systems</strong></td>
<td>Jamol Pender, Richard Rand, Elizabeth Wesson</td>
</tr>
<tr>
<td></td>
<td><strong>Strategically Giving Service: The Effect of Real-Time Information on Service Efficiency</strong></td>
<td>Nil Karacaoglu, Antonio Moreno, Can Ozkan</td>
</tr>
<tr>
<td></td>
<td><strong>Evaluating the First Mover’s Advantage in Announcing Real-Time Delay Information</strong></td>
<td>Siddharth Prakash Singh, Mohammad Delasay, Alan Scheller-Wolf</td>
</tr>
</tbody>
</table>

### DE LA SALLE – ENVIRONMENTAL/SUSTAINABLE OPERATIONS

<table>
<thead>
<tr>
<th>SESSION G03</th>
<th>Title</th>
<th>Authors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Adoption of Electric Vehicles in Car Sharing Market</strong></td>
<td>David Chen, Hossein Abouee-Mehrizi, Opher Baron, Oded Berman</td>
</tr>
<tr>
<td></td>
<td><strong>Empirical Investigation on the Range Anxiety for Electric Vehicles</strong></td>
<td>Sang Won Kim, Ho-Yin Mak, Marcelo Olivares, Ying Rong</td>
</tr>
<tr>
<td></td>
<td><strong>Optimal Subsidy Policies for a Local Electric Vehicle and Charging Market</strong></td>
<td>Wei Zhang, Yifan Dou</td>
</tr>
</tbody>
</table>

### EMERALD – MARKETING/OM INTERFACE & RETAIL OPERATIONS

<table>
<thead>
<tr>
<th>SESSION G04</th>
<th>Title</th>
<th>Authors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Data-driven Sales Operations Management</strong></td>
<td>Jan Meller, Nikolai Stein, Fabian Taigel</td>
</tr>
<tr>
<td></td>
<td><strong>Management and Effects of In-Store Promotional Displays</strong></td>
<td>Oguz Cetin, Adam J. Mersereau, Ali K. Parlakturk</td>
</tr>
<tr>
<td></td>
<td><strong>Sales and operations planning for product rollovers with finite production capacities</strong></td>
<td>Justus Arne Schwarz, Baris Tan</td>
</tr>
</tbody>
</table>

### CORONADO A – SUPPLY CHAIN MANAGEMENT

<table>
<thead>
<tr>
<th>SESSION G05</th>
<th>Title</th>
<th>Authors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Information Leakage and Sharing in a Multi-Period Decentralized Supply Chain</strong></td>
<td>Huajiang Luo, Weixin Shang, Tian Li</td>
</tr>
<tr>
<td></td>
<td><strong>Bargaining Framework Comparison in Supply Chain Management</strong></td>
<td>Yuanchen Li, Qi Feng, J. George Shanthikumar</td>
</tr>
<tr>
<td></td>
<td><strong>The Internet of Things and Information Fusion: Who Talks to Who?</strong></td>
<td>Soroush Saghafian, Brian Tomlin, Stephan Biller</td>
</tr>
</tbody>
</table>
### CORONADO B – TECHNOLOGY MANAGEMENT

**SESSION G06**

- **Contest among Contest Organizers**
  - Gizem Korpeoglu, Ersin Korpeoglu, Isa Hafalir

- **Technology Choice in Dynamic Competition**
  - Izak Duenyas, Feng Tian, Mohamed Mostagir

- **Effect of Autonomous Vehicles on Highway Congestion**
  - Neda Mirzaeian, Soo-Haeng Cho, Alan Scheller-Wolf

### DESOTO A – PRICING/REVENUE MANAGEMENT

**SESSION G07**

- **Dynamic Pricing of Wireless Internet Based on Usage and Stochastically Changing Capacity**
  - Demet Batur, Jennifer K. Ryan, Zhongyuan Zhao, Mehmet C. Vuran

- **Managing Uncertain Capacities for Revenue Optimization: Algorithm and Insights**
  - Gustavo Vulcano, Fabricio Previgliano

- **Business Analytics for Intermodal Capacity Management**
  - Long Gao, Junmin Shi, Michael Gorman, Ting Luo

### DESOTO B – IS/OM INTERFACE

**SESSION G08**

- **Operational Execution and POP Campaign Effectiveness: Empirical Evidence from Adoption of an IoT Technology**
  - Ashish Agarwal, Ioannis Stamatopoulos, Zijian Zeng

- **When Algorithmic Predictions Use Human-Generated Data: A Bias-Aware Classification Algorithm for Breast Cancer Diagnosis**
  - Mehmet Ayvaci, Mehmet Eren Ahsen, Srinivasan Raghunathan

- **Impact of the Mobile Channel on Sales Concentration**
  - Tom Tan, Nitish Jain

### CORTEZ A – HEALTHCARE MANAGEMENT

**SESSION G09**

- **Conspicuous by Its Absence: Diagnostic Expert Testing under Uncertainty**
  - Tinglong Dai, Shubhranshu Singh

