# cut 8.mp4

[00:00:07] This one does not work

**participant 8:** [00:00:10] Because I think I have to choose another one. Appropriately, I can only choose one. So now I have to pay. Or how does it work?

**Xueqing:** [00:00:57] Yeah. Do you need any help? No. Yeah. Ok, what's the problem?

**participant 8:** [00:01:03] Because I ask my my. And I cannot go to the next step.

**Xueqing:** [00:01:18] What is showing on the screen?

**participant 8:** [00:01:20] Oh, it starts all over again. Because I have this one and I weighted it, but there's not a next step how I can pay.

**Xueqing:** [00:01:36] Ok?

**participant 8:** [00:01:38] Because I think the problem is I have also another one. Yeah. And this is not possible to put on right here. Yeah.

**Xueqing:** [00:01:48] Ok, maybe now you can try the second container, the big container and do it again. Yeah. Here. This way, you can fill whatever you want.

**participant 8:** [00:02:02] Yeah. Now I can pay, yes. Because I was struggling with those two cups. Yeah, because I didn't see the option to print the label. Ok, yeah, OK. Yeah, but now but now it works, then

**Xueqing:** [00:04:58] Try your own container. Yeah. Ok. Yeah. Do you want to try again for the small cup? It's why you don't have the label on it.

**participant 8:** [00:06:19] This one, you mean? Yeah. Yeah, because the problem was I was pushing the button and there was much more. Yeah. But what I did with this one, it's been very slowly and I pushed this more to the right. So I think this gives more advance. So maybe for this one, I have to. I see. No, I think this is. I can try another time.

**Xueqing:** [00:06:56] You can try again.

**participant 8:** [00:08:21] Ok. No, it's better. Yeah. Yeah, because I think it was overly switched of make useful for a big one. But I have no idea

**Xueqing:** [00:08:35] What's function do you think the lever?

**participant 8:** [00:08:40] Yes, I think this is to choose. I see here a small one and a big one. Yes. So I think this then I used for the first time, it was on the big one. Yeah. And it was too much for the small cup. And now I put it here and now, but it's still not when I want to fully use the cup. Yeah, that didn't work. I choose this one and I push the button here and it got this. But then I wanted to fill more because it's half full now. I could not push the button again. Yeah, that didn't work. So you can push only once. Ok. That's what I understand.

**Xueqing:** [00:09:38] Yeah. So I will let you know the truth. Actually, the You saw the icon on it, you think it is a big and small. Yeah. But that one is actually not that meaning. It's actually the logo of the company. So is have no relationship with the dispenser itself.

**participant 8:** [00:10:03] Ok.

**Xueqing:** [00:10:03] Just show the logo of the company. And when the filling process is not smooth, that means the product is stuck inside. So you need to shake the lever to make it work smoothly.

**participant 8:** [00:10:18] Ok. Yeah, yeah, yeah. But still I do not understand why. The first time I got too much because I think this was for this one. And when I did it again, it was better. Yeah. So and I only used that switch. It has not a function, as I understand you correctly. So I still do not understand why I got so much the first time.

**Xueqing:** [00:10:57] You think the amount is relative to how you shake the lever? Right? You think they have some relationship between the lever and dispenser.

**participant 8:** [00:11:07] Yeah, the second time, it works. And the first time I did nothing just put the cup at the light. And then after that, I could use it. Yeah, but I had no option to choose. Yes, because I would think when I scan the cup, the sensor knows it's a small one or it's a big one. Yeah, it's OK. Yeah, but somehow it gets me too much. Yeah, yeah, because it did not fit in the small cup.

**Xueqing:** [00:11:52] Ok, then we can start the discussion. We already started the discussion. Yeah, yeah. What's your general opinion regarding the system?

**participant 8:** [00:12:07] I like it because I think we use too much plastics. Because at home, I always buy those big shower gel or maybe one liter? Yeah. And then I buy a small one and then I will fill it because that's not so much plastic, because otherwise I have always small ones. I through them away. I buy another small one. And so on. So I also buy big ones to refill the small bottle. So then I use less plastic. And that's also what I see here, because the cups we used and I really like it.

