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**Xueqing:** [00:00:02] Could you share with me your general opinions regarding the system?

**Partcipant 11:** [00:00:20] I think it's in a way, a nice system. Yeah. Of course, because you don't use much packaging. Yeah. Um. But in a way, using it the first time, it was not very friendly to me.

**Xueqing:** [00:00:49] Yeah. Why? Why do you think it's not friendly?

**Partcipant 11:** [00:00:53] Um, well, when I use this, I think I had to put it on the scale and then it said. Return or tare Which is not used in Holland as a word.That made me think, what do I've got to do? There's only one possibility. Use that one, but. And. When the containers are empty, like the coconuts. It doesn't work fine, and it measures already a certain quantity, and when you take some like these to the supermarket to get some food. I think what you want is not a half empty container. You want to fill it up. And using these containers. You would think it could fill it up. Now you've got to fill it up three times, but you don't know if the third time it will be too much.the first time, second time. And then I Was thinking try a third time because when I would use this in a real shop, you don't want to walk to the shop with empty cans and walk back with half empty cans. You want to have it filled up. And even maybe even bigger quantities, because this is not much for rice. Normally you would buy it at least one kilo or five. And using the sticker on the can. You probably want to get it off

**Xueqing:** [00:03:49] at which time you mean?

**Partcipant 11:** [00:03:50] Well, when you go back to the shop again, this label is still on it. So there needs to be a system behind it that you can't reuse the barcode. When the first time I fill it up, just a little bit, yeah, the next time I bring this jar and fill it up totally and I can still use this barcode. Of course it's fraud, but that might be possible otherwise. When you bring these stickers take our home and sticker doesn't come off. This is, of course, a Product which keeps the can quite clean, but sometimes you would like to wash it in the wash dishwasher. And then a label can be a problem because it gets off and it can be good for the pump in the machine, so. And it's also for this one, so you've got to peel it off at home, which is not that nice. Maybe it would be better to put this printed on the cardboard inside instead of sticking it outside. And this is also a problem that the label is too big for the jar. And when you use it one time. But then I would stick it around and I would open it with a knife. And after two or three times using it, it wouldn't look very good, would look trashy or one. I like that. It's OK. It looks good. But when it's full of labels all around, I don't think people would like to use it. But the material is quite light. It's good. It is very solid, doesn't like these, uh. So. But I don't know what the impact would be when it falls to the ground if it's broken or. In a way, I like the system, but I didn't. But it isn't that practical. And especially the button which is on the screen black, yeah. And here you can't even see it. It's part of the design. Yeah. And of course. The fact that some rice was falling off. Probably because I kept it too low, or maybe the opening is too big. It's big enough for for a jar like this, but it could be smaller for rice and for lentils. And. So. When you've got this in the supermarket, you don't want the food on the floor.

**Xueqing:** [00:08:11] And how do you feel when some Pieces dropped on the table or on the floor.

**Partcipant 11:** [00:08:19] That didn't feel good. You used it because you don't want to spoil it. Yeah. And then you spoil and you make a mess of it. So you're thinking about, well. Maybe next time better, but if despoiling keeps going on, then you probably think about not using it because. Well, you don't want to make a mess Of it and. Yeah. In a way, I question if the retailers, the shops would like to use it, because when a fool. Of course, that also happens in a normal one shop, then drops will be all over the place. So, so with materials. But the problems. It has to be clean when you want to use it.

**Xueqing:** [00:09:40] Ok. And how do you feel concerning the two packaging solutions you just experienced? One solution is to use the cup provided by the system and the other one is to use your own container.

**Partcipant 11:** [00:10:05] I think that's good. Because. Things like this you've always got so you can use them and when you forgot them, you can have a container like that. Something like that. Yeah, I don't mind bringing my own because when you use that one time, you've got to bring it back also. But those are nicer than this one. Yeah, they they look better because The lid

**Xueqing:** [00:10:50] And which one would you prefer for your daily grocery shopping For the second time?

**Partcipant 11:** [00:10:59] This one but bigger. And when this one isn't bigger, you will provide yourself something else to. That's a big enough. Then you use that.

