# cut 14.mp4

**Xueqing:** [00:00:00] We will move to our discussion about your experience and feelings of the system. Could you share with me your general opinions regarding the system?

**Participant 14:** [00:00:18] Yeah. Except that I didn't see what can start it because everything is a white color, that it was not a clear for me. But the other things were clear for me with the display in combination with display.

**Xueqing:** [00:00:43] Uh, you think the communication in the display is not clear for you? Which part is not clear?

**Participant 14:** [00:00:52] Oh, yeah, but I can find the statement. Yeah. At the table, we start to throw something.

**Xueqing:** [00:01:10] And what else? You have some other feelings or the impressions of the system for your first experience.

**Participant 14:** [00:01:22] Oh, yeah. I think at this it could be easy for a customer if it were to share many products and also a good day that you can use it. This one, and that is reusable. Yeah. It's also maybe because when you buy something in the supermarket, you throw away the package. You can use it.

**Xueqing:** [00:01:57] Yeah. And how do you feel concerning the two packaging solutions that you just experienced? One solution is to use the cup provided by the system and the other one is to use your own container. How do you feel about these two solutions?

**Participant 14:** [00:02:24] Um. Oh, yeah. It depends of the product. When you don't need, not much. This is too great. And then I prefer the this one or this one. This is it a way to make it for a small one.

**Xueqing:** [00:02:47] Yeah. So such as for the cookies. Which solution would you prefer to use.

**Participant 14:** [00:02:58] The cookies or this one. I can imagine when someone eats a much in the day, you use it.

**Xueqing:** [00:03:10] Yeah. Yeah. So just consider the two solutions. Because if you use a cup provided by the system, it has a chip. A chip on the. Yeah. And it will be connected with the station.

**Participant 14:** [00:03:30] This is also an advantage. Yeah. Otherwise you must weigh this and now that this is the way this is known in the system.

**Xueqing:** [00:03:43] Yeah. Then which one would you prefer to use in your grocery shopping?

**Participant 14:** [00:03:51] Oh, yeah, I prefer this one too. Yeah, I noticed.

**Xueqing:** [00:03:57] Why do you prefer to use this one?

**Participant 14:** [00:04:03] Because of the tip than the way it is known.

**Xueqing:** [00:04:09] Yeah. So you think it would be easier or for you to use convenience for you?

**Participant 14:** [00:04:18] Yeah, it gives me more convenience.

**Xueqing:** [00:04:25] How would you judge the different steps during your experience of the system, such as when you have a first glance of it? How do you feel about the system? First look.

**Participant 14:** [00:04:40] First look at the surprising first look. Surprising.Yeah, yeah, yeah, yeah. Because I don't know what that means for me. It's a new.

**Xueqing:** [00:05:02] Yeah. And so how the surprising influence your actions.

**Participant 14:** [00:05:14] Oh yeah. I've also been surprised. When I am surprised, I will also use it to explore it.

**Xueqing:** [00:05:24] Yeah, yeah, yeah. Okay. And how do you feel?

**Participant 14:** [00:05:29] But I can imagine when there are people who are afraid of machines.I think they didn't like it because they don't understand the two way to begin it. Yeah.

**Xueqing:** [00:05:43] Yeah. Yes. And how do you think the ones who don't like the machine, what kind of feelings they will have towards it?

**Participant 14:** [00:05:59] What do you mean?

**Xueqing:** [00:06:00] You said some people they don't like the machine. Yeah. How you imagine their thoughts or feelings, how you assume that they will think about this machine is not. Oh, yeah.

**Participant 14:** [00:06:14] I know people who are afraid of software on the computers and. and the systems like this. And if they have to choose which you can choose this, this one or something else or convention, they use the more conventional things. Yeah.

**Xueqing:** [00:06:38] Yeah. So you think they might prefer to use the other normal package? Yeah, yeah.

**Participant 14:** [00:06:47] I think some elderly people when maybe they'll use the, the conventional things.

**Xueqing:** [00:06:54] Yeah.

**Participant 14:** [00:06:55] Because they, they, they're afraid of this thing and they don't know what happened.

**Xueqing:** [00:07:01] Yeah, but for you, it's a surprising.

**Participant 14:** [00:07:05] Thing for me. Surprising. And then even I am surprised that they were excluded.

**Xueqing:** [00:07:12] Yeah. Okay. And how do you feel when you are learning how to use it? So the instructions on the screen. How do you feel about the learning process?

**Participant 14:** [00:07:27] Oh, yeah. Yeah, I could understand what was on the display, but but the the the was in it's a small movie and there's something else than that they.

**Xueqing:** [00:07:44] that's a little bit different.

**Participant 14:** [00:07:48] It, it is difficult for them.

**Xueqing:** [00:07:53] Yeah. And how do you feel? Well, you know, this one is on the bottom. It's not on.

**Participant 14:** [00:07:58] The. Well, yeah. But then the movie is, is that the chip is in here and they done for me to say yeah. Is you.

