# cut 26.mp4

**Xueqing:** [00:00:01] Maybe then I can.Let you know how it works because we are we will discuss about the concept of the system rather than only use it. So after you it is correct. Then you have one small cup.And you want.To choose the natural case and then you just just press here and then the logical case will come out.Yes. So after that, you put it on the scale.

**Xueqing:** [00:00:35] You already know the whole process, how it works. And then it will show you the press and the product information and then it give you a label to stick the cup on the surface of the cup. So after that you can just pay as the cash. And for the example.And. If you want to use your self container, then it's just a little bit difference. You need to weigh your container first.And then. Tear it to it means to reduce the weight of the container. So it will show you the. It's zero. And after that, you choose. Why this color is not different.

**Participant 26:** [00:01:26] Nothing pushed.

**Xueqing:** [00:01:32] Yeah.

**Xueqing:** [00:01:38] So self container and after you you can choose directly. You don't need to tap it because there are no chip on the button. And after that it's the same same process. You wait and you get the label to. To make the payments that cash.

**Participant 26:** [00:01:57] Do you have to put the label your self container? Oh, yeah. Can you hold it? Because I don't think if I would like a label on my self container.

**Xueqing:** [00:02:10] You mean you don't want to have a label but you how to pay it?

**Participant 26:** [00:02:15] Yes, but sometimes when I buy fruit or something, I just hold the label on my fingers and then scan it. So you don't have to put it on your container. Because sometimes these things are too sticky and they are going to get it off the container. Yeah, yeah, yeah.

**Xueqing:** [00:02:36] You can use that only for the payments. So normally when you want to buy the fruit or the vegetables, you always just stick it on your finger and.

**Participant 26:** [00:02:49] Yes or on my phone or something. And then I say, like, here, this is my. Yeah, yeah, yeah.

**Xueqing:** [00:02:58] Yeah. You can do that as well for this one.

**Xueqing:** [00:03:03] But do you think that will be a problem if you buy a product and then you don't have any product information? If you want to buy the rice or the coffee beans. And after you come back home, you maybe you don't know when did you buy it or what kind of coffee bean?

**Participant 26:** [00:03:29] How long it's good? Like when it's.

**Xueqing:** [00:03:33] And for the coffee beans and Rice, maybe it's. Half year or even longer.

**Participant 26:** [00:03:40] Yes. That's not a problem for these products. But there are some products with a streak the way you can use this. I think because. Is the. Shelf life. The shelf life of food is you have to know it. So if it's not on the label, you write it down. But you're going to forget that because you're in a supermarket, you're not going to think about the shelf life. Yeah. So that's maybe. Can you put more than one product in a same container? Is that possible or. I'm not stupid. I don't think it's a good idea. But there are some people who think that's a good idea. And how is the machine then going to know what should. How much? Yeah, yeah.

**Xueqing:** [00:04:59] Yeah. Actually, now you couldn't mix the product in one container because after you, after you press that if you used this kind of cup, you already have the chip, but.

**Participant 26:** [00:05:14] Then you can chip the thing again.

**Xueqing:** [00:05:17] You couldn't change it because you already have it. And that means the dispenser will be unlocked and the other. The other dispensers are still locked. And you couldn't.

**Participant 26:** [00:05:30] And again, at the same time, forget.

**Xueqing:** [00:05:35] So now it is designed for the same product that makes it. But yeah, I understand some people really want to make the products by themselves.

**Participant 26:** [00:05:48] How are you gonna be fence to people stealing this products? Because when I use my own container and I fill it with coffee beans and I don't make a label, I can walk out. Yeah. Well, whether it's a label is something. It's like. Is done. It's the ownership of the supermarket when there is a label on it because but when there's no label, it could be that I already bought it three years ago. So how are you going to prevent people from stealing?

**Xueqing:** [00:06:31] It's very hard to prevent the same as you want to buy the fruit from the supermarkets. Yeah. So if you don't really get the label, then it's very easy to steal it.

**Participant 26:** [00:06:50] There's no evidence. That's true.

**Xueqing:** [00:06:54] Yeah, yeah, yeah. And for this kind of problem also considering. Yep. I know. I'm not sure what kind of system you are.