**Xueqing:** [00:11:30] And how would you judge the different steps in your experience, such as well, first glance. How do you feel About this is?

**Partcipant 11:** [00:11:39] It looks good, it feels good, but. Um. There's a screen below and there's a machine above which and you expect something to happen there, but you've got to do things there and that's it should be better. Just like a coffee machine you put down it and then it works. So maybe the screen should be above.

**Xueqing:** [00:12:27] Yeah. Ok. And how do you feel when you are learning how to use it through the instructions on the screen?

**Partcipant 11:** [00:12:36] I didn't get the information I needed to go on.

**Xueqing:** [00:12:42] Oh yeah,

**Partcipant 11:** [00:12:43] Yeah. So maybe I should have read the screen before I tried, but I think just like me, a lot of people just try and then read the screen, but then the screen is not at the same place in the process. And when you put this in the shop, a lot of people would just try and have the idea. doesn't work. Yeah, because there's also something like push. So here. It should be scanned. Yeah, yeah. It's on with you. And well, most people even know that decision is a chip, but they find out and the button should be. Something like push here. And the strange thing is that I'm standing here. I don't see the light. Oh, OK, I see a little bit of blue. But in this way, I see the light. So the machine is to low.

**Xueqing:** [00:14:19] Yeah. Not designed for Dutch people.

**Partcipant 11:** [00:14:26] And what also would be practical when you have Reusable Plastic bags instead of Just containers? Because you've got a sealed bags like ikea, yeah, plastic bags and to lock things. And they're more easy to take to the supermarket. But I think they are more difficult to fill.

**Xueqing:** [00:15:10] And also, people may not reuse the Plastic bag as the containers.

**Partcipant 11:** [00:15:15] Yeah. Well, but if someone tried the scale probably says there's no container because it is too light. But that would be better for me when I could go to the shop and I reuse the bag then it's very small to take there. And there. You can put a lot in it. And. Like when you buy five kilos of rice. And it would be able to set a big, but I don't see A jar of five kilos. Maybe if you've got a plastic bag down and this top. I like the bottle, which is in the bag underneath, and then it would be possible to fill it in the system. I don't know. The amount the Quantity of these is very small. Because rice, you don't buy it for one day, you buy it for a couple of weeks.

**Xueqing:** [00:17:15] And how do you feel that you are controlling the Dispenser and building the products?

**Partcipant 11:** [00:17:25] I didn't had the idea That I was a good man. I expected that it would fill a container till it is full one or another. By releasing The Button, it stopped. But now it's probably like empty and doesn't work. Yeah, very. Very nice. It was rice, it went OK, but yeah, filling it up constantly. And then I would think container like this is also small.

**Xueqing:** [00:18:29] Yeah. And what if this has happened in the supermarket? If the maybe the product is not come out and they still want to fill it up?

**Partcipant 11:** [00:18:45] Um, well, the machine doesn't make clear. It's empty. Doesn't say. I will be disappointed. Um. I probably wouldn't go and find someone to fill it, because. That takes time, and it also has to be one special person who fills the machines and they've got to find him, and he knows where the stock is. So then you've got two choices. Um, buying less than you want or not buying it at all. And what would you do if this was only 10 things. Then I would think, yeah, that's not what I wanted. So. And. People might leave it. And then you've got a problem that it's your jar and what's in it. Yeah, it's not enough. Yeah. So you actually don't want that.

**Xueqing:** [00:20:34] Yeah. So leave it do you mean leaving the container with the product? Yeah. Just put it aside? Yeah.

**Partcipant 11:** [00:20:48] Maybe that should happen I can imagine.

**Xueqing:** [00:20:56] It already happened, though it has not happened to a small container, it's not enough for you. And no, maybe In the supermarket that you perhaps don't want, take it back home just to leave it.

