## Transcript

**Xueqing:** [00:00:00] Could you share with me your general opinions towards this system?

**participant:** [00:00:03] I had to read. The first one was stupid. Then I was like, Oh, wait, they actually say where to push? They're good things about the system that it's quite fun to use when it works. But with the cookies or the crackers and with the cookies, it was quite difficult because it didn't flow really well. I don't know what's going on inside it, but you saw that it took a while for me to fill up the container. And I think with that, I will be quicker to be filled up by it if I was here. You know what I mean? Like shaking it and getting through it. But on the other hand, it's something to get used to. And if you know how it works and it's like, OK, you know what? Shake it a little go again, and it needs to be a new normal. So it's fun. It's actually got better if you want to stop. But with this one, I got a bit impatient filling it up, and I was like, You know what? Never mind. Don't fill up the cup.

**Xueqing:** [00:01:27] And why do you feel you need more patient on the crackers?

**participant:** [00:01:31] Because the shape of the products, it's difficult to get it out of the machine. Yeah. So maybe a different kind of opening or a different kind of, I don't know, maybe a bigger opening inside to get more pieces through will be preferred, I guess. So it's easier for you to drop the the the crackers.

**Xueqing:** [00:01:53] Yeah, OK. And if you use three words to describe this system, what would you say?

**participant:** [00:02:01] Environmental friendly, and it's actually two right. Um, it's fun, I love the choices.

**Xueqing:** [00:02:17] What you feel it is fun?

**participant:** [00:02:22] I don't know if this is nice to do stuff you sell, but especially with all the plastic and stuff that I'm already at home recycling my plastics. But this saves me a lot of plastic anyway. I mean, look, the biggest amount of stuff I need to recycle is plastics like two bags a week and all the others like little. It's just my mind a bit. So I really like that. You can reuse this, but I'm really curious to know where I can drop this off and then get a new one like a clean one.

**Xueqing:** [00:03:05] You mean you want to return it and get a new one?

**participant:** [00:03:10] Well, some people are lazy, not specifically me, but or maybe the containers get a bit damaged or maybe get some discoloration. Um, and some people who want to trade them in for like a new cup or next time instead of using your cup.

**Xueqing:** [00:03:33] But actually the all the cups in the box, they are reused ones. They are cleaned and soon resold by the producer, but they are still reused by the other consumers.

**participant:** [00:03:45] They're still in the cleaned. Yeah. But three words to describe it. Um. Interesting. It's pretty pretty. Yeah, it looks good.

**Xueqing:** [00:04:12] Which part you think is pretty?

**participant:** [00:04:13] The whole aesthetics, the colors and the photo on top. It looks good. It's really well thought out with the skill on it and the screen. It's really easy to use. And um. It's well thought out, and I like that. Yeah, like I said, this is pretty like the different shades. And there's not really pastels, right, but the soft yellow and the white and the purple and then in different shades of blueish and I like it. I mean, it's beautiful.

**Xueqing:** [00:05:01] Ok. And then how do you feel concerning the two packaging that you just experienced? You experienced with the smart reusable cup and also your own container. How do you feel about both solutions?

**participant:** [00:05:19] Both are great. I would love to see this with, uh. Yeah, well, I do have containers, right? And it's ridiculous if I were to take a container from here, I could use my own bigger container and buy a bigger box of rice in that way. So I would love to see this with pasta and but also herbs. I mean, I'm cooking it asian, a lot of my home as well. And I would love the Five Spice container just four or five spice in my own container. Instead of getting a container, put it in another one. Yeah.

**Xueqing:** [00:06:05] So which solution you prefer to use in your daily grocery shopping?

**participant:** [00:06:11] Oh, for me, my own container. But if I go spontaneously shopping, I'm really happy that they have their own containers as well, so I recommend both. And I think I would use both.

**Xueqing:** [00:06:29] And how do you judge the different steps during your exploration, such as for your first glance? How do you feel about it?