**Xueqing:** [00:08:11] Yeah. Okay. And how do you.

**Participant 14:** [00:08:15] Of course they've been there. You were. You say something and you and it is not the information on the screen is not the same as on the machine. They done the job very difficult. Yeah. Yeah.

**Xueqing:** [00:08:32] It's the small mistakes. Yeah. The system. Yeah. The video is not the same ones with a real machine.

**Participant 14:** [00:08:41] And I can understand the people who don't understand it. They. They will go to another.

**Xueqing:** [00:08:50] Yeah, yeah, yeah. Yeah, I think so. In the practice it should be the the video shows the same process. So that's a problem of the video. Yeah.

**Participant 14:** [00:09:07] Yeah. And also the start up. That is the drop I told you because I couldn't find it.

**Xueqing:** [00:09:16] Yeah. Yeah.

**Participant 14:** [00:09:17] It's also very important.

**Xueqing:** [00:09:19] Yeah, yeah. Because I see that you are using the cookies.

**Participant 14:** [00:09:22] Yeah. Yeah, I understand. I don't understand it. Yeah, yeah.

**Xueqing:** [00:09:27] Yeah. Okay. And, uh, how do you feel when you are controlling the dispenser after you know how it works? How do you feel about that step?

**Participant 14:** [00:09:42] Well, when I know how this machine works. I, I like this machine.

**Xueqing:** [00:09:49] Yeah, yeah. Okay. Okay.

**Participant 14:** [00:09:52] And the advantage is you can choose your your own content.

**Xueqing:** [00:09:58] Content? Yeah.

**Participant 14:** [00:09:59] It's a small one.

**Xueqing:** [00:10:02] Yeah.

**Participant 14:** [00:10:02] That is an advantage.

**Xueqing:** [00:10:04] Why do you think it's an advantage to have the options on choosing the amount or the quantity?

**Participant 14:** [00:10:12] Or perhaps you do. You didn't know. You don't want to have a big amount at the what you want a small way content of cookies.

**Xueqing:** [00:10:30] Yeah.

**Participant 14:** [00:10:31] You don't want to have a big one. Yeah. And then it's easier that you can control it. How much you.

**Xueqing:** [00:10:43] Get. Yeah. Yeah. Okay. And what are the positive elements coming to our mind regarding this? The positive elements.

**Participant 14:** [00:10:58] The first thing you can use a reusable way. How do you call? Reusable containers. It's also a great advantage and you can choose your own amount of content. It's also a great advantage.

**Xueqing:** [00:11:24] I do think use a reusable cup is an advantage. It's an advantage.

**Participant 14:** [00:11:30] Oh, yeah, I see it. No way. The package of the supermarket and you get much waste. And then you throw it away and you get a mountain of plastic. For me, it is an advantage when you can use something.

**Xueqing:** [00:11:56] And all the potential problems come into our mind. To use the system.

**Xueqing:** [00:12:11] Oh. Some risk.

**Participant 14:** [00:12:12] Oh yeah. I suppose that, that the containers in upside. there's not so much in it. Yeah. And the people of the in the supermarket must fill it because otherwise that it is a they lack and empty.

**Xueqing:** [00:12:44] Yeah.

**Participant 14:** [00:12:45] Yeah it is. For the person of the shop. They must take it a. Perhaps, I don't know if there is a signal that if there is not much in it, they get a signal that they must.

**Xueqing:** [00:13:07] So there will be a signal.

**Participant 14:** [00:13:09] Yeah. That's important to inform the staff.But I can understand that when it is empty, people are going somewhere else.

**Xueqing:** [00:13:21] Yeah. Yeah, I, I noticed that where you are referring the crackers and you thought it might be empty, so you gave up filling it up. And how do you feel about this kind of situation where you are in the supermarket.

**Participant 14:** [00:13:42] And or do you mean.

**Xueqing:** [00:13:44] I noticed that when you are filling the crackers and you maybe you thought it's almost empty so it doesn't come out. And how do you feel about these kind of situations if you are in the supermarket? in your real shopping experience?

**Participant 14:** [00:14:02] I can understand that if some people go away and think of what can I do because I have only a small and I want to have a food. And what can I do with the small? One cannot throw a bag or.

**Xueqing:** [00:14:21] Yeah. Yeah.

**Participant 14:** [00:14:23] That's also perhaps a small problem.

**Xueqing:** [00:14:26] Yeah. Yeah. And what what will you do if this happens? You will take this one with you all. You want to ask someone to see if you can. Alright.

**Participant 14:** [00:14:43] At first I throw away. I say to the people of the supermarket it is empty and when it is, the quantity is not for me. I will go away.

**Xueqing:** [00:14:58] You will take take them away.

**Participant 14:** [00:15:00] So yeah. First I will tell the people of the supermarket it is empty. And when I say enough, I will go away.