**Xueqing:** [00:13:08] Ok. And if you could use three words to describe the system, what would you say?

**participant 8:** [00:13:18] Sustainable.

**Xueqing:** [00:13:24]

**participant 8:** [00:13:25]

[00:13:26]

**Xueqing:** [00:13:33]

**participant 8:** [00:13:34] Efficient, efficient. Yeah, because I choose what I think I would use, because for other products, I have to buy the standard size which the supermarket sells. And now I can choose whatever I think I will use. So I think that's efficient. Yeah. Yeah, and I think it's nice, I like it.

**Xueqing:** [00:14:07] Nice. Yeah, yeah. Right. And how do you feel consenting to solutions that you experienced? One solution is to use a MIWA smart reusable cup and the other one is to use your own container. How do you feel about those solutions?

**participant 8:** [00:14:25] Yeah, I like it because I have, I think, five or six different sizes of this one. So also for weed and so on. So, yeah, it's already in this in this cup and it's nice to reuse it. And then I need more. I can also use these ones. Yeah.

**Xueqing:** [00:14:49] Which one would you prefer to use in your daily grocery shopping?

**participant 8:** [00:14:56] I think this one, because it fits in my kitchen. Yeah, because I have a at war with all those, all those containers. So yeah.

**Xueqing:** [00:15:10] How do you judge the different steps when you when you are exploring the system, such as for your first glance? How do you feel about the system?

**participant 8:** [00:15:21] I think the system works well, but I had some problems at first with scanning the the chip on the bottom. So maybe the first time it's good that someone is nearby to help. But yeah, but you saw when I did it for the second time, it worked well. I could print a label. And that's fine. So I think it almost explains itself. But when you have something like I had too much for the cup, then yeah, I would need some help because I could not print the label because I was going back and forward to progress with the second cup. And that's why I didn't see how to print the label.

**Xueqing:** [00:16:19] Yeah, yeah. Yeah, I saw that. Yeah. Yeah. And how do you feel about when you are controlling the dispenser and refilling the product?

**participant 8:** [00:16:33] Yeah. For the first time, I could not control it. I just push the button and yeah, too much that's coming out. Yeah. But the second time, I think when I use this one, I could push as much as I like to. That was a little bit of the product coming out, and then I pushed again and again. So that was better. I was better in control than the first one.

**Xueqing:** [00:17:01] Yeah, OK. And what are the positive elements come to your mind regarding the system?

**participant 8:** [00:17:10] Um, yeah. Know about the system of or about the whole concept of this.

**Xueqing:** [00:17:20] Yeah, it's clearly the concept. Mm hmm.

**participant 8:** [00:17:24] Yeah. We use cups, not so much waste. Yeah, I choose as much as I need, as I think I need.

**Xueqing:** [00:17:39] Yeah, OK. And what are the potential problems come to your mind?

**participant 8:** [00:17:46] Yeah, but it doesn't function like it's meant to be then. Yeah, someone would need to help. So I think maybe even this system is coming to the supermarkets in the Netherlands and it's put there for the first time. Maybe it's good that someone is nearby to help. Yeah. And I think after a couple of days or weeks, then more and more customers have used it, so customers can also help themselves. Yeah. Yes. Yeah.

**Xueqing:** [00:18:22] And how do you evaluate the hygiene of this? hygienic.

**participant 8:** [00:18:30]

**Xueqing:** [00:18:32]

**participant 8:** [00:18:38] Yeah, the cups are mine, so they are cleaned. But everyone is pushing the buttons, so this is less hygiene.

**Xueqing:** [00:18:51] Yeah. But this one perhaps is reused by the previous customer.

**participant 8:** [00:18:57] Yeah. But I believe that the cleaning is well. Yeah. Because like the example of the Coca Cola bottle, I buy a new one and know that the liquid is in a reused bottle? And it's not a problem for me. So I think effectively or whatever the cleaning process, I think it's fine. Ok. Yeah.

**Xueqing:** [00:19:25] And to what extent you would use the system if this one comes to the Netherlands and stands in your supermarket? To what extent you would use the system?