**Participant 26:** [00:07:10] Problem is a little bit that we're not skilled enough to program these and we want to make it a little bit work like it has to show what it's like, but that's not right. So we have to contact. Father of one of the teammates. We don't know if he wants to help, but we hope so. So we can program it and make it work. But we are bound to choose for a display system like this. But if we if the thought are good and help us, then we're going to choose a job just so we can make it like we want a working prototype. But for not that's. So we have to work with the things we can. Yeah, that's true. Yeah. So I think this is what we want. If we can get it. I don't think so. Yeah. And our system is, like, difficult because we want that. You can put things together. You want granola, but you also want chocolate. You can put it together. And this is just one product. And then when we want to mix things together, it's hard to get a good label on it. Yeah. Yeah, because chocolate is more work than granola or anything, so. It's hard to put the right label. Yeah, that's true. If you fill your container full with chocolate. And it's expensive and granola chocolate. So that's our problem. And we are not. In this time, we don't know how we can solve the thing. You can make. Well, yeah. Yeah. If that will work, we maybe should. Get the. If you have two products and then in the middle of it like that is maybe the thing we need to do. So if you that all products are equal in price, you can just use the way. But. That's a guy that's kind of difficult also because some things are heavier. Yeah, yeah, sure. So if you measure it. Yes.

**Xueqing:** [00:10:07] And how do you feel about this kind of system if if this is in our supermarket?

**Participant 26:** [00:10:14] Well, I think it's a good appearance. If I would say this, I would be interested in what's in it and how it works. I don't like this product, so this one I wouldn't use, but I will use it. I don't know what happens. It's what happens on it today.

**Participant 26:** [00:10:39] Or what are red lentils. Yeah.

**Xueqing:** [00:10:46] Yeah. It's kind of small red beans. When you. That is not normal in the Netherlands because this was company come from Czech Republic.

**Participant 26:** [00:10:57] We do have lentils. Right. That's right. Yeah, but I didn't like. I don't like. Oh, yeah.

**Xueqing:** [00:11:08] Now, do you think what kind of product that you would like to buy from.

**Participant 26:** [00:11:14] In the supermarket. They now have nuts. And. The breakfast or the thing what we are going to do with granola. And the thing is, I think one of the most suitable products for this kind of system, because all the packages in the store are not that beautiful and it's not. They have weird combinations. I. Once last week i. Each one of them with the silicone, strawberry and chocolate. Yeah. I was. But my thing. But we have to eat it for our projects we can. They offered us a choice between sort of. Different flavors and we could give our opinion is they are going to make us choose, but we can give our opinion. And this one was lost. It's not edible. And it's for in the morning and I don't in the evening. Okay. I can eat it I think in the morning. No, it's not for breakfast. So yes, I think for that kind of rice or macaroni, it's also possible. But I think there are the fish in the supermarket are the first. Ah. Also good. I don't think there is a system needed for these kind of products, but it is possible to put them in this kind of system. Further. I don't know, because you have to. But, uh, shelf life in. Like. Cheese and all that kind of stuff. It's not do have to be in school. Yeah. And I don't think that's going to work in this kind of system. Yeah. So you have to put long shelf life products in the system is what I think.

**Xueqing:** [00:14:24] And do you think it should be the dried food or also maybe the liquid liquid.

**Participant 26:** [00:14:31] Fluids liquid is possible. They have in the or something like that with some Coca-Cola sprite and you can put it in your. jars, and that's possible. But I think it's hard to come to a good price for the products. Yeah. Then you also have to work with the weight, I guess. And I can understand that people already ship it and then put it on that. So there are some difficulties, but I think it's possible to do it with liquid. But I think this is more like how you can put it in a supermarket.

**Xueqing:** [00:15:27] And how do you think about the non-food product, which I note, because now we are discussing the food product. But besides. Food product. Like. Some shampoo or some detergent and soap.

**Participant 26:** [00:15:48] I think that's a little bit weird. I do think it's food like this kind of thing. And you can do it. Like, how are you going to put it in a thing? How is it not going to flow over? How is it not going to? I think there are a lot of difficulties because it could be next to the thing. Yeah, the shampoo packages are not suitable for this kind of stuff because this is a lot smaller than that kind of perhaps dispenser.