**Xueqing:** [00:15:08] Yeah. So after the. Maybe they change the capsules with food, what would you prefer to add more containers or you just. You don't want to wait for that. You just leave.

**Participant 14:** [00:15:24] Oh, yeah. Depends how much the time.

**Xueqing:** [00:15:26] Yeah.

**Participant 14:** [00:15:28] It costs 10 minutes. It is too much.

**Xueqing:** [00:15:32] Yeah. Yeah. Okay. And how would you evaluate the system in terms of the hygiene, the hygienic, the cleanliness of the system? How do you read it?

**Participant 14:** [00:15:47] What do you mean?

**Xueqing:** [00:15:48] How do you evaluate the hygiene?

**Participant 14:** [00:15:51] I think.

**Xueqing:** [00:15:52] Hygiene. Hygienic. Cleanness.

**Participant 14:** [00:15:55] Oh, yeah. Yeah, I understand.

**Xueqing:** [00:15:57] Yeah. How do you evaluate the hygiene of the system?

**Participant 14:** [00:16:08] I think there's also everything is without a coma and it's not fluid and no way. In some supermarkets you can buy a juice of oats.

**Xueqing:** [00:16:32] And.

**Participant 14:** [00:16:34] Some make it. You can buy a juice of orange.

**Xueqing:** [00:16:38] Juice of all.

**Participant 14:** [00:16:39] Owns. It's a food and you can often choose.

**Xueqing:** [00:16:48] Okay, maybe I'm not sure which product, you.

**Participant 14:** [00:16:52] no, say.

**Xueqing:** [00:16:53] Yeah.

**Participant 14:** [00:16:54] And that's a liquid. Yeah. And everyone can. You can take an auto center on.

**Xueqing:** [00:17:08] It.

**Participant 14:** [00:17:09] And it's just out. It's not hygienic. But this is also. But this is a no, no, no. Screw it. Yeah.

**Participant 14:** [00:17:17] So this is more. And there is this one. Yeah. So I think that is it will be hygienic.

**Xueqing:** [00:17:29] Okay. And how would you evaluate the complexity of the system, the ease of use? Do you think it's a complicated for you to use or do you find it's not? Not very complicated.

**Participant 14:** [00:17:49] You know how it work it. It is not complex.

**Xueqing:** [00:17:52] Yeah.

**Participant 14:** [00:17:54] But for everything, for every new thing in the first time is always. You get more time to do it.

**Xueqing:** [00:18:03] Yeah.

**Participant 14:** [00:18:05] But then after the first time, even you know how it worked it. I think it's interesting. Yeah.

**Xueqing:** [00:18:12] Yes. And would you use the system if the if it is available over supermarkets like the.

**Participant 14:** [00:18:26] Yes, I think I can. Yeah.

**Xueqing:** [00:18:30] You will use it. Yeah. Why do you think that you use it?

**Participant 14:** [00:18:36] Because you can choose how much you want. And the first and the second reason is. And then you can use it in these boxes. Reusable boxes.

**Xueqing:** [00:18:56] Reusable. Yeah. Yeah. And today we only provide you with six products as examples, but actually there are a lot of other products. This system can also be suitable. So what for which kind of product you find the system is useful for which which kind of product? It could we could jump out of this six products and think other possibilities.

**Participant 14:** [00:19:28] Oh yeah. For for what is not possible is, is fruit like an apple or. No. Because an apple is too big now. But for small things like this and this. And rice and macaroni.

**Xueqing:** [00:19:52] Yeah.

**Participant 14:** [00:19:53] Yeah, yeah, yeah, yeah, yeah.

**Xueqing:** [00:19:57] Yeah. What else do I think besides the dry food? dry small food. What other product can also be suitable?

**Participant 14:** [00:20:07] Well, I don't think. No liquids.

**Xueqing:** [00:20:11] No liquids. Why? No liquids?

**Participant 14:** [00:20:14] But because even with there are liquids and you have the liquids going on the bottom and then it will get dirty inside. Yeah, and there's no way. Okay.

**Xueqing:** [00:20:38] And how about the nonfood product? Besides the food product, we have a lot of non-food products that perhaps also suitable for the. What can offer them to come to mind.

**Participant 14:** [00:20:54] Oh yeah. I can understand the before and nails.

**Xueqing:** [00:21:01] Nails. Yeah.

**Participant 14:** [00:21:02] Yeah, there are supermarkets for a for for. How do you call settling?

**Xueqing:** [00:21:19] Scores, scores, scores. It's a it will be. No, no, no.

**Participant 14:** [00:21:27] It is a for a supermarket like gamut or or if you were paper. I can.

**Xueqing:** [00:21:40] Yeah, you can.

**Participant 14:** [00:21:46] No.

**Xueqing:** [00:21:54] Oh.

**Participant 14:** [00:22:00] And then you put a screwdriver in there that you can screw.

**Xueqing:** [00:22:04] It.

**Participant 14:** [00:22:07] Off and often nail them. These are small things and not liquid. And you can choose your own amount. Small or big? Yeah. But no way. You must buy an orchid.