- **Assessing the Potential of an Innovative Healthcare Delivery Model: Shared Medical Appointments**
  - Nazli Sonmez, Kamalini Ramdas, Ryan W. Buell

- **How does multichannel delivery impact access to a care network? Evidence from telemedicine in South India**
  - Kraig Delana, Sarang Deo, Kamalini Ramdas

- **The ZocDoc Effect: How Does Online Information Impact Appointment Availability in Outpatient Care?**
  - Yuqian Xu, Mor Armony

### CORTEZ B – HEALTHCARE MANAGEMENT

**SESSION G10**

- **Proactive Service Coordination Framework Empowered by Predictive Analytics: The Case of ED-Inpatient Unit Interface**
  - Seung Yup Lee, Ratna Babu Chinnam, Evrim Dalkiran, Alper Murat

- **Queue models for patient-flow dynamics in inpatient wards**
  - Jing Dong, Ohad Perry

- **Staff Planning with Structural Estimation and Optimization: Methodology and Application**
  - Sandeep Rath, Kumar Rajaram
### CORONADO C – BEHAVIORAL OPERATIONS MANAGEMENT

**SESSION G11**

**Optimal Practice Processes for Performance**
Guillaume Roels

*Alignment between Operational Goals and Decision Makers’ Preferences: Their Role in Inventory Decisions*
Jaime Andrés Castañeda, Sebastián Villa

*Behavioral Modeling of Inventory Sharing Among Decentralized Retailers*
Shan Li, Kay-Yut Chen

### CORONADO D – EMPIRICAL OPERATIONS MANAGEMENT

**SESSION G12**

**Ratings and Version Updates in the Mobile App Market**
Amandeep Singh, Gad Allon, Ken Moon

*Forecasting Demand for New Products: Combining Subjective Rankings with Sales Data*
Marat Salikhov, Nils Rudi

*Person-Based Supply Chains: The Effects of Visibility on Perceptions of Supplier Value*
Samantha Keppler
<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Authors</th>
</tr>
</thead>
<tbody>
<tr>
<td>H01</td>
<td>The Cost and Benefit of Skipping the Line</td>
<td>Yang Li, Opher Baron, Xiaole Chen</td>
</tr>
<tr>
<td></td>
<td>Inviting Your Friend and You’ll Move up in Line: Optimal Design of Referral Priority Programs</td>
<td>Luyi Yang</td>
</tr>
<tr>
<td></td>
<td>When do priority queues hurt customers?</td>
<td>Martin Lariviere</td>
</tr>
<tr>
<td></td>
<td>Efficient Inaccuracy: User-Generated Information Sharing in a Queue</td>
<td>Jianfu Wang, Ming Hu</td>
</tr>
<tr>
<td>H02</td>
<td>Spatial Pricing for Taxi Rides in New York City</td>
<td>Nasser Barjesteh, Baris Ata, Sunil Kumar</td>
</tr>
<tr>
<td></td>
<td>A Robust Optimization Approach to Crowdsourcing Last-Mile Deliveries</td>
<td>Soraya Fatehi, Michael R. Wagner</td>
</tr>
<tr>
<td></td>
<td>Shared Mobility for Last-Mile Delivery: Design, Operational Prescriptions and Environmental Impact</td>
<td>Wei Qi, Lefei Li, Sheng Liu, Max Shen</td>
</tr>
<tr>
<td>H03</td>
<td>Using Auditing and Commitment for Engaging the Supplier for Supply Chain Sustainability</td>
<td>Hossein Rikhtehgar Berenji, Nagesh N. Murthy, Zhibin (Ben) Yang</td>
</tr>
<tr>
<td></td>
<td>Supplier Centrality and Auditing Priority in Socially-Responsible Supply Chains</td>
<td>Jiayu Chen, Anyan Qi, Milind Dawande</td>
</tr>
<tr>
<td></td>
<td>Competing to Discover Compliance Violations: Self-Inspections and Enforcement Policies</td>
<td>Saed Alizamir, Sang Kim</td>
</tr>
<tr>
<td>H04</td>
<td>Referral and Learning on Social Networks: Implications for Inventory</td>
<td>Guangwen Kong, Ankur Mani, Yuanchen Su</td>
</tr>
<tr>
<td></td>
<td>Reading Between the Stars: Understanding the Effect of Online Customer Reviews on Product Demand</td>
<td>Hallie Cho, Sameer Hasija, Manuel Sosa</td>
</tr>
<tr>
<td></td>
<td>Why all service outlets should not be created equal: Identifying most influential network nodes</td>
<td>Masha Shunko, Qiuping Yu, Shawn Mankad</td>
</tr>
<tr>
<td>H05</td>
<td>To commit or not to commit: Product rollover strategies in a supply chain</td>
<td>Adem Orsdemir, Elodie Adida</td>
</tr>
<tr>
<td></td>
<td>Supply Chain Expansion and Integration</td>
<td>Gizem Korpeoglu, Soo-Haeng Cho, Ersin Korpeoglu</td>
</tr>
<tr>
<td></td>
<td>Manufacturer Encroachment in a Non-Exclusive Reselling Channel</td>
<td>Stephen Gilbert, Parshu Hotkar</td>
</tr>
</tbody>
</table>
Robust Dual Sourcing Inventory Management: Optimality of Capped Dual Index Policies  
Jiankun Sun, Jan A. Van Mieghem