**participant 8:** [00:19:38]

**Xueqing:** [00:19:42]

**participant 8:** [00:19:55] I think I would use it for products I use often. Oh yeah, because for products which I use maybe once or twice a year for, for example, I almost never use sugar. Yeah. So it's fine to buy in the supermarket, one kilogram of sugar and it stands in my kitchen, maybe for half a year. Yes. Then it's fine because you can use it. I think the sugar for many years. Yeah, but for products, for example, I use a lot of rice. Yeah, the lentils, maybe also. But for example, the rice I cook buys a few times a week. So then it's good to to buy it here because I can refill it, because otherwise I would use twice a week package. They just through away. Yeah. So I think to that extent, it's I think the products I use often and not only sometimes.

**Xueqing:** [00:21:13] Then that is the next section to discuss the other product options categories. Today, we only have six products, but actually there are a lot of other possibilities. So for which kind of product would you find? This system is useful?

**participant 8:** [00:21:34] I think mainly for the dried products. Yeah, because I think when you put water or maybe milk or whatever in it, I think it might be spilt. So when I'm on my bike and I have a backpack and it's going like this, I do not know whether it stays inside. So I think it's the best is to use it for dry products.

**Xueqing:** [00:22:12] Yeah, OK. And what about the non-food product?

**participant 8:** [00:22:28] Yeah, I cannot imagine a product I think may be better for food. Because I do not know what products which would fit inside such can. Yeah. No, I have no idea.

**Xueqing:** [00:22:51] Do you think this system offers the benefits to the environment?

**participant 8:** [00:23:05] Yeah. Less waste of plastics.

**Xueqing:** [00:23:09] Yeah. Are there any other benefits?

**participant 8:** [00:23:17] Yeah, you can choose, but you think you would use because other. Yeah, I do not know about these examples because otherwise when you buy too much, then the quality is going down. And then I would have to throw it away. And in the system, I can choose what I think I value. So there's not so much waste. Yes. Yeah.

**Xueqing:** [00:23:47] For which product you think this system offer the greatest environment, environmental benefits.

**participant 8:** [00:23:56] Yeah, for products that you use often. Yeah. Ok. And for products which are and maybe in a plastic package. Yeah, because as for rice you often buy in in paper packages. Yeah. I think mainly for products you use a lot.

**Xueqing:** [00:24:26] Ok. And how many times do you imagine that you will reduce the curve before you return it or replace it?

**participant 8:** [00:24:43] Yeah, but I understood from your story that I take it home. I give back one cup because it has to be cleaned and then I get I can take a new one.

**Xueqing:** [00:24:59] Yeah, but you can also choose to reuse it. Oh, OK. It's not necessary to return it every time. Oh, keep it reusing.

**participant 8:** [00:25:11] You can just be using it again. Yeah. Ok. Ok. Yeah.

**Xueqing:** [00:25:14] So don't want to use it anymore? You can return it.

**participant 8:** [00:25:17] Mm hmm. Yeah, that brings me to a question I do not see when I want to return it, where I can put it.

**Xueqing:** [00:25:26] In reality, you can return to the cashier.

**participant 8:** [00:25:32] Oh, sure, it's not. It's not in the system.

**Xueqing:** [00:25:35] Yeah, there are two options that you can also return it back to the system. There will have another collection box.

**participant 8:** [00:25:46] Yeah. Because when I took a new one, I saw I think it will cost one euro fifty. But your question was, how often do you think I would use

**Xueqing:** [00:26:02] So many times you would like to reuse it?

**participant 8:** [00:26:07] Yeah, I think a lot, lot. I think it's maybe a little bit depending from the product, for example, the rice and the cookies, I think all those dry products. There's nothing left. But for example, maybe it's wheat or whatever. There are some leftovers in the cup. And then I would maybe give it back earlier. But for the product of the example here, yeah, I could use it a lot. At least 10, 20 times. And maybe I would switch it never. Just take the product. Take it home. Take a new product.