**Speaker1:** [00:06:41] I was like, That is pretty and convenient.

**Xueqing:** [00:06:52] Why convenient?

**participant:** [00:06:52] I prefer I don't know if you have like all branches of rice and lentils in the store. It's always there are hundreds of times and uh, I don't know, is it convenient that you can just say, you know what, I want to have that stuff and use for it and. And. I would prefer this to packaging prepackaged stuff. And you can take any amount you like. Yes. Well, as long as container fits

**Xueqing:** [00:07:35] How do you feel when you are learning how to use it?

**participant:** [00:07:38] With the cookies, I was like, I'm going to crush the cookies. [00:07:43] I will read them for a moment. [00:07:45] And then with the next one, I was like, Oh, there's a button. Why didn't I see that? Oops.

**Xueqing:** [00:07:54] So when you are trying to learn the steps following the instruction on the screen? How do you feel about it?

**participant:** [00:08:03] I should have looked at it better, but it's really clear. And it's um, it can't go wrong if you properly look at the screen

**Xueqing:** [00:08:14] And how do you feel when you were controlling the dispenser?

**participant:** [00:08:20] With this one, it was great. I felt stupid because I didn't know how to use it, and I felt a bit frustrated because it took such a long time to fill and I shook it a couple of times.

**Xueqing:** [00:08:33] Ok. How do you feel when you are filling the product in the cup

**participant:** [00:08:38] Yeah, it's coming. It was fun.

**Xueqing:** [00:08:45] And what are the positive elements coming to your mind when you use this system?

**participant:** [00:08:52] Like I said, it was really well thought out and like that. You can like get in your container and then or weigh your container, then using it and just following the steps. I liked how it works fundamentally and thought out.

**Xueqing:** [00:09:22] What kind of potential problems that you think this system will bring you?

**participant:** [00:09:26] Not enough, not big enough containers like these. I mean, the capsule could be too small. So maybe people really like it, then you need to have like a huge stack of capsules in the back. Uh, and with the crackers is the shape of the product, and I don't really know how it works from the inside. But if the opening is not open long enough or there's not a good flow, like with the stuff they can do, the flow is really there. It was like it was feeling like, Hey, working all right for the cookies. Eventually as well, and with these, we have this shape wasn't made for this machine, I guess. Or maybe the machine can be changed a little bit because of that. I'm not sure how it works, but. So that's my thought about it. Yeah. This will be the biggest. I would see problems with that. But on the other hand, I'm really glad they have like the levers. So you don't need to have someone opening up the machine and cleaning it out.

**Xueqing:** [00:10:46] And yeah, and which step do you think may hinder you from using this or stop you using it?

**participant:** [00:10:58] I think every step is easy. And I wouldn't say any step hindering me.

**Xueqing:** [00:11:08] And how do you evaluate the hygiene of the system? The cleanliness.

**participant:** [00:11:18] Oh yes, OK, especially in the covid times you don't want people to touch. Uh, so I would recommend to have like a disinfection station next to it so you can clean your hands before using it. That's the only thing that would come to mind about cleanliness. Another thing is that people bring their own containers and they are not clean and their containers are touching the machines and get some cross-contamination as well. Yes. So there might be something to check if it's clean or whatever, give set some place on this or get some dental things that people can clean the mouth of the machine before using it. Yeah. Especially with COVID times, and sometimes people are just disgusting anyway. Sorry.

**Xueqing:** [00:12:25] Ok. And to what extent would you use it if this one is appearing in supermarkets in the Netherlands?

**participant:** [00:12:35] I would, especially if they have like full grain rice, more pasta. We use a full grain pasta as well. I will use it all the time. Yeah, right. Especially when it's albert heijn because it's like the grocery sort of fits it most. But if I would know store would have it somewhere. I might actually do my shopping there or shopping in that area and then get my rice and stuff in there because I really think the environment is really important. Yeah. And I really want to try these.