**Xueqing:** [00:22:29] Yeah. Yeah.

**Participant 14:** [00:22:30] And also a spastic at some time. Too much? Yeah.

**Xueqing:** [00:22:37] Yeah. Yeah. Okay. I need that paper. Yeah, yeah. Yeah, that's. Therefore, which kind of products you think this system is not useful or not suitable?

**Participant 14:** [00:22:57] Oh, yeah. For liquid and.

**Xueqing:** [00:23:00] Liquid. Yeah. And what else?

**Participant 14:** [00:23:08] Yeah. Not for the fragile things that they is for a cookie saying like this. This is not good for cookie.

**Xueqing:** [00:23:21] Yeah, for. For cookies.

**Participant 14:** [00:23:23] Yeah.

**Xueqing:** [00:23:23] For which.

**Participant 14:** [00:23:25] Cookies, too. Great. And by the fourth year and the perhaps they are broken.

**Xueqing:** [00:23:31] The are the crispy. Yeah, yeah, yeah.

**Participant 14:** [00:23:38] But. But it is a compact is a small thing.

**Xueqing:** [00:23:43] Yeah. Okay. And do you think this system offers benefits for our environment, for our planet?

**Participant 14:** [00:23:54] Yes, it has to be, because as it is, you can use it.

**Xueqing:** [00:24:00] And what kind of benefits come in to your mind to save the. The packaging. And what else?

**Participant 14:** [00:24:09] Oh, what I told them. You can choose your own amount. Perhaps you need something and you must go. You go to the supermarket and there's a big package and you only want to use a smaller part. And the rest your way. So with the way. Yeah. Yeah, but. But now you can choose your own content.

**Xueqing:** [00:24:37] Yeah.

**Participant 14:** [00:24:38] It's also an advantage.

**Xueqing:** [00:24:40] To prevent food waste.

**Participant 14:** [00:24:43] Yeah, yeah, yeah, yeah.

**Xueqing:** [00:24:47] Yeah. And so for which kind of products you think this system would offer the greatest environmental benefits? Yeah. For which products? You think this system will offer? The biggest, the largest. The greatest environmental benefits used for which kind of product do you think it can provide the most benefits for?

**Participant 14:** [00:25:15] For for products?

**Xueqing:** [00:25:16] Yeah. Products for which products? Using this system can offer the biggest benefits for the environment. For saving the plastic.

**Participant 14:** [00:25:40] We have at this moment products that are packaged in big plastic bags.

**Xueqing:** [00:25:50] Yeah.

**Participant 14:** [00:25:51] And now you can use this reusable thing.

**Xueqing:** [00:25:59] For a large pack.

**Participant 14:** [00:26:03] And sometimes it is a difficult to wear to open the package of the supermarket because it's hard plastic and it's difficult to open sometimes. And the these are so easy to open. And I know seeing you when you. Close it, you own it, but sometimes you buy something in the supermarket. And it is very it is very difficult to open it. And this you have your own close it. Association also in.

**Xueqing:** [00:26:54] And you said that you will use the the cup, the container, and could you imagine how many times that you will reuse it before you return it to the system or before you replace it? How many times you will reuse it?

**Participant 14:** [00:27:15] We have a bed. It is easy to clean it.

**Xueqing:** [00:27:20] You need to clean it by yourself.

**Participant 14:** [00:27:24] And perhaps in this version that you can use it many times. I think about the only I see this one. I don't know how easy it is to remove.

**Xueqing:** [00:27:41] You can try it and try to remove it.

**Participant 14:** [00:27:46] Yes. It's easy. It's a sometimes it is a very difficult way to remove.

**Xueqing:** [00:27:52] Yeah. But maybe it's because it's you just take it after several.

**Participant 14:** [00:27:58] And then the cleaner and the dishwasher. The test also.

**Xueqing:** [00:28:03] Yeah, yeah, yeah. But this one, you couldn't put it in the dishwasher because there is a chip. Yeah. So you can only use it and clean it by yourself to rinse it.

**Participant 14:** [00:28:17] But there must be a message that is not suitable for the dishwasher. Yeah.

**Xueqing:** [00:28:25] Yeah. Yes.

**Participant 14:** [00:28:28] So advise people that they'll do it. And then in the next episode.

**Xueqing:** [00:28:33] The chip will be broken. Yeah. Okay. So you said that you will use it as many times as it could, but after several use circles, there might show some scratches on the on the surface. How do you feel about the this kind of science of usage? They'll show some scars and you'll know that this one is. You use it a lot of times. How do you feel about the little damage?