**Partcipant 11:** [00:21:12] And the well. These are quite common products, but when you've got more special products, you probably want. A certain amount. Then you can weigh it in between, I said, but I'm not sure. And when you've. And you've taken too much. Then you can't put it back, of course, but. Yeah, you've got to buy more than you want. But for this product, I don't think that's a problem because this can be used quite common. But Maybe products you need for special recipe or something. Yeah. It's when you need 20 grams something and you pull the button and you get 50. You've got two and a half times what you need and you're probably not going to use it anymore. So then it's what will you do at that moment?

**Xueqing:** [00:22:55] Ok. And what are the positive elements coming to your mind regarding the system?

**Partcipant 11:** [00:23:06] I think it's the system so always is positive because of, uh, reducing the packaging. Um. It looks good. But I would like to have a window in the container to see what's in it how it looks like. But that's all, I think this is a Good system.

**Xueqing:** [00:23:57] And what are the potential problems?

**Partcipant 11:** [00:24:02] Yeah, I like things dropping, yeah, like I think too much of a product or having two small jars. It's to two jars and but when you really. Needs a lot of need to do a lot of shopping. You've got a lot of containers. And I think for the shop, it's difficult to see if it's a new or an old container. And so Was this container I brought to the shop again, or it was this one From the. From the shop.

**Xueqing:** [00:25:05] So you mean the system doesn't know? Is it a new or Used ones.

**Partcipant 11:** [00:25:12] To shop doesn't know. They only can see it if the label is on it, because they're sealed. When I take them from there, but when I use them, it's the question. Did I reuse it or?

**Xueqing:** [00:25:40] But if you reuse it, there will be no the second put on it.But if you open a new one, it will have it. We need to pay for the deposit again.

**Partcipant 11:** [00:25:53] Yeah, of course I understand that it should work like that. But the shop can't see if this one is used before or not, so it can be a fraud. It's possible that you take a new one and then don't pay it, uh, when you leave the shop.

**Xueqing:** [00:26:27] Yeah. So I mean, you scan this one, but you actually use a new one to fill the cup

**Partcipant 11:** [00:26:34] In a way or you just, uh, said, Oh, you take one, you fill it and you say at the desk I brought it from. Yeah. So. That wouldn't be nice for the shop, but. You need to trust the people for a system like this. I think. But the fact that the price that is connected with the container. Yes, that's of course a good thing. That goes automatically. It's not like the vegetables in the supermarket where you've Got to Touch what it is and. Yeah.

**Xueqing:** [00:27:40] And how would you evaluate The system in terms of the hygiene?

**Partcipant 11:** [00:27:50] Like this now, it's good. But of course, there will be food underneath to scale. So that has to be cleaned up Every day, which doesn't seem quite possible. And also underneath there, there will be rice and things mouse would like. There's, of course, all dry stuff. So. Hygienic. Yeah, that's good. That's when you would use it for something like. Sort of nuts or something. It might be messy.Or chocolate Peanuts, which would melt a little. But the way here is good and when they choose. It might be different. I don't know. And you. You don't want to use a touchscreen nowadays. Contact points For corona. I mean, this is a supermarket and hundreds of people use it in a day that is, of course, just a sample standing here. Yeah. So not that many people use it. But then I would like to use it with the key or something to touch it. Like, like I do in the elevator, I don't touch it with my fingers, but you use a key to press the button. I don't know if it works on the touchscreen like that. Quite often,

**Xueqing:** [00:30:16] Perhaps it could be a solution, but no, I don't Know if it works with the key.

**Partcipant 11:** [00:30:22] No, actually, a lot of them don't.

**Xueqing:** [00:30:33] And as you mentioned, some other product categories, because today we only provide six as examples, but there are quite a lot of other product categories and options. This system can also offer the reusable packaging. So for which products, would you find this system useful in your grocery shopping?