**Xueqing:** [00:13:37] Today, as you saw we only provide the six products as examples. But actually, there are a lot of other product possibilities or options could be provided by this system. So now we will discuss about the other possibilities of the product category. Like what you already said the herbs and the pasta. So for which product would you find this system useful in your grocery shopping?

**participant:** [00:14:11] For me, the lentils, anyway. Um, and I know a lot of people have coffee machines that have their own grinders, so the coffee beans are great. And this is something new, they have like tiny versions of it, like similar. They look like this. You put those in there as well, but you can do it with Easter eggs as well. I know everything that is small you can purchase in bulk will be great like that.

**Xueqing:** [00:14:55] And what else other products come to mind?

**participant:** [00:15:03] Breakfast cereals, yeah, be great, too. Um, we also find that more a different kind of, uh, legumes like lentils, uh, chickpeas. So many possibilities.

**Xueqing:** [00:15:23] It can even be the non-food product.

**participant:** [00:15:26] Oh yeah, of course. What kind of non-food would you like to buy in bulk like that? I don't know.

**Xueqing:** [00:15:50] Like some liquids

**participant:** [00:15:51] Of course, but I don't know how much people get their water from the tap, maybe like fresh milk, but milk anyway. I mean, Dutch people drink a lot of milk. Uh, I don't know if they could keep it cool enough, but it would be great milk. What kind of non-food item would you use in bulk? I would say pens, but it wouldn't work. I always say stuff like these, but that wouldn't work either. And then I'm thinking, Wow, I don't know if you use non-food items in bulk, then you should use different items that are more environmental friendly anyway.

**Speaker2:** [00:16:57]

[00:17:04]

**Speaker2:** [00:17:07]

**participant:** [00:17:09] know in the United States there are like the charging block machines that you can buy. And then if it's empty, then you put it in the machine, you get a new one or they charge back. And that would be great over here as well. But it's a completely different system, and I wouldn't know how to use it here. I don't know. I can't come up with any non-food items to buy in this. Well, everything you want to buy in bulk, food wise, this is great. Like I said with herbs and stuff, I mean, Dutch people only use it in small bags of. But I would buy my cumin of kilos. Even so, yeah, like I said, I love to cook asians.

**Xueqing:** [00:18:17] What kind of product would you find it is not useful or suitable?

**participant:** [00:18:26] Yeah, well, shape of them, yeah, so I'm really interested if you if you put pasta in it and if every type of pasta will be nice one and then the pasta looking like rice, that is great. Of course, the macaroni is great. I'm not sure if farfalle will be great because it's like bigger and more similar like these maybe fussili and penne will be great. I'm not sure those are round shape, so possibly it will flow better out of the machine.

**Xueqing:** [00:19:07] If we can solve the issues of the shape, what kind of product do you think is still not suitable?

**participant:** [00:19:23] Stuff that breaks easily.Yeah, because if it doesn't come out right away, you need to shake it a little bit. It's something that it breaks easily.

**Xueqing:** [00:19:34] Such as what kind of product? Easily broken.

**participant:** [00:19:45] Oh, you can use it for nuts as well.

**Xueqing:** [00:19:49] Yeah, so that's the product you find useful.

**participant:** [00:19:52] Yes, but not useful. Wow. If and when shape problems, things that aren't really bulk items to begin with, I will say, but it's I don't know, it is like you obvious in a way that you could actually this shape is not a problem. You can actually dispense like candy or candy bars to the tiny ones a lot easier. I mean, I think a lot of people would love to buy celebrations in bulk. Yeah, I would say that if you have like the [00:20:38] guys now, [00:20:39] if they would like a bit bigger. I mean, these are [00:20:41] technological change. [00:20:44] I would say it might crack too easily. I'm not sure. You should you really need to use it for stuff that needs to be dry.

**Xueqing:** [00:21:02] Why you think the wet products are not suitable?

**participant:** [00:21:07] Well, if you put stuff in it. I mean, when it's not dry, it would ferment in the machine. Yeah. So make sure there's no fermentation going on in there. And some people like fermented food, not everybody would be happy with it.