**Participant 14:** [00:29:09] Oh, it is not a problem for me.

**Xueqing:** [00:29:11] Not a problem. Yeah, but what if the damage is not made by yourself, but made by the previous consumers who return this cup?

**Participant 14:** [00:29:24] Oh, you that? Yeah. Yeah. I will begin with it. Yeah, I want to have a new one.

**Xueqing:** [00:29:32] Yeah.

**Participant 14:** [00:29:33] I don't want to have one of all the people.

**Xueqing:** [00:29:38] Yeah, but because when you return this cough but those store and they will collect it, collect it and send it back to the factory and they will clean it and reissue it with the labels and then send it back to the supermarket. So this one perhaps already used to by the others, but it's clean and reseal it. But still there are some little damages.

**Participant 14:** [00:30:09] Then it is more about. The scratches are for me, it's not a problem. Yeah, but I will begin with this one. I prefer in the no sense.

**Xueqing:** [00:30:27] Yeah. So we'll how you will compare the different containers when you are trying to pick up one with you.

**Participant 14:** [00:30:38] Alright then I will look forward. I would look there.

**Xueqing:** [00:30:43] Yeah. Yeah. So we'll look the, the damage or.

**Participant 14:** [00:30:48] The way look for them. Yeah. But when I make the scratches on my own there is no problem.

**Xueqing:** [00:30:56] Yeah, yeah, yeah. Okay. Then we can move to the next section, the last section and to because besides this, this system you just experienced today, there are also some other solutions, other systems. You also want to encourage the consumers to reuse the packaging. So here we have three examples. The first one is called Loop. And in this system that is the producer, they will review the product in the metal packaging. As you can see here, all the metal, all the glass, and they have a wide range of the product such as food and non-food, like the shampoo or some cleaning products. And for this one, you can purchase them. You can buy the products in the store or the supermarkets with deposit for the package. So you you take them back home and you use it after you finish the products inside, you can return the empty metal packaging to the supermarket and get your refund. So this one, this is how the loop works. So the difference between loop and this system is the they have the metal packaging. So another material's not plastic and it's a durable. And then who.

**Participant 14:** [00:32:28] Fills the package to the factory?

**Xueqing:** [00:32:31] That's how they filled it. And they deliver it to the store.

**Participant 14:** [00:32:36] And when it is empty, you can give it back to the supermarket.

**Xueqing:** [00:32:42] Yeah, yeah, yeah. And for this one, they also have the branding branding information on the package and all the all the product information. You can find them on the packaging itself. So that is how love works. And the middle one is a support. And for this one, they will deliver the product in the glass jars, glass ports, and then they deliver it to your door. So you order it online, or you can also buy it on the physical shop, but in the glass jars. And it's the same that you use the product and when it is finished you can return the empty jars, empty bottles to the store and get refunds. So this one is very similar to this this system, but they also offer the online stores.

**Participant 14:** [00:33:46] And you can put you can put the different time.

**Xueqing:** [00:33:52] So you can only fill one product in the port you couldn't mix.

**Participant 14:** [00:33:57] No, no. But when you bring it back and then the factory can put another.

**Xueqing:** [00:34:04] Product in it. Yeah, yeah, yeah. They can do that. There will have a label on the top of the cup. On the cover of the cup. Yeah. Yeah. So the difference between this one with the MIWA system is they use the glass jar. The same is why they don't have any branding or the product information. So some visual on the package. it is just transparent without without the information. Yeah. Yeah. And the last one is called Cover. For this one, they have their self owned branding on the packaging that you just buy the product from the supermarket which is already filled. Like what, what we buy from the supermarket nowadays. And after you use the product, you can use the original package and review it again with the same products and re-use it. But this one, they don't have the deposit or the refund. So after you buy this product, you can always use the same package until it is broken or not useful anymore. Yeah. Yeah. So this is a three different but very similar system compared to the system that you used it today. And my question is, have you ever bought or use any kind of reusable packaging?

**Participant 14:** [00:35:47] Yes, in a very long time ago. In the year of 70s. For 40 years ago, yeah. There was a shop in Delft and they offered you could, you could, you can bring a bottle and you can fill it with wine and it was empty. You can, you went back to the shop and you could put more wine.

**Xueqing:** [00:36:17] Yeah. And how do you about how do you feel about the experience of using that and or go to that shop to refill or to refill your wine one? How do you feel about it?

**Participant 14:** [00:36:34] Oh, yeah. At that moment I didn't feel it because at that moment that was not an item in. Of of spilling materials.

**Xueqing:** [00:36:53] Yeah.

**Participant 14:** [00:36:54] Yeah. But that's when I look for the for supermarket. I think that this is difficult because now they have they make difficulties. Difficulties about different kind of bottles.

**Xueqing:** [00:37:14] Yeah.

**Participant 14:** [00:37:15] And then they are more, many more packages.

**Xueqing:** [00:37:20] Yeah. They need to redesign the package for each product.

**Participant 14:** [00:37:25] Now they must in the, in the shop that they must be in seven people of the story who collects every. Yeah. The thing to bring back and they must sorted. Yeah. I think this will be a problem.