Exploiting random lead times for significant inventory cost savings  
Qiong Wang, Alexander L. Stolyar

Incentive-Driven Bilateral Transshipment in Inventory Competition  
Weixin Shang, Qi Fu, Liming Liu

Inventory Control and Delivery Time Quotation for Assembly Supply Chains  
Shi Chen, Kamran Moinzadeh

Dynamic Pricing under a Static Calendar  
Jinglong Zhao, David Simchi-Levi, Will Ma

Duopoly Competition with Network Effects in Discrete Choice Models  
Ningyuan Chen, Ying-Ju Chen

Pricing Problems under the Markov Chain Choice Model  
A. Serdar Simsek, James Dong, Huseyin Topaloglu

A Mixed Integer Linear Program for Train Routing and Scheduling Complex Railway Networks  
Amin Keramati, Joseph Szmerekovsky

Discovering Optimal Policies: A Pattern Recognition Approach to Model Analysis  
Fernanda Bravo, Yaron Shaposhnik

Data-driven optimal policies for opportunistic maintenance of partially observable systems with economic dependencies  
Nishant Mishra, Heletjé van Staden, Lisa Maillart

Do Hospital Closures Improve the Efficiency and Quality of Other Hospitals?  
Lina Song, Soroush Saghatian

Capacity Pooling in Hospitals: The Hidden Consequences of Off-Service Placement  
Hummy Song, Anita Tucker, Ryan Graue, Sarah Moravick, Julius Yang

Does Competition Help Drug Shortage Recovery?  
Junhee Lee, Hyun Seok (Huck) Lee, Hyoduk Shin

Cover-up of Vehicle Defects: The Role of Regulator Investigation Announcement  
Woonam Hwang, Soo-Haeng Cho, Victor DeMiguel

Operationalising the interplays of self-interest, trust and fairness in sharing the gains from cooperation  
Rajeev R. Tripathi

Allocation Inequality in Cost Sharing Problem  
Qinshen Tang, Zhi Chen, Zhenyu Hu
## Session H11

### Managing Customer Churn via Service Mode Control
Jiaqi Lu, Ilan Lobel, Yash Kanoria

### The Behavioral Promise and Pitfalls in Compensating Store Managers
Shan Li, Kay-Yut Chen, Ying Rong

### Is Simplicity the Ultimate Sophistication? The Superiority of Linear Pricing
Behrooz Pourghannad, Guangwen Kong, Tony Cui

## Session H12

### The Impact of Economic and Behavioral Drivers on Gig Economy Workers
Gad Allon, Maxime Cohen, Wichinpong Park Sinchaisri

### Market Thickness and Matching (In)efficiency: Evidence from a Quasi-Experiment
Serguei Netessine, Jun Li

### Flexibility and Relationships in Online Marketplaces: Prescriptions for Pricing and Matching
Ken Moon, Elena Belavina, Karan Girotra, Jiding Zhang

### Resource Pooling Benefits of Ride-Sharing Services: Quasi-Experimental Evidence from Uber's Entry in California
Suvrat Dhanorkar
### CORTEZ C – SERVICE OPERATIONS

#### SESSION I01

**Labor Welfare in On-Demand Service Platforms**  
Terry Taylor, Guangwen Kong, Saif Benjaafar, Jian-Ya Ding

**Managing Supply in the On-Demand Economy: Flexible Workers or Full-Time Employees?**  
Rouba Ibrahim, Jing Dong

**A Structural Estimation Approach to Agent Attrition**  
Seyedmorteza Emadi, Bradley R. Staats

### CORTEZ D – SERVICE OPERATIONS

#### SESSION I02

**Learning from Many: Partner Exposure and Team Familiarity in Fluid Teams**  
Jónas Jónasson, Zeynep Aksin, Sarang Deo, Kamalini Ramdas

**Data-driven Consumer Debt Collection via Machine Learning and Approximate Dynamic Programming**  
Qingchen Wang, Ruben van de Geer, Sandjai Bhulai

**Learning, Welfare, and Profits in Service Platforms**  
Wenchang Zhang, Kostas Bimpikis, Yiagios Papanastasiou

**Hybrid Machine Learning Technique to Forecast Backorder Risk**  
Xiaoguang Tian, Robert Pavur

### DE LA SALLE – ENVIRONMENTAL/SUSTAINABLE OPERATIONS

#### SESSION I03

**On the Value of Operational Transparency into the Internal vs. External Sustainability: Evidence from the Lab and Field**  
Basak Kalkanci, Ryan Buell

**Does blockchain facilitate responsible sourcing?**  
Dmitrii Sumkin, Serguei Netessine, Sameer Hasija

**Ensuring Corporate Social Responsibility in Supply Chain Networks through Bilateral Bargaining**  
Chengzhang Li, Qi Feng, Mengshi Lu, George J. Shanthikumar