**Xueqing:** [00:22:08] OK. And then do you think this system offers benefits for the environment? Yes. And what kind of benefits you think it offers?

**participant:** [00:22:19] Less waste. The only thing that makes me curious. Normally, when a store gets something, they have containers that they toss out and then they only have the products that they use to, you know. But with these containers, you have like a shipment of containers getting into the store. Yeah, but the same shipment of containers are going back. So it's still a lot of fuel. Yeah, but I see they're a bit so maybe they can fill it. So there is still a bag inside. Yeah, so the bag needs to be washed or it's going to be tossed out

**Xueqing:** [00:23:37] Oh the plastic bag will not be reused. It's just single-use packaging for the product.

**participant:** [00:23:46] The plastic bag is still the product that's going to be in there or so they need to toss the plastic anyway. Yes. But in that case, it's not true, especially with rice. You can buy in bag with five or 10 kilos. It's not better for the environment. But if you stack these, then they take less place in a lorry. Yeah. So in that case, you can bring them back together with like the bottle of Coke that maybe. Still, this my thought about environmental friendly, it's if you're still tossing out plastic every time and then I think you're missing the point of renewable and less waste because you're still creating plastic waste, which is a pity. Yeah. Maybe if the plastic itself is going to be recycled, then it's OK.

**Xueqing:** [00:24:57] Yeah, it's really recyclable. It's not reusable.

**participant:** [00:25:01] Yeah, yeah. Uh, and you have forces to return it. We also may be just thinking in different ways. Is the free environment? I don't know. Just like the same system like this, but then for stores that like trucks with the same kind of machine, but then you just refill these kind of things. It would be great because you have less plastic waste because of that. Yeah, but then you have trucks driving around all over the country anyway. So then you can get bigger containers in the truck on bigger amounts. This is a really interesting system. But for the customer, that's great when you can have a tiny amount, big amount, any amount you like, as long as you bring the right container with you. Yes, and it is easy to use and customise is great, this might need a little bit work or more thought, or maybe more? Maybe I am too critical. I don't know. But this part is great and I hope this will be really well thought out. So it really is good for the environment. Yeah, we need to look at that part.

**Xueqing:** [00:26:43] Ok. We will see that to the future. What kind of products you think this system will offer the greatest environmental benefits?

**participant:** [00:26:59] Looking at these six products for Dutch people, I would say the coffee beans, coffee beans. Dutch drink a lot of coffee and especially the people who really love coffee have their own coffee grinder at home, so they would love to buy their beans in this way. And for the people who are vegan or Arabic people, and for people like me, they would love the lentils like that because you can buy it in bigger size packaging. I haven't found a store that sells bigger containers than one kilos. So if you can bring your own container, that's great. Um, rice, maybe not a big rate. It gets more containers with rice for me and I buy my rice 10 kilos. I can just close the bag and just fill my thing with it. So but it would be great. Those cereals, I mean, people could actually make stuff on cereals together. I mean, I just put one stuff, one thing in a container. But if it would be fun if you have, like your own, make you a mushy machine if you feel like your oats and then like a chocolate pieces and then kind of raisins and then like a shaved coconut, shaved hazelnuts and stuff like that you can make your own. Yeah, that would be great. It's just the idea or just like they can get your own container. OK, I can get my and I want a bit of chocolate in it and no raisins. And I want to have like a bit of shaved elements and shaved stuff, and they will be great if you can mix them together. It's great because it saves a lot of money, but buying everything, getting everything in a home. It would be great. But the problem is, I guess you need to have everything with somewhat the same price. And because I don't know if the machine count how much of something you put in the machine or the only weight afterwards. So, oh, it's just really cheap. Like 60 cents a kilo. But if you want to buy nuts for 60 cents, then you have a problem because it's like. Then grams may maybe four for 50 cents or maybe a hundred grams or something like that.

