# cut 20.mp4

**Xueqing:** [00:00:00] So that is how the system works. Do you have any questions?

**Participant 20:** [00:00:09] And for what is the idea for how many products is this going to be?

**Xueqing:** [00:00:17] How many?

**Participant 20:** [00:00:18] Because we now have six. But what is the idea? How many does the company wants to go through the system?

**Xueqing:** [00:00:25] They want to invent more possibilities. So now there are all these six products. But in reality, the company, they already put a lot of different kinds of products. This one is just for the research proposal.

**Participant 20:** [00:00:44] And is it going to be likely that this is going to be used in the supermarket?

**Xueqing:** [00:00:50] Yes, it's already existing in the supermarkets in Czech Republic. This company, the Czech company. So they already put this machine, this refill station in the local supermarket, and now they want to explore the other supermarkets in the European countries. So it's the Netherlands? Yeah. Yeah.

**Participant 20:** [00:01:16] Interesting.

**Xueqing:** [00:01:17] Yeah. So today to explore it, then I would like you to firstly fill the small cup with coconut cookies. You can find it in the refill station. And secondly, you will fill the large cup with whatever you want. But only six options here. And the last one is your own container. You still can choose whatever you want from the station. And after you finish all the containers and we can have a discussion about your feelings and the experience openings regarding the system.

**Participant 20:** [00:01:53] So you're not going to explain me how it works? I have to find out for myself.

**Xueqing:** [00:01:58] Yeah. Yeah. So just to explain how the system works, to use it. Yeah, exactly. You need to try it by yourself. And the only thing I want to say is the chip is on the bottom. In the guidance, perhaps there are some misspellings. It's not on the bottom. So I need to let you know it's on the button and for the else you just explore it. So imagine that now you're in the supermarket and you can sink a lot during your exploration. And if you have any questions you can ask me, then I could be the shop assistant or someone to help you. Otherwise, I just keep silence.

**Participant 20:** [00:02:43] Is the chip also on the bottom of the the larger cup? Yes. Yes. Yeah, I thought so. But just be sure.

**Xueqing:** [00:02:49] Yeah. Take our time. You can do it tomorrow. So. And then this cup called MIWA cup.

**Participant 20:** [00:03:06] Yeah. Is this considered to be the other container?

**Xueqing:** [00:05:53] No, the ones provided by the system. Are all called MIWA cups.

**Participant 20:** [00:06:00] Oh, yes.

**Xueqing:** [00:06:55] Okay. Then try. To. Okay. Thanks for shopping with the system. And anyway, we'll go to our discussion about your feelings and experience of it.

**Participant 20:** [00:08:17] Yeah.

**Xueqing:** [00:08:18] And could you share with me or general opinions regarding the system?

**Participant 20:** [00:08:25] And as you could see, it was difficult for me to find out how it how it works, how you could get something out of it. And that was a bit frustrating. But once I got used to it, it worked well with the ones that are provided. Because what felt nice was that it completely filled. Yeah.

**Xueqing:** [00:09:00] And why do you think it makes it bit hard for you to use it for the first time?

**Participant 20:** [00:09:11] Because I did not notice the colour change. So I did not notice it from the from the machine itself, but also not from the from the touch screen. So I had to look another time and not yet another time to find out that was the thing that I had to notice. And then click on the next button.

**Xueqing:** [00:09:41] And I noticed that when you weigh the first cup, you put it on a scale without the lid, the second time with the lid. Do you see any differences between them?

**Participant 20:** [00:09:55] Well, I think I looked at the picture and then I saw that it was with the lid. And also I thought it would be more hygienic to put the lid on. That's why you chose the second time for that. And the first time I was just too busy with how does it work? And I just put it on it.

**Xueqing:** [00:10:14] Yeah, that's actually the screen show you that when you weigh the product, you need to remove the lid.

**Participant 20:** [00:10:23] Oh, not with the lid.

**Xueqing:** [00:10:24] Yeah. Without it. Yeah. Otherwise you also pay the weight for the main. Because you didn't notice that.

**Participant 20:** [00:10:35] No, I don't know.

**Xueqing:** [00:10:36] It's a step to take the consideration of that.

**Participant 20:** [00:10:38] No, not at all. But of course, that is. Yeah, I guess that's because I'm not used to weighing my food at the supermarkets myself.