### EMERALD – MARKETING/OM INTERFACE & RETAIL OPERATIONS

#### SESSION I04

**Online Order Fulfillment with Central and Local Warehouses**  
Chao Liang, Yuxin Chen

**When Prospect Theory Meets Consumer Choice Models: The Role of Reference Prices**  
Ruxian Wang

**The Informational Role of Buyback Contracts**  
Shouqiang Wang, Haresh Gurnani, Upender Subramanian

**The Steep Cost of Learning: Extracting Full Surplus via Two-Part Tariffs**  
Danko Turcic, Sherif Nasser
## CORONADO A – SUPPLY CHAIN MANAGEMENT

### SESSION 105

**Sustainable or Not? Role of Valuation Uncertainty and Operational Flexibility in Product Line Design**  
Iva Rashkova, Lingxiu Dong, Weiqing Zhang

**Consistent Allocation of Emission Responsibility in Energy Supply Chains**  
Sanjith Gopalakrishnan, Daniel Granot, Frieda Granot

**Meeting Corporate Renewable Power Targets**  
Danial Mohseni Taheri, Selvaprabu Nadarajah, Alessio Trivella

## CORONADO B – INVENTORY MANAGEMENT

### SESSION 106

**Multi-Product Newsvendor Model with Substitutions: A Stochastic Program Perspective**  
Jie Zhang, Weijun Xie, Subhash C. Sarin

**Joint Replenishment Problem with Batch Ordering**  
Michael Prokle, Ana Muriel

**Managing Warranty Inventory for Multi-Generation High-Tech Products**  
Candace Yano, Erik Bertelli

**Multi-Item Inventory Management with Opaque Products**  
Yeqing Zhou, Adam N. Elmachtoub, David D. Yao

## DESOTO A – PRICING/REVENUE MANAGEMENT

### SESSION 107

**A Re-solving Heuristic for Network Revenue Management with Uniformly Bounded Revenue Loss**  
He Wang, Pornpawee Bumpensanti

**Combined effects of Price, Process flexibility and Modularity for reducing supply-demand mismatch**  
Nishant Verma

**Revenue Management in Systems of Reusable Resources with Random Service Times and Time-varying Demand**  
Zachary Owen, David Simchi-Levi

## DESOTO B – OPTIMIZATION

### SESSION 108

**Monitoring with Limited Information**  
Do Young Yoon, Dan Iancu, Nikolaos Trichakis

**Risk-based Manpower Planning – A Multi-Period Model**  
Gar Goei Loke, Patrick Jaillet, Melvyn Sim

**Data driven operations management using random forest optimization**  
Max Biggs, Rim Hariss

**Substitutability, M-natural convexity and their applications**  
Menglong Li, Xin Chen
**Cortez A – Healthcare Management**

**Session I09**

- Emergency or Primary Care - What affects non-urgent patients’ choice of healthcare provider?

- Reference Pricing for Healthcare Services
  - Shima Nassiri, Elodie Adida, Hamed Mamani

- Dynamics of Drug Resistance: Optimal Control of an Infectious Disease
  - Naveed Chehrazi, Lauren E. Cipriano, Eva A. Enns

- An Instrumental Variable Tree Approach for Detecting Heterogeneous Treatment Effects in Observational Studies
  - Guihua Wang, Jun Li, Wallace Hopp

**Cortez B – Economics/OM Interface**

**Session I10**

- A Unifying Framework for Consumer Surplus under Demand Uncertainty
  - Charles Thraves, Maxime Cohen, Georgia Perakis

- Supplier Competition and Cost Reduction with Endogenous Information Asymmetry
  - Cuihong Li

- Signaling in Online Retail: Efficacy of Public Signals
  - David Lingenbrink, Krishnamurthy Iyer

- Information Sharing on Retail Platforms
  - Zekun Liu, Fuqiang Zhang, Dennis Zhang

**Coronado C – Behavioral Operations Management**

**Session I11**

- Increased Transparency in Procurement: the Role of Peer-Effects
  - Ignacio Rios, Ruth Beer, Daniela Saban

- On the Non-Equivalence of Trade-ins and Upgrades in the Presence of Framing Effect: Experimental Evidence and Implications for Theory
  - Mahdi Mahmoudzadeh

- Rewards or Discounts: Improving Fast Food Chain Operations
  - Rim Hariss, Georgia Perakis, Karen Zheng

- Investing in Performance: Information and Merit-Based Incentives in K-12 Education
  - Vanitha Virudachalam, Sergei Savin, Matthew Steinberg

**Coronado D – Empirical Operations Management**

**Session I12**

- Structural Estimation of Intertemporal Externalities on ICU Admission Decisions
  - Fanyin Zheng, Carri Chan

- Manufacturing and Regulatory Barriers to Generic Drug Competition: A Structural Model Approach
  - Yixin Iris Wang, Jun Li, Ravi Anupindi

- The Reference Effect of Delay Announcements: A Field Experiment
  - Qiuping Yu, Gad Allon, Achal Bassamboo