**Partcipant 11:** [00:31:05] things like rice and macaroni and things like pasta products, which are dry, which are hard,

**Xueqing:** [00:31:17] Why need to be hard

**Partcipant 11:** [00:31:22] Well, when you do this with something like candy, I like wet gums or they will stick together, and I assume it wouldn't work because sometimes it. Gets so sticky that it won't go. Things of which are salted. I think they would make a mess of it. Things with. And of course, the products don't have to uh. It can be products which. Get worse by oxygen. Yeah. I don't know how the container works, but. When you have something like cookies. Quite often when they're open to the air, they get soft. Oh yeah. So oxygen shouldn't have an influence on the product and also heat and it should. Yeah, it can also be a problem like putting bits of chocolate in. It might. And something like buffalo cheese, coated peanuts. They've also got some flavour on it on the outside. Yeah, well, it would make a mess of it, of the machine. So it has to be one hundred percent kind of eco products.

**Xueqing:** [00:33:30] And how about the non-food product, non-food products? It wouldn't come to a mind.

**Partcipant 11:** [00:33:49] Paper clips. No, I wouldn't. I can think of anything non-food which could be used. You could you probably use it in a hardware store for four nails or screws. Things like that. Then people want a certain amount properly. Then you've got the leftovers.

**Xueqing:** [00:34:32] Do you think this system offers benefits for the environment? What kind of benefits? Yeah.

**Partcipant 11:** [00:34:41] This is less waste, That's good. You don't need to use the plastic. So when you use something you've already got. Yeah. That's also impossible. There's no plastic waste for the cans. Actually, I didn't think the container was very steady when I Moved over a bit. Well, When the containers are in, the containers are filled in a factory or they fill in the shop?

**Xueqing:** [00:36:08] in the factory. Shop will receive the container already filled with products.

**Partcipant 11:** [00:36:23] I should expect an even bigger container. Because when the shop orders one container of each day will still be a lot of traffic logistics. Because the idea is the shop buy , you buy it as bulk and you sell it to consumers in smaller parts, And then it would be better to have a bigger container. That a way to fill it, Probably. Because when the containers are too big and Difficult to handle. But. Well, when I compare to coffee machines, you fill them up from plastic bags. So that would be the solution against waste. But. Ok.

**Xueqing:** [00:37:55] And for which products Do you think this system will offer the greatest environment?

**Partcipant 11:** [00:38:10] Coffee beans. Because coffee is quite often packaged in laminated plastic. It was. Well, aluminium sell for color against light. The same as crackers. So and those materials are difficult to recycle. Rice is just packed in plastic bags, so it's quite a small amount of packaging compared to what's in it. The same is lentils. Well, which? I think porridge is quite often. Packaged in. You have paper boxes with a paper plastic coated pack in it. Yeah. Which might be recycled.

**Xueqing:** [00:39:46] And how many times do I remind you that you will reduce the cop before you return it or replace it?

**Partcipant 11:** [00:39:57] Endlessly until it is broken.

**Xueqing:** [00:40:02] As many times as you can, yeah, before it.

**Partcipant 11:** [00:40:06] But that's me, probably people that that's what I said when there are label, stick to it. Yeah. And there's a lot of label and they don't come off. People would think it looks trashy. Yeah, I wouldn't care about that. I would use it until it's gone. Until it's not usable anymore, but a lot of people who have this in their kitchen, they want to See it is neat. It probably. Like stickers on it, and they want to see it like something like this. You can see what's in it. I mean, it's full of labels. You can't see it anymore. And people probably don't like it.

**Xueqing:** [00:41:15] And as you can imagine that after several youth circles, there might show some scratch on the surface of cup. How do you think about this kind of signs of usage.

**Partcipant 11:** [00:41:28] I don't care, that's not the way you want to use this and you're not forced to do it by the government. Then you must be quite stupid if you think that it will always be as neat as that.

**Xueqing:** [00:41:51] Yeah. And even those made by the other consumers. How would we feel about that?

**Partcipant 11:** [00:41:59] Yeah, that makes it different.

**Xueqing:** [00:42:08] Yeah. And how do you feel about slight damage made by the others.

**Partcipant 11:** [00:42:19] But when you pay for the container, you want it to be neat, you want it to be in very good condition and you new condition using second hand container should be related to not a price. So I thought I saw something about 1.5 euro or something. Yeah, when it's reused. I think that price should be lowered. But of course, you can also Bring your own. But. Um. When you're the second hand containers, that always is tricky because you don't know how it's clean. You don't know what has been in there. Hopefully they put some. Dinner or turpentine or whatever.