**Xueqing:** [00:10:48] Yeah.

**Participant 20:** [00:10:49] Yes or no with the packaging as well. Yeah. But that's yeah. And the thing with this one, I thought it might just as the other two or at least with this one fill up. But it didn't do that at all.

**Xueqing:** [00:11:08] Yeah.

**Participant 20:** [00:11:09] So I tried to push more to find out if it would fill up, but then it only took out a little. So I put I did know if that was supposed to happen.

**Xueqing:** [00:11:24] Yeah. Sometimes it happens because of the product stuck inside. So did you notice there is a metal lever? That's why it's a tool to help the product come out.

**Participant 20:** [00:11:43] So if I had tugged that on that it would have pushed up more.

**Xueqing:** [00:11:50] Yeah. If you feel the product didn't come out smoothly, then you need to shake the lever. And then after you press again, a lot of product will come out.

**Participant 20:** [00:12:02] Well, I tried that the first time to find out if it would come out anyway, but I forgot later when I needed it.

**Xueqing:** [00:12:10] Yeah, yeah. Yeah. Okay. And if you could use three words to describe the system, what kind of words come to mind? First impression.

**Participant 20:** [00:12:31] Frustrating, but also relaxing. So that's a bit confusing, maybe.

**Xueqing:** [00:12:41] And uh, uh, what kind of thing make you frustrating?

**Participant 20:** [00:12:52] That I did not understand it immediately, how it worked.

**Xueqing:** [00:12:57] And what makes you feel relaxing.

**Participant 20:** [00:13:03] I think the sound just swooshing there it comes down and the filling up. And that you are. No, I didn't think that actually. I didn't think that it was in control of how much I would get, because as you can see, this one is not completely full. And I was like, well, that's not what I wanted. So that was but the swooshing sound and that this one was completely full. That was the relaxing part.

**Xueqing:** [00:13:35] And what do you think is fun for you, besides fun to describe the system? Why do you think it's fun?

**Participant 20:** [00:13:43] Because I could do something myself. If you imagine that you were in the supermarket and you're just constantly getting some stuff and putting in your cart, and now you can do something else in the supermarket. So that's nice. That's nice.

**Xueqing:** [00:13:59] Okay. Yes. So how do you feel considering the two packaging solution you've just experienced? One solution is to use a cup provided by the system. Another one is to use your own container.

**Participant 20:** [00:14:14] I think it's good that there is an option to be able to use your own because I have so many of these and it would be nice to use them. And I think it was my mistake to not use the lever. So I think that's both are nice.

**Xueqing:** [00:14:41] Yeah. Which one would you prefer to use for your second of the future? Shopping. First time. You don't know. You didn't bring your own container?

**Participant 20:** [00:14:52] Sure.

**Xueqing:** [00:14:53] But after you know how it works, which one would you prefer to use in shopping?

**Participant 20:** [00:14:59] That's interesting, because in that case, I would have used one of these and then I would have had one of those at home. And I think I would keep using it because I already have it. But of course, you might want to use more of them, and then I will try to use one of mine. But if it came out like this, then I would stop using that and keep using these. So more likely on the system itself.

**Xueqing:** [00:15:30] Yeah. And you said that you will keep reusing the cup rather than use it for the first time and return the empty ones. Yeah.

**Participant 20:** [00:15:39] I would rather use it again.

**Xueqing:** [00:15:41] Why? Why would you prefer to reuse it?

**Participant 20:** [00:15:46] Hmm. Because I think then it feels like it's mine, and I can clean it myself, and then I just use it. And if I stop going to the supermarket because you move to another place, or then you bring it back. But before that, like, just have it.

**Xueqing:** [00:16:07] Okay. And how would you check the different steps during experience of the system, such as, for first glance, before you're using it? How do you feel about it before you start to use it?

**Participant 20:** [00:16:21] Before I started to use it. Well, I've seen these kind of machines in supermarkets before, but then only for stuff like candy and stuff. And it always feels exciting. And in this case. It feels less so because the images are less appealing. I'd rather look. That it's opaque or that you can see through it. That would be nice so that I can see the food that comes through it. And it's also more fun because.

**Xueqing:** [00:17:08] Yeah. Okay. So after you start to learn how to use it, how to use it, how do you feel about the learning process?

**Participant 20:** [00:17:18] Yeah. Uh. I guess I felt extra pressure because it is a research thing. If it wasn't a supermarket itself, I would feel more relaxed because I would. Take even more time. And but in this case, no, it was frustrated.