- Good Intentions Gone Bad? Small Business Set Asides in U.S. Federal Government R&D Contracting
  - Dwaipayan Roy, Anant Mishra, Kingshuk K Sinha
SESSION P01

Heng Xie, Robert Pavur

**In the Driver’s Seat: The Role of Leadership in Safe and Productive Cargo Transport**
Alexandros Pasparakis, René de Koster; Jelle de Vries; Debjit Roy

**Matrix Completion Methods for Empirical Operations Management**
Khashayar Khosravi, Susan Athey, Mohsen Bayati, Nikolay Doudchenko, Guido Imbens

**Maximum Profit-Minimum Environmental Impact Coal Generated Electricity**
Narjes Nouri, Timothy Haas

**Optimal Bidding for Highly-Valued IT Service Contracts: Theoretical Results and Practical Implications**
Aly Megahed, Xiangyu Zhang, Peter Frazier

**Stochastic Home Health Care Scheduling and Routing Problem in dense communities: A hybrid algorithm**
Xintong Yang, Ting Zhang, Ning Mao, Qingxin Chen, Wenge Chen
## MSOM CONFERENCE Day 2 | SESSIONS J – July 3\(^{rd}\), 1:00 PM-2:30 PM

### CORTEZ C – SERVICE OPERATIONS

**SESSION J01**

*Service Delivery Platforms: Pricing, Welfare, and Revenue Implications*
Andrew Frazelle, Pnina Feldman, Robert Swinney

*Revenue Management in Crowdfunding*
Jiding Zhang, Sergei Savin, Senthil Veeraraghavan

*When Are Marketplaces for Peer-to-Peer Trading of Usage Quotas Profitable?*
Behrooz Pourghannad, Saif Benjaafar, Jian-Ya Ding

*The Cost of Income Guarantees in Centralized Marketplaces*
Xavier Warnes, Yonatan Gur, Dan Iancu

### CORTEZ D – SERVICE OPERATIONS

**SESSION J02**

*Recovering from complex tasks: The effect of critical incidents on paramedic performance*
Jónas Jónasson, Bavafa Hessam, Rizwan Atikha

*Inpatient Overflow: An Approximate Dynamic Programming Approach*
Pengyi Shi, Jim Dai

*Capacity Rationing in Outpatient Care with Strategic Rescheduling Behavior*
Yunchao Xu, Mor Armony, Nan Liu

### DE LA SALLE– HUMANITARIAN/NON-PROFIT OPERATIONS

**SESSION J03**

*Circular economy and natural cataclysms: how viable is recycling of post-disaster debris?*
Andriy Shapoval, Pinar Keskinocak, Beril Toktay

*The facts on the ground: using simulation to understand policies in humanitarian fleet management*
Ilya Ryzhov, Liyi Gu, Mahyar Eftekhar

*Balancing Advisory and Service Delivery Efforts in Nonprofits: A Service Design Perspective*
Morvarid Rahmani, Priyank Arora, Karthik Ramachandran

*Warning Against Recurring Risks: An Information Design Approach*
Shouqiang Wang, Saed Alizamir, Francis de Vericourt

### EMERALD – MARKETING/OM INTERFACE & RETAIL OPERATIONS

**SESSION J04**

*A Model-based Embedding Technique for Segmenting Customers*
Ashwin Venkataraman, Srikanth Jagabathula, Lakshminarayanan Subramanian