**Xueqing:** [00:27:08] Yeah, yeah. Switch never you mean you will keep reusing it?

**participant 8:** [00:27:18] Yeah. Yeah, yeah. When are my criteria would be? There are no leftovers. So, for example, weeds, then you have leftovers in the cup. Then I would return it and take a new one. But not for rice cookies and so on. Yeah. Yeah. Because it stays clean inside and I'm the only one who touches this one, so it doesn't have to be cleaned. Yeah.

**Xueqing:** [00:27:54] And after several reused circles there might show some little scratches. on the surface of the cup, how do you think about that?

**participant 8:** [00:28:06] Not a problem, not a problem. No.

**Xueqing:** [00:28:08] Even if it's made by the others? Because before you pick up this one and maybe the others that other consumers already used it and return it and it become yours, the squares are not because of.

**participant 8:** [00:28:25] No it is not a problem for me. No, no.

**Xueqing:** [00:28:28] Ok, then we can move to the next section. You talk about the better part and it is also all over. Exactly. Oh, OK. Nice. Besides the system you experienced today, there are also some other solutions which also offer consumers the option to reduce packaging, such as the ones you see on this paper. The first one is called dope. And in this system, the the company filled the product in the metal packaging, but waste still with the branding and other visual information on the packaging. And you buy it from the supermarket, you use it at home and after you finish it, you can return it. But when you buy it, you pay more deposit for the purchase itself. Mm-hmm. And then when you return the empty packaging in the store, you can't get to a refund.

**participant 8:** [00:29:29] So it's about the same system as this.

**Xueqing:** [00:29:32] Yeah, but the difference is the first is the material is the metal packaging. And there is a branding designed by the brands themselves, and it's showing on the surface of the package. Yeah. And the second one, you already know that to deter both. Yeah. And the difference is you need to order it online and they will deliver the product to the store. And there are no branding information or the visuals on the package come with some information of the product.

**participant 8:** [00:30:08] Yeah, yeah. And this one that look, is it already in the Netherlands because I never saw it? No, not yet. Ok. Yes. Yeah. Yeah.

**Xueqing:** [00:30:19] And the last one called Ecover and it has their self-owned branding product, and you buy the product from the supermarket like you normally do and you use the product at home after you finished, you refill your original packaging. So there is no extra packaging provided by the system to the original package

**participant 8:** [00:30:48] Because when you buy it once and then you use it or reuse it all.

**Xueqing:** [00:30:52] Yeah. But you can only use it to fill the same product because there is also already the information and the labels of the package. So this is three different, but very similar solutions. Yeah. And I would like to know, have you ever bought or experienced any reusable packaging?

**participant 8:** [00:31:22] And I also never heard of Peter Pot, but because my daughter has projects, that's where I know it.

**Xueqing:** [00:31:30] But you didn't try it.

**participant 8:** [00:31:32] No, not yet. Not yet. No, no. And then she did not have a product project that Pieter pot. I would never know it. I have no idea how long they already have this system. Maybe they just started, and maybe they have to do some marketing. I do not Know.

**Xueqing:** [00:32:02] I would love to know how you will evaluate this three system in terms of the solutions they offer in comparison to the MIWA system.

**participant 8:** [00:32:13] Ok. So I will start a loop and talk about pros and cons. Yeah.

**participant 8:** [00:32:27] Yeah, it's about the same system. So you refill it, but you what I see here, but you explain this, that you have one tap for one product.

**Xueqing:** [00:32:39] Yeah.

**participant 8:** [00:32:41] So you can the containers that you have only one cup for the product, one container for the product. So when I have, for example, one container for coffee, I could not use it the next time for rice.

**Xueqing:** [00:33:06] Yeah, but this one, you need to return it after you use you finished product every time. So like it's it only changes the material of the package, such as you can see the Haagen-Dazs. It's almost the same shape with the one we buy from the supermarket now. Yeah, but this one you after you finish the ice cream, it can return. You need to return the empty package, but you couldn't refill in the store.