**Xueqing:** [00:29:55] It knows what kind of product you fill. But now you couldn't mix the product we can only choose one and the system knows which way you choose to show you the price. Because you unlock the dispenser with the chip.

**participant:** [00:30:18] Of course, it's smart. These with the chip and this one you pick. But still, I mean, it's so much possibilities, even with stuff like that. I mean, I would make my own mostly like this because I'm allergic to yeast, so I wouldn't use the raisins, so I can put all the other stuff inside and save money and such basic stuff in the cupboard anyway. Yes. And I think I would mix it around in a little bit like getting smaller containers with the other stuff, and I put my oats in there and mix it up at home anyway. But I don't know. There are so many possibilities. I like it.

**Xueqing:** [00:31:03] Ok as you know, this cup will be reused again and again. So how many reused circles? Do you think that you will use it? How many times before you replace it or you return it to the system?

**participant:** [00:31:22] I don't know. It depends on the coloring of the lid, I guess. I mean, getting discolored, I would think, Well, Let's bring it back. I have it cleaned and the same with the container itself as well, or when the [00:31:38] littering [00:31:39] is getting bad Or bringing return it.

**Xueqing:** [00:31:46] Yes. And also, as you mentioned after maybe some of the cycles. The labels are not that visible that you might want to return it and get a cleaned one.

**participant:** [00:32:01] And something else, I mean, there's a chip underneath when I put something in my cupboard, when I clean it myself. When the chip will come off anyway, I will return it as well.

**Xueqing:** [00:32:24] After several reused times, it might show some scratches on the surface of the cup. What do you think about that kind of signs of usage?

**participant:** [00:32:40] No, that it's been properly cleaned. I wouldn't really mind. Uh, but I need to be sure that they're properly clean.

**Xueqing:** [00:32:49] Yeah, but sometimes it may be not caused by yourself. It may be caused by the others.

**participant:** [00:32:56] Yeah, that's what I meant. I wouldn't mind using a container if it's mild damaged as long as it's still airtight if you close it and then I will be OK with it. Um, it was just one other thought that came into my mind. I really need to ask you first. Yeah, if I bring it home and then go back to the store, I need to scan this one again. But it will charge me again for a container.

**Xueqing:** [00:33:27] No, you don't need to pay it again after you use the chips with the dispenser, it already knows this one is paid.

**participant:** [00:33:37] Yeah, but if I go to another store with the same thing, I mean, there is no central system that knows that I've already bought it.

**Xueqing:** [00:33:44] Yes it knows, it connects with the internet. So it doesn't matter which machine. And actually in the application you will have all the product information.

**participant:** [00:34:03] Oh, that's great. Yeah this is great because then you can see when you need to toss that or not, then. Oh, that's funny. I already put that in there as well. And it means and it looks good, though, so you could scan your own cup with your iPhone, apparently. And then you can see every information about your cup when you think when you first bought it, I guess. Yes, you can actually give it a name. Yeah. Well, that is good. You can actually see where it's where the food is from, and that's great. Yeah, they will make it even easier to use. So if there is an application, you will use it. Exactly. Although I think all the information is coming here as well, right?

**Xueqing:** [00:35:05] Yeah. Some basic information about the product's name and the expiration date.

**participant:** [00:35:14] Best before, yes, you can use it for almost two months. It is nice. I don't. I mean, reading the sticker, it makes that a bit of an extra, but I mean, a lot of people would go for it. I don't think if everything is on the label. I'm not sure if I'm going to use that, but it's nice to know if the labels get damaged or getting lost or whatever, then you can still go to the app and just scan your container and see what's in there. Yeah, that's great.

**Xueqing:** [00:35:54] Do you always check the information on the package?

**participant:** [00:35:58] For me, yes, because of, uh, we have five allergies in home. No, seven or eight allergies in our family. And I always need to check back in June. So always check when it's when you can even do another, especially with mine. I'm allergic to yeast. So the date of expiration is really important to me. So. Well, yeah, it's nice. I mean, I'm glad every information is there, and if you want to be sure you can check the app, and I would love to see like an alarm in the app, like, you know what, your stuff is going to expire in like a week. Eat it now. Yeah.