*Learning to Rank an Assortment of Products*
Kris Ferreira, Shreyas Sekar

*Online Assortment Optimization when Consumers Refine Their Search*
Zhichao Feng, Shengqi Ye, Dorothee Honhon
<table>
<thead>
<tr>
<th>SESSION J05</th>
<th>CORONADO A – SUPPLY CHAIN MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3D Printing in Supply Chains</strong></td>
<td>Mohammad Arbabian, Michael Wagner</td>
</tr>
<tr>
<td><strong>Decentralized Customization with 3D Printing: Delegating Production and Customization to the Retailer</strong></td>
<td>Nagarajan Sethuraman, Ali K. Parlakturk, Jayashankar M. Swaminathan</td>
</tr>
<tr>
<td><strong>Retailing with 3D Printing</strong></td>
<td>Yao Cui, Li Chen, Hau L. Lee</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION J06</th>
<th>CORONADO B – INVENTORY MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Marginal Analysis of Perishable Inventory Systems using Constant Base Stock Approximation</strong></td>
<td>Katsunobu Sasanuma, Mohammad Delasay, Christine Pitocco: Thomas Sexton, Alan Scheller-Wolf</td>
</tr>
<tr>
<td><strong>Asymptotic Optimality of Order-Up-To Control for Stochastic Inventory Systems with Sequential Probabilistic Service Level Constraints</strong></td>
<td>Lai Wei, Stefanus Jasin, Linwei Xin</td>
</tr>
<tr>
<td><strong>Optimizing ATO System Performance using Primal-Dual LP Approximations</strong></td>
<td>Levi DeValve, Sasa Pekec, Yehua Wei</td>
</tr>
<tr>
<td><strong>Asymptotic optimality of constant-order policies in joint pricing and inventory control models</strong></td>
<td>Linwei Xin, Xin Chen, Alexander Stolyar</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION J07</th>
<th>DESOTO A – PRICING/REVENUE MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pricing Discounts in Electric Vehicle Share Systems</strong></td>
<td>Bobby Nyotta, Fernanda Bravo, Jake B. Feldman</td>
</tr>
<tr>
<td><strong>Surge Pricing and its Spatial Supply Response</strong></td>
<td>Francisco Castro, Omar Besbes, Ilan Lobel</td>
</tr>
<tr>
<td><strong>A Tale of Timescales: Surge Pricing and Dynamic Matching for Hotspot Demand Shock in Ride-Hailing Networks</strong></td>
<td>Zhe Liu, Philipp Afèche, Costis Maglaras</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION J08</th>
<th>DESOTO B – FINANCE/OM INTERFACE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financing Capacity with Stealing and Shirking</strong></td>
<td>Francis de Véricourt, Denis Gromb</td>
</tr>
<tr>
<td><strong>Crowdfunding under Social Learning and Network Externalities</strong></td>
<td>Fasheng Xu, Fuqiang Zhang</td>
</tr>
<tr>
<td><strong>Crowdfunding via Revenue-Sharing Contracts</strong></td>
<td>Soraya Fatehi, Michael R. Wagner</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION J09</th>
<th>CORTEZ A – HEALTHCARE MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outcome-based pricing for pharmaceuticals</strong></td>
<td>Elodie Adida</td>
</tr>
<tr>
<td><strong>Can Bundled Payment Cure the Ills of Fee-for-Service? An Equilibrium Analysis</strong></td>
<td>Zheng Han, Mazhar Arikan, Suman Mallik</td>
</tr>
<tr>
<td><strong>Pay for Selection: Evidence of Supply-Side Moral Hazard in Capitation Programs</strong></td>
<td>Zhaowei She, Turgay Ayer</td>
</tr>
<tr>
<td>CORTEZ B – ECONOMICS/OM MANAGEMENT</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------</td>
<td></td>
</tr>
<tr>
<td>SESSION J10</td>
<td></td>
</tr>
<tr>
<td><strong>Multi-stage Intermediation in Display Advertising</strong></td>
<td></td>
</tr>
<tr>
<td>Huseyin Gurkan, Santiago Balseiro, Ozan Candogan</td>
<td></td>
</tr>
<tr>
<td><strong>Carpool Services for Ride-sharing Platforms</strong></td>
<td></td>
</tr>
<tr>
<td>Renyu Zhang, Xuan Wang</td>
<td></td>
</tr>
<tr>
<td><strong>Bonus Competition in the Gig Economy</strong></td>
<td></td>
</tr>
<tr>
<td>Xiaoyan Liu, Yao Cui, Li Chen</td>
<td></td>
</tr>
<tr>
<td><strong>Courteous or Crude? Operational Tools to Shape User Behavior in Ridesharing</strong></td>
<td></td>
</tr>
<tr>
<td>Yunke Mai, Bin Hu, Yuhao Hu, Zilong Zou, Sasa Pekec</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CORONADO C– CONTRACTS AND INCENTIVES</th>
</tr>
</thead>
<tbody>
<tr>
<td>SESSION J11</td>
</tr>
<tr>
<td><strong>Optimal Contract for Repairing and Maintaining a Production Process</strong></td>
</tr>
<tr>
<td>Feng Tian, Peng Sun, Izak Duenyas</td>
</tr>
<tr>
<td><strong>Sequential Procurement through Contractual and Observational Learning</strong></td>
</tr>
<tr>
<td>Gregory Macnamara, Yonatan Gur, Daniela Saban</td>
</tr>
<tr>
<td><strong>Robust Contract Designs: Linear Contracts for Sales Force Compensation</strong></td>
</tr>
<tr>
<td>Yimin Yu, Xiangyin Kong</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CORONADO D – EMPIRICAL OPERATIONS MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SESSION J12</td>
</tr>
<tr>
<td><strong>Estimating the Effect of Design in the U.S. Car Market</strong></td>
</tr>
<tr>
<td>Hallie Cho, Sameer Hasija, Manuel Sosa</td>
</tr>
<tr>
<td><strong>Supply Chain Geography and Product Quality</strong></td>
</tr>
<tr>
<td>Robert Bray, Juan Serpa, Ahmet Colak</td>
</tr>
<tr>
<td><strong>Do Flexibility and Chaining Really Help? An Empirical Analysis of Automotive Plant Networks</strong></td>
</tr>
<tr>
<td>Vivek Choudhary, Serguei Netessine, Sameer Hasija</td>
</tr>
</tbody>
</table>
### CORTEZ C – SERVICE OPERATIONS

**SESSION K01**

*A Discriminatory Mechanism for Real-time Pricing and Matching in On-demand Platforms*
  
  Alexandre Jacquillat, Mustafa Dogan, Vibhanshu Abhishek

*Ride solo or pool: The impact of sharing on optimal pricing of ride-sharing services*
  