**participant 8:** [00:33:41] Yeah, yeah. So you give it back and they clean it. Yeah, and then they will refill it. Yes. And then you can. You can buy it. Yeah. So yeah, the nice thing is that also the packaging is reused, so that's as sustainable as this system. Yeah, and the whole of this system is that you have one container where you can use yourself. Yeah. So I think for like you before, ask me, how often would you clean the container for some products? Yeah. Cleaning is not necessary every time. Yeah. Maybe, maybe. Sometimes depending on the product. So I think you have more cleaning costs because you clean it every time. Yeah. And it's not always needed to clean it after you have used it. Yes. And so the pros of this system is that you have less cleaning costs. Because, for example, this one, I almost never clean at home.

**Xueqing:** [00:35:14] Yeah. And how about the other two system, the Peter and a cover?

**participant 8:** [00:35:21] Yeah, Peter pot I think the contra is that it's delivered at home. So you have cost of the driving. Yeah. Yeah. So for this system, for this system, when I go to the supermarket, sometimes I order it online. That's Albert Heijn. But during COVID, I work a lot at home, so I go very often to the supermarket now to go out of the house. So, yeah, when I do my shopping, I can we refill these containers. And when I use Pieter Pot, there was someone else driving vans and switching all the the bottles and the cups. So I think this is a contra of peter pot.

**Xueqing:** [00:36:15] You need to bring the containers every time if you want to refill it. How do you feel about carrying all the containers.

**participant 8:** [00:36:27] Oh, they are empty, so yeah, I have a bag or whatever. Yeah, and I bring it empty and I return and then I go home, get filled containers. So that's that's fine for me. The only problem would be that I forget to take them. Yeah. But yeah, then I can take a new one and then I pay for the deposits and return it the next time. It's not. Not a problem for me. Yeah. And that ecover, but I see here, is it only liquids? No dry?

**Xueqing:** [00:37:10] Uh, yeah. Because this brand, they are more focused on the cleaning product or some self-care product.

**participant 8:** [00:37:20] So this is also for example, shower gel shampoo and so on. Ok. Yeah, that's nice, because that's what I explained. Before that, I buy a big one and refill the small one. So, yeah, I like this very much, and I think it has the same process as this system because you can reuse it and this is very usable for liquids. And I think this is not so much usable for liquids, more for dry products. So I think when they are both in the Netherlands, I would use this one for the liquids and this one for the dry products. And I think I would not use Pieter pot.

**Xueqing:** [00:38:23] Ok. And why do you think the ecover is suitable for the liquid?

**participant 8:** [00:38:29] Yeah, because what I see here, it's like a bottle. Yeah, you can close it better than this one and this one. It's another shape. I see here it's like a normal bottle. Yeah.

**Xueqing:** [00:38:52] Yes. Ok. We're almost done.

**participant 8:** [00:38:54] Ok. It's very nice research you are doing.

**Xueqing:** [00:38:59] Do you have any thoughts or ideas or anything you want to add to the system?

**participant 8:** [00:39:06] I think they are already used for a lot of different products. So do I. Do you want me to think about other products or?

**Xueqing:** [00:39:23] Now they have the product categories, such as a lot of coffee beans for the Nestle. Yeah. And they also have pet food.

**participant 8:** [00:39:36] Oh, OK. Yeah. For the cats and the dog.

**Xueqing:** [00:39:40] Yeah. And other things. Maybe some. That's the you mentioned a lot of different kinds of beans, all the local products. Yeah.

**participant 8:** [00:39:51] And they only have dry. No liquids, right? But they could extend it. And then they have competition with this. Yeah. Because yeah, then you have to reshape the containers. But they could add also liquids, but then you need other containers than this. Yeah, that would be an idea for this system.

**Xueqing:** [00:40:22] Ok, then we're finished. Thank you for sharing your time. It's really interesting and pleasant conversation with you.

**participant 8:** [00:40:29] Thank you. I also like this. Ok. But I do not use it for non-food because you are asking for non food.

**Xueqing:** [00:40:37] Yeah, I mean, I mean something like the liquid or the cleaning.

**participant 8:** [00:40:43] Oh, but they are doing. Yeah. Yeah, I think it's not. It cannot be used for for liquids. Maybe for pencils.

**Xueqing:** [00:40:58] Some of the participants mentioned the pencils, but normally people won't feel the pencils in some containers. Do you have any other questions?

**participant 8:** [00:41:15]

**Xueqing:** [00:41:23]