**Xueqing:** [00:17:40] And how do you feel when you are controlling the dispenser and feel the product in your cup?

**Participant 20:** [00:17:48] Yeah, so that felt great with this one. And so every step after that, because it, uh, didn't fill it up completely and you had to use the lever to let it go through more if it wasn't the amount that you wanted. And also click the button again. But what I would have liked is if you click the button and it will just fill up until you stopped using the button, because then you control how much is going into the cup instead of burst.

**Xueqing:** [00:18:28] Then what are the positive elements comment to your mind regarding the system?

**Participant 20:** [00:18:35] And then the entire process from the start to well using it in.

**Xueqing:** [00:18:40] Whatever come to your mind.

**Participant 20:** [00:18:47] It feels great to use to not have to use the packaging from the supermarket. Then you can reuse the packaging that feels great while using it because you can feel that. It's strange not to look at it. I think the light is super nice, but when I was using it it didn't feel nice because I didn't understand it. And. Oh, yeah, and I didn't even talk about it. The smell from everything. You could smell everything when it came out. So you had a contact with the with the food itself. That was so nice.

**Xueqing:** [00:19:41] Yeah. And besides the positive elements, what kind of potential problems come to mind?

**Participant 20:** [00:19:52] Yeah.

**Xueqing:** [00:19:55] You can do the whole process in your mind from the.

**Participant 20:** [00:20:05] That's a bit mean, but. It is not true.

**Xueqing:** [00:20:17] Which part is not true.

**Participant 20:** [00:20:20] Oh, that's why. Because the seller of I thought this is all not in English or Dutch, but most of it is in English.

**Xueqing:** [00:20:31] Yes, most of them are in English. Only the sellers in the original.

**Participant 20:** [00:20:36] So that's understandable. But I was like, I don't understand what is on this. So I changed that to be Dutch, I guess. But for the the machine itself and I think I've said a couple of things already.

**Xueqing:** [00:20:57] Oh, we can think about the whole shopping process, even when you take it back home for the second shopping, the whole process, what kind of problems you may have.

**Participant 20:** [00:21:13] Did I lose the tare gene? That's something that I'm. Yeah. No break. I think there's a higher chance that I'd lose it and. Yeah. Only the only the things with the machine. I think you could go wrong. So that I. That I didn't. Wouldn't understand it or get frustrated that nothing comes out, those kind of things. But outside of that, with it coming home and, and coming here again and the hygienic parts of it that you have to trust people that they clean up enough. But that's it.

**Xueqing:** [00:22:15] Yeah. And for now, how do you evaluate the hygiene of the system?

**Participant 20:** [00:22:20] Yeah, perfect. I presume that because it is a research thing, it's just fine because the cups haven't been used yet. But let's say if they were.

**Xueqing:** [00:22:42] But if this is, you know.

**Participant 20:** [00:22:43] Yeah, exactly. If it were in the supermarkets, then I think I don't know if it could be cleaner because it is a solid piece of plastic. Nothing could come in between something so that gets old. And I wouldn't know how to make it more. And what? I think it is hygienic. Yeah, enough. Because one of the worries that I would have is does contaminate each other, but it's not possible. Something could arise that I fell off of. Didn't even fall in the cup that is still there. Yeah. If that happens enough, then that can get less hygienic, of course.

**Xueqing:** [00:23:43] And how do you feel about the the dropping pieces on the table?

**Participant 20:** [00:23:48] So yeah, exactly. That will be less so also because it could go into the the way and that would be. I would just put something to clean it next to it so that people can choose to clean it themselves.

**Xueqing:** [00:24:14] Yeah. I do think there will be some steps or at some moments could hinder you from using it or stop you. A system?

**Participant 20:** [00:24:25] Yeah. I guess that is what you just said. If it looks very dirty, then that would stop me from using it. And if it seems broken. But not as it is now. No. There is no reason to stop. To stop me from using.

**Xueqing:** [00:24:48] Okay. Then if this one, this system is available in our supermarkets, would you use it?

**Participant 20:** [00:24:58] Yes. Certainly for the first time to try it out. And also. I would just do it for losing of using less packaging. So that is already reason enough to use it.

**Xueqing:** [00:25:23] That's to reduce the packaging, the plastic waste you need to bring the containers every time when you go to a supermarket.