**Xueqing:** [00:36:48] And also help you to manage your cup and also show you how many plastic waste you reduced,

**participant:** [00:37:00] Especially in the last one. But because a lot of people want to to do stuff and it is nice to see. You know what? All those people who stop smoking have already saved that much money by not smoking. Yeah, yeah. And it's nice, and it will be a stimulation.

**Xueqing:** [00:37:25] Ok, then we move to the next section. To compare this system with some similar solutions, as you can see in the example Card. There are three other similar solutions. The first one is named Lupe. And they provide the product in the metal packaging with the branding visuals on the packaging itself. You purchase the product in the shop. You use it at home after that, you just return the empty packaging to the store. You don't need to clean it.

**participant:** [00:38:16] This really convenience. Same with the Coke bottles and stuff. Did you buy the product just regular in the shelves and then take it home and bring it back and get refunds. Yes, I like that.

**Xueqing:** [00:38:31] The second is Pieter Pot, which are the glass jars, and you need to order your product online and they will deliver to your door with all the glass containers. And after you finish it, you need to return the empty ones through a pick up service. So for this one, you don't need to clean the the bottle by yourself. You need to pay for the deposit and get a refund.

**participant:** [00:39:01] I never used that one, it looks good, though. But I wouldn't use that, but that's because of our allergy. I'm really afraid of cross-contamination. I don't know what they're doing with the products. It's not being sealed. I don't know what happened with the product when it's being refilled or so. And with this, I can see how it's being revealed. I mean, they have these containers. There is these are airtight and I trust that they clean well and the fresh stuff in there. And I guess from a factory, a factory or something like that, it feels more safe for my allergy than the Pieter Pot. I mean, Peter is beautiful, but I wouldn't use that for my allergy. And loop, I'd love to. I mean, you've seen that with drinks anyway. So I love that idea as well.

**Xueqing:** [00:40:01] And the last one is Ecover. This one provides the self branding product in the original packaging like what you bought from the supermarket. But the different thing is, after you finish it, you can refill it again with the original packaging.

**participant:** [00:40:23] That is great. I like that as well. I would love to see, especially for washing stuff and like I see here. It's perfect for what it is. But I don't know just. I mean, it's similar like this, but I like the idea that I could bring back packaging and just get a new one if needed. But I see you can do that too. But what I like is that I can bring back and get my money back and then get a new one. But this is similar like this, and I would love to see this in the Netherlands with cleaning products.

**Xueqing:** [00:41:23] So why do you think it's suitable for the cleaning product?

**participant:** [00:41:30] What would be suitable for food as well, I guess. But I see a tap of a liquid tap above all because of what I see. So, I mean, systems are so similar that one looks is just prettier and more pretty.

**Xueqing:** [00:41:54] For Ecover you can only refill the same product. Yes, you already have the label.

**participant:** [00:42:01] Yeah. So if you want to change smells or whatever it, then you can't use fragrances. Sorry. Um, I mean, I think both could exist next to each other. I would love to have, they would be great if they have it, and you can just try a little bit, you know, especially we have an allergenic family also with contacts. So we need to make sure that we have the right cleaning product. And I would love to have a sample for like one or two or three washing amount and then try if it's OK. If it's not, then I could do something else. But again. This is similar. That is more pretty and just more convenient because you can use any container you like.

**Xueqing:** [00:42:57] Yeah. Have you ever experienced or bought any reusable packaging?

**participant:** [00:43:06] Coca-cola and drinks. Well, I mean, you get a six pack of Coke bottles and you pay extra and you return. The bottles will get money back. So it's the same with the loop with the original packaging. And I never tried Pieter pot or Ecover, mainly because of allergy reasons. And. Besides that, I mean, that's really I mean, I have my own like soap container and then I buy like instead of the regular bulb of like the soft packages of refill soap put in my soap container, it's still plastic waste. But I mean, I would love to bring my own container to a store and 'give me your soap'. So that would be great.