**Xueqing:** [00:16:29] Can change the shape of the opening part.

**Participant 26:** [00:16:34] But it has to be like this is really small. Yeah.

**Xueqing:** [00:16:40] But I do think that kind of idea could work for the shampoo if we change the design element of it. Oh, I only had to refill your shampoo after you finish it.

**Participant 26:** [00:16:57] I think I would use it, but I don't get. What about why? Because it's like. It's hard to explain, but I won't use a shampoo dispenser. Maybe because it's a little bit weird. The others used the same. dispenser with your soap. Are you going to wash that with bacteria? So it's kind the bacteria aren't going to be a problem, but it's kind of weird to think that other people use the same dispensers.

**Xueqing:** [00:17:44] Yeah, but for for food, you feel it's okay. It's also. Yeah, it's a food. Maybe there are more bacteria issues because you need to eat it. The shampoo, you just use it on the skin.

**Participant 26:** [00:18:04] So. I only know that the German.

**Xueqing:** [00:18:14] I'm sorry. Couldn't speak German.

**Participant 26:** [00:18:26] Ideally the shampoo has to be clean. And I don't think.

**Xueqing:** [00:18:32] Maybe I can show one example. Actually, there are or maybe you already know this brand. It's Ecover. I don't know. It's a British brand. The Dutch brand. But I saw some of the of their products in our supermarkets and everywhere. Yeah. And they, they know they already launched one system which lets them consumers to refill the shampoo or the detergent product after they finish it.

**Participant 26:** [00:19:07] Yes. I think it's a little bit weird. It works, but it seems like it. Please try to compare the system as well.

**Xueqing:** [00:19:21] That way we will use it when we discuss about similar systems.

**Participant 26:** [00:19:38] Yes. I remember a lot of people. A lot of people when we told them we're going to do this project the most, as you mentioned.

**Xueqing:** [00:19:51] And how do you feel about the pieter pot? What's the solution they offer?

**Participant 26:** [00:19:57] It seems like they are doing with the bike. And that's kind of necessary because other it's just. If you're doing good car installation. It is. As bad as the packaging show that's. For him. Benefits and so systems and bring it with a car. And then I'm like, Why? It's not going to help. If you're well, if you're riding electric car. But they are doing it with diesel cars. Just as bad as the beverage. And they're using glass. That's we had a talk with another expert she told us, glass is good. Glass is perfect. Good and glass is good because you can reuse it. It looks great and that kind of stuff, but it's just a lot of energy to make and to reach out and that kind of things. So that could be another material. But I don't. Can think of it right now. And this is something new.

**Xueqing:** [00:21:38] I don't know if you heard about it. It's not in the Netherlands. So this. One, as you see in the in the picture, they use the metal as a material for the package. But they still keep the same ship and same. The visual of the time. You can see them have a gas or some love and love you. I love beauty so much. So shampoo. And it's very close to the packaging that we can get from the supermarket. They just change the material of the packaging itself. And for this one, after you finish it, you can return the empty package to the supermarket and get a refund in return. Same. Same as returning the bottles after you finish the. Yes. So these are very similar examples. But yes, maybe. Each of them have some benefits, some barriers, some disadvantages. Yeah.

**Participant 26:** [00:22:55] I think they will be their disadvantages to. Mine might have a light.

**Xueqing:** [00:23:06] Yeah, yeah, yeah. Yes. Why? Why do the same people want to use the pieter pot or is there any way.

**Participant 26:** [00:23:17] I would use it? I'm not doing it. So I, uh. Well, I don't live, I think. I don't live in the space where pieter pot is in. Yeah. Or speed or. If brought us local rice and local. You mean where they can deliver or where.

**Xueqing:** [00:23:58] They can deliver to? But I think the can deliver. On every city. The Netherlands.

**Participant 26:** [00:24:08] Too much. Yeah, but.

**Xueqing:** [00:24:16] I found one same thing which Peter bought and also the MIWA system that they didn't have any information on the package. So, yes, just continue with the product.