**Xueqing:** [00:37:50] Yeah. Yeah. This will be collected together, you know where a huge collection box or something. Yeah. So there would be someone to sort them. Yeah. Yeah, yeah.

**Participant 14:** [00:38:04] I think the, the market is market will not be happy with this.

**Xueqing:** [00:38:11] Yeah. Yeah. Okay. How do you compare the system with the other solutions? Do you think this will have some specific advantages and disadvantages to compare with the other solutions?

**Participant 14:** [00:38:29] Oh yeah. I have a remark on this one. Yeah. How do I say the supermarket. No, it's the fruit. It is, is in the bottle.

**Xueqing:** [00:38:42] Uh, you mean how the supermarket knows what is inside? Yeah, I think.

**Participant 14:** [00:38:47] Of course, the. Here, you, you, you you get an order, you call it a ticket,label. They go in and then this I, I don't see a label.

**Xueqing:** [00:39:04] Yeah. Yeah. Because when you buy the product itself there will be the barcodes on the package and after you used it for the second second review, refuting that you can use the same barcode to make the payments.

**Participant 14:** [00:39:25] Yeah, but you, you must also you must also use it the same liquid.

**Xueqing:** [00:39:30] Yeah. Yeah. For this one you can only refill the same products. Yeah. Because you have all the information already. Yeah, yeah, yeah, yeah, yeah. It's just like you buy a shampoo and you finish it, and for the second time, you still use your original package to refill the same shampoo. You couldn't switch the products otherwise. The information are not correct anymore.

**Participant 14:** [00:39:56] But I think for for supermarket, it will be difficult. But I don't know where which isn't.Because you can use it this bottle for for other liquid.

**Xueqing:** [00:40:10] You mean the consumers they will use the other.

**Participant 14:** [00:40:13] How can you when look for this how can they know what liquid in it.

**Xueqing:** [00:40:19] Yeah, yeah, yeah. That's a that's a good question.

**Participant 14:** [00:40:26] Yeah. And then suppose you use you along the bottle and then it is not satisfactory. And the next time you do have a lot of liquid, they then the first bottle you can throw away.

**Xueqing:** [00:40:48] Yeah.

**Participant 14:** [00:40:49] It is also sulphate. Not fun.

**Xueqing:** [00:40:52] Yeah. Yeah. Yeah.

**Participant 14:** [00:40:54] And they they say you can use it for, for many things.

**Xueqing:** [00:40:58] Yes. So do you think the branding information or some visuals on the package is important for you or you think it's not? We'll always have some branding, some visual, some colors and the image on the.

**Participant 14:** [00:41:20] Oh yeah, they did this. The description of what they need. It's enough for me.

**Xueqing:** [00:41:26] Yeah.

**Participant 14:** [00:41:27] I can also see it because it is. You can look. Yeah. It, yeah, it's. It's enough.

**Xueqing:** [00:41:33] Yeah.

**Participant 14:** [00:41:34] And the information is not important for me.

**Xueqing:** [00:41:39] Okay? Yeah. Well, almost, yeah. And do you have any thoughts or something you want to share with me or add to the system?

**Participant 14:** [00:41:56] Oh yeah. I think it could be in a succession because you can use one sort of package for more things and you're going to reuse it.

**Xueqing:** [00:42:20] Yes. Okay, then we have reached the end of the interview. Thanks for sharing your time and souls with me and it's really pleasant and interesting conversation to discuss about the system. So you all were follow up interview by that. We will have a small discussion on how you use the cup at home and how you store it or kids or how you use it or how you consider to use it for the second time. So that's some simple questions we will have.

**Participant 14:** [00:42:59] But I have no way, no way machines like that. So I can't use it.

**Xueqing:** [00:43:07] Yeah. Yeah. It's just to understand how you use a product at home when you go one from the supermarket and you use it, and when you finish it, perhaps you will consider if you still want to continue with the system, or perhaps you just stopped for your first day.

**Participant 14:** [00:43:29] Yeah, but I think I only can say something about washing it.

**Xueqing:** [00:43:35] Yeah, yeah, it's okay. It's only 10 minutes, so it's very simple. Yeah.

**Participant 14:** [00:43:41] Oh yeah. When you give me an did they say of missing. I tried to.

**Xueqing:** [00:43:49] Remove it.

**Participant 14:** [00:43:50] To remove it with this admission. This was part by the washing by hand.

**Xueqing:** [00:43:55] Yeah. Yeah.

**Participant 14:** [00:43:57] Yeah. If that's possible.

**Xueqing:** [00:43:58] Yeah. This one now it is only it can only be washed by hand. But perhaps if they can improve the chip, it could be also used in the dishwasher. Yeah.