  Jagan Jacob, Ricky Roet-Green

*Impact of Bilateral Rating Systems on Ride-Sharing Platforms*
  
  Senthil Veeraraghavan, Chen Jin, Kartik Hosanagar

### CORTEZ D – SERVICE OPERATIONS

**SESSION K02**

*Controlling Congestion when Consumers Choose Their Service Time*
  
  Pnina Feldman, Ella Segev

*Multi-objective Online Optimization Problems: Matching Drivers to Passengers in Ride Sharing Markets*
  
  Guodong Lyu, Wang Chi Cheung, Chung-Piaw Teo, Hai Wang

*The Value of State Dependent Control in Ridesharing Systems*
  
  Pengyu Qian, Yash Kanoria, Siddhartha Banerjee

### DE LA SALLE – PRICING/REVENUE MANAGEMENT

**SESSION K03**

*The Value of Price Discrimination in Large Random Networks*
  
  Ankur Mani, Jiali Huang, Zizhuo Wang

*The Value of Personalized Pricing*
  
  Michael Hamilton, Adam Elmachtoub, Vishal Gupta

*Inventory Balancing via Online Learning*
  
  Xinshang Wang, Wang Chi Cheung, Will Ma, David Simchi-Levi

### EMERALD – MARKETING/OM INTERFACE & RETAIL OPERATIONS

**SESSION K04**

*Risky Purchases and Increased Choice: A Dynamic Model of Information Sharing and Purchase Decisions for Online Retail*
  
  Clark Pixton, David Simchi-Levi

*Online Retail: Drivers of Product Returns*
  
  Nitish Jain, Karan Girotra, Yao Dai

*Customer Supercharging in Omnichannel Retail: Why Offline Experiences Drive Total Customer Value*
  
  Santiago Gallino, David R. Bell, Antonio Moreno

### CORONADO A – SUPPLY CHAIN MANAGEMENT

**SESSION K05**

*Optimal Control and Value of Reverse Logistics in Supply Chains with Multiple Flows of Product*
  
  Alexandar Angelus, Ozalp Ozer

*Inventory Policies and the Value of Information Sharing*
  
  Rene Caldentey, Avi Giloni, Clifford Hurvich

*A General Model for Inventory Management with Dual Sources: Trading off Lead Time and Cost Differences*
  
  Zhe Liu, Awi Federgruen, Lijian Lu
CORONADO B – ENERGY RELATED OPERATIONS

SESSION K06

Electricity Pricing with Limited Consumer Response
Fariba Farajbakhsh Mamaghani, Saed Alizamir, Shouqiang Wang

Designing Network Inspection Operations Using Imperfect Diagnostic Information
Mathieu Dahan, Saurabh Amin, Steven Link, Georgia Perakis

Project Selection and Investment Carryovers in the Drug Development Process
Panos Markou, Stylianos Kavadias, Nektarios Oraiopoulos

Reducing Wasteful Government Spending: An Empirical Study on Rebaselining in U.S. Federal Government Technology Programs
Dwaipayan Roy, Anant Mishra, Kingshuk K Sinha

DESO TO A – PRICING/REVENUE MANAGEMENT

SESSION K07

Peak-End Demand Models and their Impact on Promotion Optimization Problems
Georgia Perakis, Tamar Cohen, Kiran Panchamgam

Persuading Customers to Buy Early
Ramandeep Randhawa, Kimon Drakopoulos, Shobhit Jain

Free Return Versus Price Markdown
Sajjad Najafi, Izak Duenyas

Increasing Profits: Leveraging Consumer Behavior to Optimize Promotions; from Nonsocial to Social
Tamar Cohen, Lennart Baardman, Setareh Borjian Boroujeni, Kiran Panchamgam, Georgia Perakis

DESO TO B – FINANCE/OM INTERFACE

SESSION K08

Crowdfunding under Word-of-Mouth Communication
Fasheng Xu, Fuqiang Zhang, Xiaomeng Guo, Guang Xiao

Contracting with Private Marginal Costs: An Empirical Investigation of Automotive Supply Contracts at BMW
Danko Turcic, Daniel Corsten, Panos Kouvelis, Panos Markou

Optimal Term Rates for Supply Chain Finance
Xiaobo Ding, Li Chen

CORTEZ A – HEALTHCARE MANAGEMENT

SESSION K09

Hospital Readmissions Reduction Program: Are we actually doing better?
Christopher Chen, Nicos Savva

Heng Xie, Xianghui (Richard) Peng, Victor Prybutok

Physician Peer Effects on Speed and Quality: Evidence from the Emergency Department
Raha Imanirad, Soroush Saghafian, Stephen J. Traub
### CORTEZ B – ECONOMICS/OM INTERFACE

**SESSION K10**

**Blockbuster or Niche? Competitive Strategy under Network Effects**
Ming Hu, Yinbo Feng

**Optimal Commissions & Subscriptions in Networked Markets**
Hongfan Chen, John Birge, Ozan Candogan, Daniela Saban

**Market Failure in Kidney Exchange**
Itai Ashlagi, Nikhil Agarwal, Itai Ashlagi, Eduardo Azevedo, Clayton Featherstone, Omer Karaduman