**Participant 26:** [00:24:32] Yeah. I think that's one of the. But yeah.

**Xueqing:** [00:24:36] So do you think for you, the branding or the product information will be very important?

**Participant 26:** [00:24:43] I don't think so. I can understand that there are people want to know what's in it because my uncle is allergic, so I have to know what's in the product. Otherwise I can use it. So for some people, it might be difficult to buy something with no label on it, but for me personally, it's not a problem.

**Xueqing:** [00:25:15] So you are the shopping. You will judge the product from the appearance of the package or you think it's no differences. Do you think that the design of the package itself or the appearance, the visual on the packaging is important for you to decide which product you will buy. So maybe some very beautiful.

**Participant 26:** [00:25:45] Dish will die, if doesn't makes a difference. No. I want my rice. I get my rice. Yeah. For me, it doesn't make sense that it would like that. I wouldn't buy it. And if it looked like that, I would buy it. It's not for me. It's not important. But there are people who like to put it in their house and look fantastic. So I can understand that people that would like to have a nice appearance, but that's not a problem. Yes.

**Xueqing:** [00:26:26] And for for this system, because there are actually three solutions. How you can use the. First wise, you can use the cup, this kind of cup, and you can keep reusing it to refill it every time. This is the first. So I love the way you use it, but maybe you return it next time.

**Participant 26:** [00:26:51] So refill or return.

**Xueqing:** [00:26:57] Yeah. And the third one is you can choose to a self container. So how do you feel which which solution you would prefer to use? Well.

**Participant 26:** [00:27:07] Not everybody has a self container, so I think it's good to. You should have a backup, something like that, because if you forget it, sometimes you still need product. You have to the possibility of buying it. So you have to have a container and then I think a combination of the refill, but I think it's a combination of all you can refill with a container of the supermarket, you can refill your own, you can return it if you don't need it anywhere. So I think a combination of all of this the most. So you have to drive people to do it. You have to. And if they don't like getting back there, they forget their containers because they think, yeah, I just got a new one, then it's not working. So the drill is the possibility to return it and get your deposit is, I think necessary because otherwise you lose so many fish and they are standing in everybody's houses. But then you're making instead of paper or plastic packages, do you make hard plastic? Not that it's not good for the climate to make these things. Only if you reuse it when then you don't have to remake it every time. And if the things are going to stand everywhere and not going to come back to the supermarket, then they still have to remake these things. It's just as bad. So I think the waste return option is necessary. It's also kind of bullshit, but, uh, if you have a cup, you want to reuse it, refill it, and you can do that because you have to return it for your deposit and then you have to buy another one. So I think the three all need to be there possibility to be good.

**Xueqing:** [00:30:08] So this kind of package after the people return it and there will be the empty package will be collect, collected and then deliver them to the factory and then the factory it will be cleaned and resealed. So it's not will be recycled directly, but they will be cleaned and sent back to the supermarket. Yes. So so that means when you pick up one package, it's perhaps already be used by the previous.

**Participant 26:** [00:30:42] But it's cleaned.

**Xueqing:** [00:30:44] Yeah, it's cleaned.

**Participant 26:** [00:30:45] So I don't think that's the problem.

**Xueqing:** [00:30:47] Okay. Maybe there are some little scratches or some signs of usage on the surface of the cup. And would you think that would be a problem for you.

**Participant 26:** [00:30:59] If the system is good explains and they explained that it's cleaned and that kind of thing with by the company for the supermarket and it's I think the most people wouldn't have problems with it.

**Xueqing:** [00:31:15] So you think to have some communication or some explain on the cup, on the cleanness of the Cup, what importance for consumers to know it is already cleaned. Yeah. I think we're already out of the time because of the machine doesn't work. So we spend some time on that. Yeah.

**Participant 26:** [00:31:41] So you're next? Uh.

**Xueqing:** [00:31:45] No, actually, you are the last one. I already finished the 26 participants in the previous weeks, but because all of them are from the the consumer panel of our university, so they are quite a bit old. So I also have some young participants.

**Xueqing:** [00:32:06] So it's very good to tell you how I am. Yeah. Yeah. May I ask, how old are you?

**Participant 26:** [00:32:12] 17.