**Participant 20:** [00:25:37] Oh, yeah. I didn't even think of that.

**Xueqing:** [00:25:49] Yeah.

**Participant 20:** [00:25:50] Nowadays when I go to the supermarkets and we try to use the same bag for, for fruits and stuff and I sometimes think, oh no, I didn't bring it and I have to buy another plastic bag. Yeah. I guess that could happen here with this system as well. Yeah. But if there are enough products that goes through the system, then it is become such a big part of the shopping. Then you wouldn't forget it anymore. So that would help. Yeah.

**Xueqing:** [00:26:32] Yeah. Okay. Today we only provide you with six products. But actually, as you can imagine, there are a lot of other product options and could be used in this system. So now we can jump out of these six products and think about the other possibilities. For example, for which kind of products you think this system is useful or suitable in your daily grocery shopping?

**Participant 20:** [00:27:01] Everything that is dry, I think. So that is the first thing that came to my mind. I guess also because of the coconut cookies, it's every kind of cookie that I like to eat. And then, yes, all the rice, lentils and stuff. I don't know if it's. Be good for that potatoes. But maybe that is not good enough for this. What else do I eat? Yeah. I don't know what the English word is. No, if that would work, because it's also about being more vacuum packed. But we sometimes eat stuff. Bread that is in plastic. So. Non bread you can buy in the supermarket. That isn't a plastic thing, but I don't know if that would work.

**Xueqing:** [00:28:36] And why do you think it should be tried for? You mentioned it, right?

**Participant 20:** [00:28:44] I guess because of all these are dry and because if it is wet, then it would get mushy or it wouldn't be. You can't keep it that long. I think. Is that true?

**Participant 20:** [00:29:08] Yeah, well, now that I think of it, not a lot of things can go in this because most fruits and vegetables and meats that I eat can't go in it. And then milk and juices, those things can go in. So it's. Yeah. Only the starch stuff that I eat. So lentils and rice and stuff. And cookies and candy and that kind of stuff. That's what I can think of.

**Xueqing:** [00:29:41] And how do you think about the non-food product?

**Participant 20:** [00:29:47] And like what?

**Xueqing:** [00:29:51] Some. Such as a cleaning powder or dishwasher tablet. Everything you think you could refill.

**Participant 20:** [00:30:05] That's interesting. Yeah, because all of those things are already in the supermarkets. I normally don't buy those though.

**Xueqing:** [00:30:16] Detergent? Yeah.Shampoo?

**Participant 20:** [00:30:19] Oh, yes. That would be that would be great, I think. And so for the washing machine, not so much because we already use paper. I guess it could also be you. Yeah, all those things. I guess all those things could work. But then you have a lot of packaging that you bring with you to the supermarkets. So I don't know if that will be too much. So I think I would choose what kind of things I would want to get from the system. And then the others still just. Yeah. Packaged by the supermarkets.

**Xueqing:** [00:31:19] Do you have any ideas on what kind of product you would prefer to use the system? And for the others, just the normal.

**Participant 20:** [00:31:39] I think because I already feel the worst about stuff like candy and chocolate and cookies, because then there is a lot of plastic around that that I would use this for the most. And then because I would already be with the foodstuff, I would just go for other foodstuff and I think I would forget about the shampoo and and that kind of thing because I will just use it less and then I will forget it. It's more easily for me to forget the packaging from home and then. Yeah. Yeah.

**Xueqing:** [00:32:31] And do you think the system offers benefits for the environment? After, you know how how it works.

**Participant 20:** [00:32:40] That's a weird question. Yeah, I think so. But that's also an interesting question because I don't know how it gets here, how the product gets to the supermarkets. Because then it still has to come in packaging.

**Xueqing:** [00:33:07] I think this one, yeah. You can see a lot of the containers they have.

**Participant 20:** [00:33:15] So that's how it gets to the supermarket. Okay. Well. It feels like it's still very efficient. You don't lose a lot of space. And it needs to travel anyway. Yeah. Well, I guess that, yeah, it would still help. I have no idea how much.

**Xueqing:** [00:33:44] I don't have ideas either, but let's consider this one after you finish it. You still need the transportation to get the empty containers back to the factory.