**Xueqing:** [00:43:42] Yeah, the cops provided by the system is all of the cups are reused. So after you return, your cups to the system will be collected and cleaned by the factory.

**Partcipant 11:** [00:44:00] What I expect is that those cans which are there, that they are new, they're equal and clean. So You can bring your own or you buy a clean one. Or what I expected that when you bring it back for the deposit, Yeah, then it would be reused to make new containers.

**Xueqing:** [00:44:48] Yeah. So you expect the new one from the system, and

**Partcipant 11:** [00:44:54] I don't expect a used one.

**Xueqing:** [00:45:00] Even a used one is cleaned by the professional. Yeah, it's still matter for you.

**Partcipant 11:** [00:45:10] I'm thinking about beer bottles. Yeah, which has a different system in Holland. Yeah. When you go to the shop, nowadays, the bottles are very neat. They're there. You can see if they're used in the early days, you could actually see the damage on the glass bottles. But nowadays you don't see that anymore because they are melted down when they're not good enough or when they're not neat enough. They're good enough as a bottle, but they don't look so good. They're melted down and are used for new glass and in a way, you expect it like that. Because the refund system in Holland does seem to work like that. And even if it's cleaned. Um, when there have been nuts inside it. People may have nut allergy. Yeah. You see the problem, people who have these allergy won't take the risk, and if they can choose from a new bottle and re-used bottle for different price, then that would solve the problem for those. When you don't know if it's reused, it always. Makes it difficult to and actually Can't melt plastic down and reduce it because I think it's not allowed by law, you know? So for foodstuffs, I don't think. Melting down and making new ones is possible. You can, of course, clean them. But then everybody would do like this in the shop and when you can see it's used. Then they open it up. They smell if it's clean or not. But that's not hygiene, and then you've things like that when they are still empty, they're putting back in the shelf. I think It should be that people use them for themselves to the end so they know what has happened with empty jars.

**Xueqing:** [00:48:13] To us. Yes. Ok. Ok. Almost done. Do you have any thoughts or Ideas or Anything you want to add to the system?

**Partcipant 11:** [00:48:37] I think it would be nice if I want a certain amount of something. Uh, for instance, I want. For a recipe, a certain amount, a certain amount of rice or whatever that I actually could put the jar underneath the dispenser and it would be weighted during and I would say I want three On it at 50 grams. Then it stops something like that. Now there's one scale when there would be six scales, but then of course, you've got the difference between The height of the jar, so you've got to fill it up holding It quite high. But when you decide you want a certain amount, it's maybe possible I just go by filling it with filling it. It would be easier when the machine does it. I like the coffee machine where you can say, I want it stronger, I want more or less sugar, more or less milk. Did you? Have a screen and you say I want 300 to 50 grams of rice. He put it, I it and it comes. Being on the handles and pushing the button. I don't see. The benefit of That.

**Xueqing:** [00:50:48] Ok, then, to what extent would you use system? If this was Available, your supermarket.Do you want to use it or you will consider have some concerns?

**Partcipant 11:** [00:51:10] I probably would use it, yeah, Depending on the price of the product, but I would not mind using it. But of course, when you've got. A lot of products, of course, these are only six, but when you've got 150 of those products in your Supermarket, it takes a lot of place.

**Partcipant 11:** [00:51:54] And you've got To find where there's what. Because of this, The coconut cookies are not in the cupboard with the cookies. The rice is not in the cupboard with the rice and pastas were where you would normally think you find it. And as long as the products are still there. And you find this in other places in the shop. It does not make it easier to sell It for this.

**Xueqing:** [00:52:45] Ok. Yeah. Then we're finished. Yeah, thanks for sharing our time and thoughts with me.