**Participant 14:** [00:44:15] But. But when you will use it and there must be a message that is not suitable for the dishwasher.

**Xueqing:** [00:44:26] Yeah, there is the some here, but it's in the original language. So it's language from the Czech Republic.

**Participant 14:** [00:44:36] Oh yeah.

**Xueqing:** [00:44:37] Yeah, yeah. But actually the.

**Participant 14:** [00:44:39] Yeah, yeah, yeah I.

**Xueqing:** [00:44:40] Know how some English rest of it and I said it's not, it's not, you can't use it in the dishwasher.

**Participant 14:** [00:44:51] Yeah.

**Xueqing:** [00:44:52] Yeah. And it couldn't be used in the microwave so.

**Participant 14:** [00:44:57] Yeah.

**Xueqing:** [00:44:58] Yeah.

**Participant 14:** [00:45:01] But they will use it and not call me. I cannot miss it that much that people are understanding the text. Yeah. It's not easy. It's a difficult to understand.

**Xueqing:** [00:45:20] Yeah. Yes, yes, yes.

**Participant 14:** [00:45:23] There must be. And in English or Dutch.

**Xueqing:** [00:45:27] Yeah.

**Participant 14:** [00:45:29] That's an area for you. It is not so clear.

**Xueqing:** [00:45:37] Oh, you mean the icons here? Yeah. The first one is that you can use it for food.

**Participant 14:** [00:45:44] It shows you you can wash it by hand. And the second.

**Xueqing:** [00:45:50] Second is you couldn't use it in the dishwasher.

**Participant 14:** [00:45:53] But I've never seen this.

**Xueqing:** [00:45:55] I know. Yeah, I did.

**Participant 14:** [00:45:57] And then the third one was easier.

**Xueqing:** [00:46:00] Yeah. So it's just a temperature.

**Participant 14:** [00:46:03] And the last they say you don't use it in the microwave.

**Xueqing:** [00:46:06] Yeah, yeah, yeah. Yes, that's true. That perhaps that needs more to stick to replace this one with the English version. I think the other participants will also ask how hard to read it. Yeah. Okay. Thanks for your suggestions and feedback. So here we have the letter with a voter and to explore your contribution to the €15 voters.

**Participant 14:** [00:46:41] Okay.

**Xueqing:** [00:46:41] Thank you. And you can take back the small cup with the cookies. This is also yours. Yeah. And you just use it in the normal way you do, or you use a container at home. So after several days, I will call you back at the time. And we have a very small discussion about some basic some very simple questions on your using experience at home, such as how you wash it, how you maybe where do you store it, store where to put it, your carport or somewhere and how you use it. And maybe some very simple reflection on the experience today. Yeah. So that's it. And I will send you the email with all the information about the follow up.

**Participant 14:** [00:47:43] It's very.

**Xueqing:** [00:47:44] Quick. Yeah. Thank you. You can. You can take it.

**Participant 14:** [00:47:48] No way you can reuse it.

**Xueqing:** [00:47:51] Yeah. Okay. Maybe you can put it in its container. This one is not sustainable in the Netherlands. Don't use it. Yeah. So corn and rice. It's a small piece of the rice. And you can cook it like porridge or like oatmeal. Yeah. So it's a maybe it's a Czech Republic's breakfast.

**Participant 14:** [00:48:21] But don't use it.

**Xueqing:** [00:48:22] Yeah, yeah. I didn't see it, but I also use it in my homeland in China.

**Participant 14:** [00:48:27] Oh, we have.

**Xueqing:** [00:48:28] This kind of product.

**Participant 14:** [00:48:31] And if we can. You cannot also put it in a refrigerator.

**Xueqing:** [00:48:42] You where?

**Participant 14:** [00:48:43] The refrigerator.

**Xueqing:** [00:48:46] Yeah, yeah, yeah, yeah. You can do it. It is.

**Participant 14:** [00:48:49] -20.

**Xueqing:** [00:48:51] No problem. You can even froze it.

**Participant 14:** [00:48:54] Yeah.

**Xueqing:** [00:48:58] Okay. Okay. Thank you so much for.

**Participant 14:** [00:49:06] Doing this, Rebecca.

**Xueqing:** [00:49:09] Uh, no, you don't need to return it. It's a gift.

**Participant 14:** [00:49:15] It's a souvenir.

**Xueqing:** [00:49:16] Yes. Okay.

**Participant 14:** [00:49:24] One a few years ago. There was also for my laboratory, if there was an experience with an airplane seat and that we must sit in on that mess, we must sit on the many seats, and then he must give an article of of what was a good one. What was better? Yeah, yeah. Also nice.

**Xueqing:** [00:49:54] Yeah, yes. Yeah. I try to come up with a lot of solutions to encourage the consumers to re-use or repair the products instead of throw them away. So, no, the reusable packaging is one kind of solutions and a lot of companies or the interface, they are trying to develop their product in a more sustainable way. Yeah.