**Xueqing:** [00:33:57] And the factory. The producer will refill it and send it to the supermarket.

**Participant 20:** [00:34:04] Otherwise it would not have to go back. Of course.

**Xueqing:** [00:34:07] Because this one, both the big containers and the small caps are all reusable. So this one should go back to the factory and they clean it, repair it, and refill it again.

**Participant 20:** [00:34:24] Yeah. Sounds good. But difficult to know how much difference that will make.

**Xueqing:** [00:34:39] And so as consumers, how do you feel about the environmental benefits of the system?

**Participant 20:** [00:34:47] It feels like it works because as a consumer you use less packaging, so you can actually feel you are super close to the environmental benefits. So you feel like it does a lot. Or in my case, I think it feels like it does a lot. So yeah, good.

**Xueqing:** [00:35:23] And as you know that when you will, you said you will keep using it. And so could you imagine how many times you will use it, or at which moment you will decide to return it or replace it?

**Participant 20:** [00:35:44] Not at all. I think I would just use it for years and then I would just put it. I would clean it myself in the washing machine and then use it again so I would not return it.

**Xueqing:** [00:35:55] Oh, but this one couldn't be put into the dishwasher.

**Participant 20:** [00:35:59] Oh it can't.

**Xueqing:** [00:36:00] Yeah. Because there is a chip on the. Oh so you always clean it by yourself.

**Participant 20:** [00:36:08] That's a shame. That already puts me off the bed of using the system at all. Um. But in. That feels bad, but that makes me feel like I would just not use it at all then.

**Xueqing:** [00:36:37] So this is an important consideration for you to that you can put it in the dishwasher.

**Participant 20:** [00:36:44] Yeah. And therefore that you can keep using it. I mean, otherwise you can clean it by hand. But I wouldn't do that so often. So it would at least change how much, how many of them I would use. So maybe not completely I wouldn't, because if there are something like rice in it, then you don't have to clean it that often because. So then that would come in consideration. How long can how long do can I use it until I need to refill it.

**Xueqing:** [00:37:25] And after several reuse cycles it perhaps show some cracks or the little damage on the surface of the cup. And how do you feel about this kind of signs of usage?

**Participant 20:** [00:37:43] For myself. I would not be a problem, but I would think or ask myself if that would if they would take it back still, if it would be just a little bit damaged.

**Xueqing:** [00:37:58] Yeah. Yeah. It will be take back and clean. Received. Received means to use the label to save. The. The date with the cup so will still be reused if there are only the little damage.

**Participant 20:** [00:38:18] But I think that those kind of damages comes over half a year, a year or even longer. So you would have it a long time for by then, and then I would not mind it at all.

**Xueqing:** [00:38:31] But what if the damage are not made by yourself, but made by the previous consumers?

**Participant 20:** [00:38:38] So if you get a new one and then you see that it is a little bit damaged, that I would not be happy about. No, because I. Even though you do know that it is reusable and therefore it has been used by someone else, you think like how can this have happened? It should be a new thing because you are so used to only buying or getting new stuff. And I would take another one. Yeah. So I guess.

**Xueqing:** [00:39:20] So. Do I mean that perhaps you will compare all the containers.

**Participant 20:** [00:39:24] The.

**Xueqing:** [00:39:26] When you are selected cups.

**Xueqing:** [00:39:32] Okay. We can move to the next section. And so besides the system that you just used today, there are also some other system. Also, they also encourage the consumers to reuse the packaging, such as what you can see here. I provide I prepare three examples and the first one is called loop. So in this one, the producer, they will pre-filled the product in the metal package. As you can see in the image image, it could be the food product or non-food product. Perhaps also have some clusters, but most of the packaging metal package. So for this one, as a consumer, you also purchase the product in the supermarket or in the store with a small deposit for the metal package itself. And then after you've finished the product inside, you can return the empty package in the supermarket and get your refunds. So this one, you couldn't review the things. The producer, they will review it as you just use it.Return it to a refund.

**Participant 20:** [00:40:51] So when it is when it is empty, you bring it back and you get a new packaging with that is already filled. But you say that you would have to pay for the? OR that you get a bit of money back for the packaging.

**Xueqing:** [00:41:06] Just pay for the product.

**Participant 20:** [00:41:09] Okay. I would not be happy with that part.

**Xueqing:** [00:41:14] Why not?

**Participant 20:** [00:41:16] Because I guess that is how it works. So we have a beer shop here in Delft and you can get a half liter bottle, glass bottle, and you can borrow that for next amount of money and then bring it back. And then you can bring back the bottle and then you get another bottle back that you can take home, but and then you get the money back and then you pay. I guess it is better because what if you want to buy something else? No. Maybe this system does work better. But I was thinking was I don't want to have to pay back. And then I buy a new thing where I have to pay just a little bit more. I want to say, okay, don't want to have the money back because I'm already going to buy a new one.