**Optimal Dynamic Matching Under Lost Sales**
Yun Zhou, Zhiyuan Chen, Ming Hu

### CORONADO C – QUALITY MANAGEMENT & PRODUCT DEVELOPMENT

**SESSION K11**

**Optimal Duration of Innovation Contests**
Ersin Korpeoglu, C Gizem Korpeoglu, Sidika Tunc

**Product Recall Delay and Product Cycle**
Wenzheng Mao, Hsiao-Hui Lee, Zhanyu Dong

**Managing Inventory in the Presence of Lead Time and Demand Correlation**
Fouad Mirzaei, Shailesh Kulkarni

### CORONADO D – CAPACITY PLANNING

**SESSION K12**

**Capacity Expansion with a Bundled Supply of Attributes: An Application to Cloud Computing**
Mohammad Arbabian, Shi Chen, Kamran Moinzadeh

**Managing Self-Replicating Innovative Goods**
Bin Hu, Zhankun Sun

**Sparse and Efficient Rebalancing Network: Exploiting the Circadian Rhythm in Bicycle Sharing Systems**
Mabel Chou, Jinjia Huang, Linfeng Li, Chung-Piaw Teo
<table>
<thead>
<tr>
<th>SESSION L01</th>
<th>CORTEZ C – SERVICE OPERATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robust Repositioning for Vehicle Sharing</td>
<td>Long He, Zhenyu Hu, Meilin Zhang</td>
</tr>
<tr>
<td>Balancing concerns of occupancy rates and passenger inconvenience in ridesharing</td>
<td>Srikanth Krishnaprasad, Rajeev Ranjan Tripathi</td>
</tr>
<tr>
<td>Competitive Rebalancing in One-Way Car-Sharing</td>
<td>Szymon Albinski, Stefan Minner</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION L03</th>
<th>DE LA SALLE – PRICING/REVENUE MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personalized Decision-Making and Learning under High-dimensional Data With Limited Samples</td>
<td>Mike Wei, Xue Wang; Tao Yao</td>
</tr>
<tr>
<td>Joint Learning and Optimization of Cyclic Pricing Policy in the Presence of Patient Customers</td>
<td>Huanan Zhang, Stefanus Jasin</td>
</tr>
<tr>
<td>Add-on Pricing and Bundling in Two-sided Markets</td>
<td>Yulin Zhang, Xiaojun Wu</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION L04</th>
<th>EMERALD – MARKETING/OM INTERFACE &amp; RETAIL OPERATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cause Marketing: Product Pricing, Design and Distribution</td>
<td>Fei Gao</td>
</tr>
<tr>
<td>Optimal price/advertising menus for two-sided media platforms</td>
<td>Levi DeValve, Sasa Pekec</td>
</tr>
<tr>
<td>Dynamic Pricing and Timing of Upgrades</td>
<td>Xiao Zhang, Metin Çakanyıldırım, Özalp Özer</td>
</tr>
<tr>
<td>The Effects of Menu Costs on Retail Performance: Evidence from Adoption of the Electronic Shelf Label Technology</td>
<td>Yannis Stamatopoulos, Achal Bassamboo, Toni Moreno</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION L05</th>
<th>CORONADO A – SUPPLY CHAIN MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mass Customization and Forecasting Options’ Penetration Rates Problem</td>
<td>Ali Fattahi, Sriram Dasu, Reza Ahmadi</td>
</tr>
<tr>
<td>Preservation of Additive Convexity and Its Applications in Stochastic Optimization Problems</td>
<td>Tong Wang, Xiting Gong</td>
</tr>
<tr>
<td>Worst-Case Analysis of Process Flexibility Designs with Price Differentials</td>
<td>Xuan Wang, Shixin Wang, Jiawei Zhang</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SESSION L07</th>
<th>DESOTO A – PRICING/REVENUE MANAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short-term Asset Rentals and Corporatization of Platform Pricing</td>
<td>Han Zhu, Mehmet Gumus, Saibal Ray</td>
</tr>
<tr>
<td>Sequential Screening for Online Matching Platforms</td>
<td>Ozge Sahin, Tinglong Dai, Christopher S. Tang</td>
</tr>
<tr>
<td>Coopetition and Profit Sharing for Ride-sharing Platforms</td>
<td>Renyu Zhang, Maxime Cohen</td>
</tr>
<tr>
<td>Session L08</td>
<td></td>
</tr>
<tr>
<td>-------------</td>
<td></td>
</tr>
</tbody>
</table>
| **Designing Crowdfunding Platform Rules to Deter Misconduct**  
*Simone Marinesi, Elena Belavina, Gerry Tsoukalas* |
| **The Use and Value of Social Information in Selective Selling of Exclusive Products**  
*Ruslan Momot, Elena Belavina, Karan Girotra* |
| **Pricing Schemes in Cloud Computing: Utilization-Based versus Reservation-Based**  
*Shi Chen, Hau Lee, Kamran Moinzadeh* |