**Xueqing:** [00:44:10] So in comparison to the MIWA system. What kind of pros and cons brought by these systems?

**participant:** [00:44:26] What I really like, is that you can bring your own container. Yeah. So always fit in your cupboard because you have the proper container anyway for that stuff. Uh, what I really like is if you don't have a container that you can buy a container, what I like is that it looks pretty. Yeah, I mean, you see, look at the return points. It's just the green. I mean, it needs to be almost right. And um, like I said, it's convenient. Um, Pieter pot what I really like is that it brings into your home, uh, especially for the lazy bums among us. That's great. And it will be more difficult, of course, with the machine that brings. It was the Ecover, you only have to have the the original packaging that you can use, so its original packaging is coming dirty, you can't clean it yourself. You need to buy a new package packaging. It's not really eco Eco-Friendly, but they're still doing great, I they love the concept. This is different, I mean, this is something extra you can do whatever you want.

**Xueqing:** [00:45:58] Yes. And what are the disadvantages?

**participant:** [00:46:04] Loop is really convenient. We just grab it and put it in a bin and return it. They get your money back. So that's really convenient. And I think you can't be that. So there's a lot of I mean, I spilt a lot. Sorry about that. It's easier to kill stuff. If you fill up stuff yourself. And so it should be like a trash can next to it or something you can do. Turn the disadvantage, right, and do it yourself can be a plus, it can also be take a lot of time, especially a lot of people want to use it. And I don't know how long I was, um, using the machine with each of the container, but especially with the last one I took in my mind a lot of time. Uh, with the cookies, I was like, Oh, I forgot to look at the computer so it could be a timely operation. But then again, um, I still like it. For me, convenience, wise. Loop is really great convenience wise because you you can come in with the store without anything and bring it back next time you're going to the store, I just toss it in the bin and get new stuff. So both convenient wise loop will be more convenient. But I like the idea of bringing my containers.

**Xueqing:** [00:48:04] What are your feelings when you dropped some pieces?

**participant:** [00:48:11] It felt a bit a shame, and it was like, I don't know, I dropped it and I was like, Is there a bin? And I was like, Oh no, it's a scale way they need to do so. Ok, then I leave it, and I think many people are using it and they drop stuff. I also toss it out on floors. I'm sorry.

**Xueqing:** [00:48:31] No worries, it happens. You're not the only one who drop the pieces.

**participant:** [00:48:41] So yeah, that's minor hassle. But then again, if there's like a bin next to it, I would have toss straight away right away.

**Xueqing:** [00:48:54] Yeah, OK. we are almost done. Do you have any thoughts that you want to add to the system?

**participant:** [00:49:09] It's really cool. Yeah, yeah. I like the idea. So this is fun. I really wouldn't use it. Ok. And I'm looking forward with the product will bring in. I'm really excited to see others stuff in it as well. Yeah. Ok.

**Xueqing:** [00:49:27] Ok. Thank you so much for sharing your time with. It's very pleasant conversation with you. Yeah, yeah. And here we have a thanks letter with the voucher.

**participant:** [00:51:58] We're actually going to purchase or order an electrical car. Oh, and it's not going to be key. Yeah, it's so we're already reusing packaging or recycling a lot, so we're getting better and better as recycling. You have like a whole trash can with like five compartments to put stuff in.

**Xueqing:** [00:52:24] You are really an eco friendly consumer

**participant:** [00:52:27] I'm trying to, so I'm not really scared of purchasing plastic, but when I do buy plastic containers and I need to toss them, I'm really checking what kind of plastic is this. Is it easy to renew or not sell? Plastics are more or better to renew than others. So like the the soft plastics are perfect. Yes. So I try to check those and sometimes just paper containers are great, and especially with noodles of noodles with a paper label and with the plastic cups on put label in the paper bin in plastic plastic bags. And so. So thank you so much. It was fun.