**Xueqing:** [00:42:09] Oh, yeah. Yeah. So I mean that you don't get the money back and you still can get another one, so it's paying you it. Yeah. Yes. And for this one, there are also a difference between the loop and the system is a loop. They have the brand information and the visualizations on the package itself. But there are no brands information, only the simple product information on the label.

**Participant 20:** [00:42:44] This is not part of the research in the supermarket would also be without label.

**Xueqing:** [00:42:51] No, in the supermarkets they will have the brand information system but not on the cup.

**Participant 20:** [00:42:58] Oh yeah, yeah, yeah.

**Xueqing:** [00:43:00] That's one difference. Yeah. Yeah, but for this one, you don't need to clean it. You can just return the empty package.

**Participant 20:** [00:43:11] I guess.

**Xueqing:** [00:43:14] And the for the middle one. I'm not sure if you have heard about it. It's existed in the Netherlands and the producer. Will you look at your food product in the cluster and you can choose to order them online or you go to the physical store to get the food and still you need to pay for the deposits, pay the deposit for the cluster, and after you finish it, you return the empty pot. You can you can return it through a pickup service. So you don't need to go to the store. You can also choose to return it to the store by yourself. And for this one, the difference is the use of glass as a material of the package. And all the products are food product through codes. And the same thing is they also don't have any information on the cluster. You will only know it when you buy it. And they have the product information on the top of the the lid, but without the brand information. That's how this one work. And the first one and the second one, the love and control. You always need to pay the deposit and return the empty package and get the refund. But you couldn't refuse the salesperson. Perhaps for the report, you can review it. But then you need to bring the glass jars to the store. Feel it in the. And the last one is a cover. And for this one cover, they have their self owned product and you just. Purchased by one from the supermarket as what you normally do. And after you finish the product inside, you cover providing an option to review the same product in your original package. Since that means if you buy a detergent, then you finish it and you can use the same package to refill one bottle of the detergent.

**Participant 20:** [00:45:49] What is the difference between this and this system? Except that this is, of course, one only one kind of product.

**Xueqing:** [00:45:57] And that you cover for your cover. There are no extra packaging for you to use. You just buy one detergent, which was already in the supermarket on the shelf. And you when you finish it, you can use the original packaging to review it so that it's not like this one. You need to borrow one cup in the store and fill it for yourself. So a little bit different on the cover because you already have the branding information and the product information. So you could switch between the different products and use the same. So this story are very similar, but a little bit different system. And my question would be, have you ever bought or experienced any kind of reusable packaging in your life?

**Participant 20:** [00:47:03] Yes. And none of these.

**Xueqing:** [00:47:05] Yeah. The other like the beer bottle?

**Participant 20:** [00:47:09] Yeah, exactly. That's one of them. Yeah. And we normally use Ecover, but I've never seen the refilling.

**Xueqing:** [00:47:18] Yeah. It is not in Delft, perhaps in the other cities. But I heard they have some refill stations in the Netherlands. I don't know.

**Participant 20:** [00:47:29] But I would use it, I guess if it's a because I already used that brand.And then the beer bottle and of course candies and nuts and that kind of mostly nuts that I did see in the supermarkets and I sometimes use.

**Xueqing:** [00:47:52] So for your cover, do you think you will refill it if we have the station in Delft?

**Participant 20:** [00:48:00] But then through the system, you know.

**Xueqing:** [00:48:03] No through the system they provide.

**Participant 20:** [00:48:04] Yeah, yeah, of course. I don't see why not.

**Xueqing:** [00:48:12] You need to bring your empty package when you go to the supermarkets.

**Participant 20:** [00:48:20] Yeah, but that would be in the case. The same case here as well. And. It feels much better that something that you've always thrown away that you can now reuse. So, yes. That would. That is perfect. I think. I think out of all of these, that one Eover one is the one that I used.