**Participant 14:** [00:50:33] But you talked about repairing product that that's a big problem here. Yeah. Because it is very expensive to repair in comparison with a new one.

**Xueqing:** [00:50:47] Yeah, yeah, yeah, yeah. I can see that. Yeah. Even for myself. Maybe I will prefer to get a new one. Yeah. Yeah. Or perhaps get a second hand one. But repair is quite expensive. Yeah, yeah, yeah, yeah.

**Participant 14:** [00:51:06] In the early times they were, uh, shoemakers. No, where shops where. Repair your shoes. Yeah, but it was expensive. And now you go to a shoe shop and you buy new shoes?

**Xueqing:** [00:51:24] Yeah. Yes, that's true.

**Participant 14:** [00:51:28] And it's also where the closing the venue where they will let repair and closing. It is expensive.

**Xueqing:** [00:51:37] Yeah. Yeah. Because it costs a lot of time of the man will help you repair. It's. That's true.

**Participant 14:** [00:51:52] And all the electronic devices that we get to go and throw away.

**Xueqing:** [00:52:01] Yeah. Yeah. Yes. I also have some colleagues there and they are doing the research on the refurbished repaired product and the second hand product and trying to understand how to increase the acceptance from the consumers, how to improve the repairing service. I think that makes sense. But it's quite hard to balance between. It is really a time consuming and the cost consuming.

**Participant 14:** [00:52:50] But but they have experience with small workshops, with people who are how do you call the person? And you can bring your device and they will repair it. If a small one. A mountain.

**Xueqing:** [00:53:14] Yes.

**Participant 14:** [00:53:15] Yeah. It will to be too expensive. But in Albert Heijn they have and also not this one but when you are buying a food you can you can buy it. I don't know if it's plastic.

**Xueqing:** [00:53:37] Oh I know that when the the small, small bag for the.

**Participant 14:** [00:53:43] Yeah. I don't think it is plastic and you can reuse it and many times.

**Xueqing:** [00:53:49] I have that. Yeah. That's also a good idea to buy the especially the fruits and vegetables. Yeah.

**Participant 14:** [00:54:00] And the point is you can choose your own amount of fruit and then you put it in the bag. And then you weigh. And then you go to pay.

**Xueqing:** [00:54:12] Yes. Yeah, I noticed. I saw people always bring their shopping bag with them, go to the supermarket. So yeah. So I think the plastic bag for the shoppers reduced a lot to the cashier because people always carry their own bags to put all the products inside.

**Participant 14:** [00:54:41] So I've not seen that already.

**Xueqing:** [00:54:46] For myself, I already have this habit, so I think it's yes. To change the consumer's behaviour, we need to find a good solution to help them change the behaviour.

**Participant 14:** [00:55:01] But how can you make you buy a different kind of apples and you go to, to, to pay. But how would they know which apple is they. They, they must wait there every point.

**Xueqing:** [00:55:20] Yeah.

**Participant 14:** [00:55:20] Yeah. So, so you must have put it together.

**Xueqing:** [00:55:26] Yeah. Yeah. Yes. I also have this question how they know which kind of product about because they look so very similar.

**Participant 14:** [00:55:35] Yeah. But with the bag of, of, albert Heijn. It is a good thing.

**Xueqing:** [00:55:41] Yeah. This. It's a very interesting topic.

**Participant 14:** [00:55:47] Yeah. Yeah. To get it important.

**Xueqing:** [00:55:50] Yeah. Okay. Thanks a lot today. I have a lot of participants.

**Participant 14:** [00:56:02] It was interesting.

**Xueqing:** [00:56:03] Yes, very interesting. And I everyone share some different opinions. And but most people are very positive towards this solution. They want to have this possibility in the supermarkets.

**Participant 14:** [00:56:18] But I know people who are afraid of such kinds of machines, they are also afraid of computers.

**Xueqing:** [00:56:31] Yeah, yeah, yeah.

**Participant 14:** [00:56:34] And never one thing. It doesn't work. And they said it is nothing for me.

**Xueqing:** [00:56:41] Yeah, yeah, yeah, yeah. So it's very important to that. The consumers get familiarity with it so they will not feel it's quite new thing and very hard to use it so that we already have the bottle recycling machines in the supermarket. So after people know how this kind of machine works and this one maybe not very hard for them.

**Participant 14:** [00:57:12] I think this is introduced in a supermarket. They can put a people for a supermarket for a few days and then they can show out with their bags.

**Xueqing:** [00:57:25] Yeah, yeah, yeah. I think that is necessary.

**Participant 14:** [00:57:30] That maybe we're to acceptance.

**Xueqing:** [00:57:35] Yeah. Still a long way to go.

**Participant 14:** [00:57:43] Yeah, yeah.

**Xueqing:** [00:57:44] Yeah, yeah. Thank you so much.