**Xueqing:** [00:48:56] Yeah. Maybe also because you already use this product.

**Participant 20:** [00:48:59] Product.

**Xueqing:** [00:49:00] If you didn't use it.

**Participant 20:** [00:49:03] That much less so, I think.

**Xueqing:** [00:49:08] Like some other brands, which you never know it. And then that brand provides you the system like Ecover, you will switch the brand from the Ecover to the other one?

**Participant 20:** [00:49:22] That's a good question. I think it also depends if I knew the brands already and if I thought it was good or not so good. I guess if I thought, well, I normally use this one, but that one is also okay. And now they have that system. Well, my brand doesn't. Then I go to the other one.

**Xueqing:** [00:49:53] Okay. Then how do you evaluate these three solutions in terms of the the the solution they offer in comparison to the new system? Do you see any specific points or.

**Participant 20:** [00:50:17] From the loop one. It feels great to not use plastic. I guess. Of course, it's also heavier, a lot of them than that it would feel still feel great, but I don't know if I use it as much. Um. I like this system more because you can fill it yourself. I just like that idea. If I could choose how much I put in my packaging myself. Yes. And Pieter Pot. Hmm. Yeah. The thing of course the biggest difference I think is that they come by to get the packaging. But I don't think I like that. I have to go to the supermarkets anyway. It doesn't really matter. Of course you can't forget it then. But then you have to be at home at that time. So I don't think that that would be better. So it's fine how this system works. And then still it's glass. So it's still nice and plastic. And the branding, I don't really care. Now, I do like this because it's like in the middle of the first one, the loop and this one because it's the branding is not all over it. But you do have a sticker on the top and then you if you use something that you have for so long and you're just kind of rice, what's that again? Oh, jasmine rice. But of course, it does say here. And so you still don't need the branding. I think I wouldn't care for the brand, no, and that Ecover is perfect for me. So but I don't think that would work for this system because then you. Yeah. Because everyone uses a different brand so you can't say, okay, we have got to system for every brand that is in the supermarket. So we've got ten coconut cookies. So no, that would not work, I think.

**Xueqing:** [00:52:53] And why do you think the metal and glass are better than plastic?

**Participant 20:** [00:52:58] I don't know if it is better environmentally, but it feels better. Because plastic is considered to be less good for the environment. Even if I don't know if it really is, and because you're using it for that reason, for the environment, it feels even better if. Yeah. It just adds to that feeling.

**Xueqing:** [00:53:34] Could you elaborate what kind of feelings? Hmm. What make you feel? The plastic. It's less better than the other materials.

**Participant 20:** [00:53:51] Because what the reason why we want to use it is because you want to lose use less plastic and then you still have the plastic in your hand, you're still using it. And yeah, it feels like you're not doing enough for the environment. Yeah, well if you've got glass or metal, even though as I say and that feeling is less so. And no, I don't even know if that's true.

**Xueqing:** [00:54:30] Okay, we are almost done. And, uh, do you have any other thoughts or ideas or whatever we want to add to the system you used today?

**Participant 20:** [00:54:45] And. I guess, but I don't know if that's going to change anyway. Some of the pictures I like less. The crackers do not look tasty. Neither do the coconut cookies. And the other ones are fine. So that's more on the design part, I guess.

**Xueqing:** [00:55:18] Yeah. In the real market, the images will be much closer to the the ones we get from the supermarkets because this one we remove the branding issues. So the company trying so hard to find what kind of suitable image to put on it without the any branding information. So they decide to use this kind of product in a board.

**Participant 20:** [00:55:48] So that is already going to change. So that's fine.

**Xueqing:** [00:55:53] So the supermarket would be much closer to what we get from the supermarkets. Yes.

**Participant 20:** [00:56:00] I guess that also if I don't know how that would be, but if you have a specific brand of crackers in this machine, but next to it you've got other brands of crackers that are not through the system. But what if you do not like the brand that is in the system and you do like the brands that are not in it?

**Xueqing:** [00:56:23] Yeah.

**Participant 20:** [00:56:24] So then. Yeah. I'd like it if everything in the supermarkets that could go through the system went through the system. So we don't have to choose anymore. You just have to use it. That will be good.

**Xueqing:** [00:56:44] That will be a declaration for consumers to buy everything from the system. Perhaps in the future. Thanks for sharing your time with me.

**Participant 20:** [00:57:00] No problem.

**Xueqing:** [00:57:01] I enjoyed the pleasant conversation with you.

**Participant 20:** [00:57:03] It was interesting.